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# HEALTH AND SAFETY

## FIRST AID ROOM

The school first aid room is monitored by teacher aides and is a room simply to administer first aid as needed to students who injure themselves or are unwell. Parents will be contacted for all students who present at the First Aid room and parents will be requested to collect them directly from the first aid room. Departure slips can be obtained directly from the First Aid room so you do not need to go via the office if collecting students from here. Students requiring medication do so at the first aid room where it is stored securely.

## STUDENT MEDICATION MANAGEMENT

### School Management

Management of school health conditions, including the administration of medication, is a courtesy provided by the school consistent with their duty of care to:

- Maximise the participation in school activities of students who require medication or special procedures for managing a health condition: and
- Optimise the health, safety and wellbeing of staff and students at a school site.

School staff can assist a student with medication under the carer provisions of the Health [Drugs and Poisons] Regulation [1996] provided that a **written request is received from a Doctor, the student's parent or legal guardian. Staff must follow the directions** on the original pharmacy label attached to the medication container.

### Medication Conditions

It is a condition of enrolment that if your child/ren suffer/s from a Medical Condition / Reaction that you....

- Inform the school of your child's condition
- Provide a current Medical Plan signed by a Medical Practitioner
- Provide the appropriate and current medication ensuring that you meet Education Queensland conditions for medication

**Please note:** That it is a *parental responsibility* to ensure that all medication e.g.: .Epi Pens, Ventolin etc dates are current and replaced promptly as the expiry dates become due.

### Self – Administration of Medication

Some students may be approved to self-administer their medication. Students approved to carry or store their own medication should demonstrate practises of secure storage of medication.

Recommended procedure for self-administration is as follows:

- The **parent/caregiver provides a written request**, with **guidelines and procedures from the medical practitioner**, for the student to be responsible for administering their own medication
- The Principal determines if the student is capable of assuming this responsibility
- The student and the school agree on where the medication is stored and where and how it is administered.

All other medications require secure storage and are administered only under the supervision of a staff member.

**School staff must not** administer over-the-counter medication [eg. Panadol, Zyrtec, PainStop, Cold sore gel, Medicate gels etc] or prescribed medication unless they have:

- **a completed school medication form authorised by the school**
- **a written request from a parent/caregiver** accompanied by written advice from a **medical practitioner**
- **the medication is in the original labelled container.**

**The exception** is the reliever puffer, such as Ventolin, that is included for the **emergency treatment of asthma.**

### Individual Management Plan

Most procedures for the administration of medication and management of health conditions can be adequately addressed by universal guidelines. However, students with more complex requirements may require individual management plans.

The following information, provided by the medical practitioner where applicable, **must be included** in the plan.

- Requirements - medication, dosage - this advice should outline dosage adjustments, e.g. level of insulin required for a particular blood sugar reading.
  - When and how medication is to be administered
  - Triggers, reactions, warning signs and symptoms of a possible emergency
  - Instructions from a medical practitioner regarding emergency first aid treatment
- Limitations or guidelines for specific activities such as swimming, sport, outdoor education, camps and physical education

The parent must also provide

- Current Telephone numbers for parent/s
- Current medical plan signed by a medical practitioner with medical practitioner details attached

These plans should be reviewed annually signed by a parent and revised when medication and/or health status change. Teachers, parents, medical practitioners, nurses in schools and, where appropriate students, may be consulted in the development of the plan.

Some students have several health conditions and the integration of treatment for these conditions will require an individual management plan. Where individual adjustment of medication is required, written advice from a medical practitioner and a parent must be provided.

**Please note:**

- At the end of the school year ALL medication and medical plans MUST be collected, by parents.
- At the commencement of the new school year written consents for medication are to be renewed, completed and handed in at the office.
- At the commencement of the new school year ALL medical plans MUST be reviewed, renewed and replaced

**Medical Alert Wrist Bands**

As part of the school's Workplace Health and Safety practises, processes are in place to assist with the management of student medical conditions. While staff are kept informed of students with specific medical conditions and their needs, to further enhance student identification practises, the school has purchased colour coded wrist bands which can be worn during the school day by students with certain medical conditions. These coloured wrist bands are made of food grade silicone with soft, rounded and pliable edges, are non toxic and easily sterilised.

To implement this initiative, your child would be provided with a wrist band of a certain colour based on their specific medical condition. This wrist band would be stored with your child's class roll and issued to them by their teacher each morning and returned at the end of each school day.

Wearing of the wrist band would further assist staff in identifying and responding to your child's specific medical condition both in and out of the classroom

**NOTIFICATION OF A MEDICAL CONDITION**

Documentation that is to be completed by the parent on Enrolment or at the commencement of the school year. [Available through the office]

**Students Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

**Medical Condition:** Severe Allergic reactions, Diabetics, Epilepsy, Asthma,

Other Medical Conditions - \_\_\_\_\_

**Medication Administration Category:** [Please circle appropriate section]

**A-** Child is authorised by parent to self-administer medication as needed and is also authorised to be responsible for the caring of the medication.

**B-** Child is authorised by parent to self-administer medication as needed but with adult supervision. Medication is to be held at Office

**C-** Parent requires that the child's medication be held at the Office and administered by an adult.

**D-** The child suffers from a mild condition only. In the event of a reaction the child's parent authorises their child to be administered medication [provided by the parent] by an adult and understands that a parent or other emergency contact will be notified

**Summary:**

1. Is medication necessary during school hours?

2. If 'Yes', then the 'Administration of Medication' **form must be completed** and the appropriate guidelines followed.
3. Medication **must be handed in to the office in its original pharmaceutical packaging**, which includes dosage instruction. It will be stored in the medication cupboard in the school health room.
4. **All** medication is to be kept in and administered from the school health room. Medication is **not** to be kept in school bags unless *agreed to by both school and parents* e.g. in the case of Ventolin.
5. **A Medical Plan, signed by a Medical Practitioner**, must accompany all students with a severe Medical Condition / Reaction
6. All unused medication must be collected by the parent.



1. Send tablet/s or the required portion of the mixture in another container. I.e. medication must be in the container as dispensed by the pharmacist.
2. Send non-prescribed medication
3. Have students collect unused tablets.

## HEADLICE

This complaint is common with school children and should not cause embarrassment. The frequency of the complaint can be reduced by parents making frequent checks of children's heads. When evidence of infestation is observed children should be treated immediately. Once treatment is complete children should return to school. A follow up treatment should be carried out 7-10 days later.

Children with long hair should have it contained in some way, as experience shows that these hairstyles are most prone to infestation.

Further information is also available from the Queensland Health Website <http://www.health.qld.gov.au/headlice/>

## INFECTIOUS DISEASE EXCLUSION TABLE

Some medical conditions require exclusion from school to prevent the spread of infectious diseases among staff and children. Information regarding exclusion due to illness can be accessed at [http://www.health.qld.gov.au/ph/documents/cdb/timeout\\_poster.pdf](http://www.health.qld.gov.au/ph/documents/cdb/timeout_poster.pdf) or contact the school office.

## STUDENT ATTENDANCE

It is our expectation that all children will attend school every day, to be on time and not leave early unless there is a good reason not to. This is vitally important to cultivate good habits and support learning at school. We have a target of maintaining student attendance at 95% or higher and students are recognised for good school attendance. We do ask that parents support excellent school attendance and to monitor patterns of attendance to ensure that any absences are legitimate. Where it is possible, families are asked to organize absences to minimize absence from school. The school is proactive in monitoring attendance and asks that families contact the school where there might be issues that might impact upon good school attendance.

## STUDENT ABSENCES

In the event of your child being absent from school please advise by:

- contacting the school office by phoning the school absence line on 5519 6360
- seeing a teacher or staff member in person
- sending a note with the child on the day he/she returns to school.

If a continued absence is anticipated, please contact the child's teacher who may be able to offer some guidance with continuing the child's learning over that period. If no communication regarding the absence is forthcoming, a specially prepared notice may be sent home with your child. If a child is absent from school without valid excuse, it is the responsibility of the Principal to follow up the absenteeism. Where required, letters may be forwarded to parents reminding them of their obligations in relation to their child's attendance at school. Ongoing unexplained student absences may involve advising the local authorities

## EARLY DEPARTURE FROM SCHOOL

The school has a duty of care over all students. The collection of children before 3.00 pm is not encouraged for other than illness or exceptional circumstances. The school will release a child into the care of the primary caregiver only as listed on the school file. Should a child need to be collected by a person other than the primary caregiver, a phone call or signed note from the primary caregiver will be needed to give the school authority to release the child. The person collecting the child may be asked to produce identification and will be required to sign out the child. Families are advised to check in with Admin prior as to the procedure to sign our a child early to become familiar with the process and to ensure that they allow sufficient time to collect a child. They must present to the school office before child is collected, and sign in

so you are a registered visitor on the grounds and put a visitor sticker on so you are identifiable. The Office staff will provide you with a printed receipt voucher of your child's early departure details and this slip must be provided to a Staff member for the school to be able to release your child. NO SLIP-NO RELEASE!. Once you have collected your child you must return to the office to sign yourself out so we know you are no longer on the school premises.

## **LATE ARRIVAL AT SCHOOL**

At the start of the school day, students who have not arrived at school on time need to collect a late slip from the First Aid room before proceeding to their classroom. Students will need to provide a reason as to why they have arrived late and all late arrivals will be recorded on the student's file for future reference. Regular late arrivals to school will see a letter go home to parents to have these regular late arrivals explained. Parents are encouraged to accompany their child when arriving late to school.

## **LATE DEPARTURE FROM SCHOOL**

From time to time emergency situations may arise and parents are unable to collect children on time from school. In these situations, children who cannot be collected on time must be collected from the office by the parents and signed out if collected after 3.30pm. Families who regularly work a distance from the school are encouraged to register their child with our Helping Hands Outside School Care facility to provide for an option when events prevent you from being able to collect your child on time. In the event of a delay, a phone call to Helping Hands and the School will ensure that your child is looked after and provided for at school until you can arrive.

## **COMPLAINTS MANAGEMENT**

Getting the best for your child: Raising a Concern

During the course of your children's school years, you may have cause to make a complaint about an issue with your child's education.

Education Queensland is committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support structures in place to enable parents and students to work through any issues they may have with Education Queensland provisions.

When making a complaint, it is in the best interest of complaint resolution to ensure that you:

- provide complete and factual information in a timely manner
- deliver your complaint in a non-threatening and non-abusive manner and
- not make frivolous or vexatious complaints or include deliberately false or misleading information.

You should be aware that if you are making a complaint about a staff member, that in most instances the staff member will be told of the complaint and offered the right of reply. You also have the right to have a support person participate throughout the process.

If your complaint relates to suspected official misconduct or criminal activity then you should make your complaint directly to the Crime and Misconduct Commission ([www.cmc.qld.gov.au/](http://www.cmc.qld.gov.au/)) or the Queensland Police Service ([www.police.qld.gov.au/](http://www.police.qld.gov.au/)).

The following 5-step procedure may assist parents/carers, and school staff to reach an outcome that is in the best interests of the student.

### **1. Discuss your complaint with the class teacher**

If your complaint is with your child's teacher or relates to an issue concerning your child's experience at school, make an appointment with that teacher as soon as possible through the school administration. Share the information you have about the problem with the teacher. Give the teacher an opportunity to tell you all he/she knows about the incident or problem. Together, both parent and teacher, should then take steps to resolve the problem at this level.

The teacher will make a record of the complaint and report your meeting and any outcomes to the school Principal.

### **2. Discuss your complaint with the Deputy / Principal or ask the Deputy / Principal to assist by participating in informal conflict resolution**

Where the teacher has been approached as above but the issue remains unresolved, make an appointment via the School Office with the school Principal to discuss the issue further. Alternatively, you and the teacher may agree to ask the Principal/ Deputy to act as a go-between in informal conflict resolution in an attempt to resolve the problem. If your complaint is related to the school more generally including issues of school policy or its compliance or non-compliance you should raise your complaint directly with the Principal or his/her delegate. For example, the Principal may refer your complaint to a Deputy Principal or Business Services Manager. The staff member will make a record of your complaint and work with you to resolve the issue. Complaints to the Principal/ Deputy may be lodged in person, by telephone, writing or via email to the.principal@coomerass.eq.edu.au.

### 3. Contact District Office

If you have discussed the issue with the Principal and still feel that your complaint has not been addressed, you have the right to contact the Executive Director (Schools) who is the supervisor of the Principal and oversees activities of schools in that particular education district of Queensland. Complaints may be lodged by telephone or in writing. Complaints should be specific in detail, and outline the steps taken to date to resolve the issue. Remember to date the letter, give your full name and address and sign it. The district office will make a record of your complaint. Anonymous complaints will only be acted upon if enough information is provided to allow for follow up with the Principal. Our school is located in Gold Coast District.

Contact details are as follows:

South East Regional Office  
PO Box 557, Robina Qld 4226  
East Quay Corporate Park  
34-36 Glenferrie Drive, Robina.  
Ph: 5562 4888  
Fax: 5562 4800

When you contact the District Office you will be advised that your name and the nature of your issue will be reported back to the Principal of your school. Staff at the district office will assist in seeking resolution to the issue.

### 4. Complaint still not resolved

If, as a parent you feel that your issue has not been resolved through the district office process, you have a further right to make a complaint to the central office of Education Queensland. Parents may choose to progress their complaint in writing to the Deputy Director-General Education Queensland. The Office of Education Queensland will seek to assist with the resolution of your complaint through referral:

- to the Executive Director (Schools) for further action or
- to another departmental unit for appropriate action.

The Office of Education Queensland can be contacted at:

Education Queensland, PO Box 15033, CITY EAST, Qld 4002  
Tel (07) 3237 0618 or fax (07) 3221 4953.

### 5. Independent review

If, as a complainant you feel that your issue has not been resolved through these formal processes the Queensland Ombudsman provides an avenue for an independent review of the Department's decision. The Ombudsman may be contacted at: Office of the Ombudsman, GPO Box 3314, Brisbane, Qld 4001

Email: [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)

Tel (07) 3005 7000 or Toll Free 1800 068 908 or fax (07) 3005 7067

### A role for Parents and Citizens Associations (P&C's)

It is understandable that parents may sometimes feel overwhelmed when approaching a school or the department with a complaint. While the Queensland Council of Parents and Citizens' Associations Inc (QCPCA) does not advocate on behalf of individual parents, individuals can request their own P&C to provide support in these circumstances. The P&C can in turn seek assistance from QCPCA to provide guidance in resolving the complaint. Complaints about services that are run or managed by the P&C at the school, for example, the canteen, should be directed to the P&C in the first instance.





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