



FOREST LAKE STATE SCHOOL

EQI International Parent and Student Handbook



LEARNING KNOWS NO BOUNDARIES

Contents

1. Principal welcome.....	4
2. School details	4
3. Administration.....	4
4. School values	5
5. International team.....	6
6. Emergency contacts	6
6.1. During school hours.....	6
6.2. Critical or life-threatening situations - dial Triple Zero (000)	6
7. School emergency and lock down procedure	7
8. School map and facilities	11
9. Orientation.....	12
9.1. Daily timetable.....	13
9.2. Assembly.....	14
10. What to do when.....	14
10.1. Late for school or class	14
10.2. Leaving school during the day.....	14
10.3. Feeling sick or unwell.....	14
10.4. Changing address or contact details	14
10.5. Lost property.....	14
10.6. Toilet access during class time	14
11. Accommodation and welfare	14
11.1. Care arrangements	14
12. Culture shock.....	14
12.1. Culture shock phases	15
12.1.1. Honeymoon phase.....	15
12.1.2. Frustration/Distress phase	15
12.1.3. Adjusting phase	15
12.1.4. Acceptance/Autonomy phase	15
12.2. Expressing emotions.....	16
12.3. Manners.....	16
13. Contact details	17
14. ISP Standard Terms and Conditions	17
15. Visa Conditions	17
15.1. Attendance.....	17
15.1.1. At risk of failing to meet attendance requirements.....	18
15.1.2. Unsatisfactory attendance.....	18
15.2. Course progress	18

15.2.1.	Unsatisfactory course progress.....	19
15.2.2.	Formal intervention	19
15.3.	Behaviour	19
16.	English as a Second Language or Dialect (EAL/D)	20
17.	Additional study support programs	21
18.	Legal services	21
19.	Emergency and health services	21
19.1.	Overseas student Health Cover (OSHC).....	21
20.	Medical matters.....	22
20.1.	Health information.....	22
20.2.	Medication	22
20.3.	Medical treatment	22
20.4.	Mental Health:.....	23
21.	Fees.....	23
21.1.	Tuition.....	23
21.2.	Non-tuition fees.....	23
22.	Change of school, year level, course or course duration (variation of enrolment).....	24
23.	Transfer to a non-government school or another institution.....	24
24.	Complaints.....	24
25.	Appeals.....	24
25.1.	Internal appeal	24
25.2.	External appeal.....	25
26.	Surf and Beach safety.....	25
26.1.1.	Surf Life Saving Australia's 10 Surf Safety Hints.....	25
26.1.2.	Useful links	25
27.	Sun safe	25
28.	Refund policy	26
29.	School policy and procedures	26
29.1.	Bring your own device.....	26
29.2.	School network and internet policy.....	27
29.3.	Use of mobile phones	27
29.4.	Make up and jewellery policy	28
29.5.	Uniform requirements	28
30.	Banking.....	29
31.	Transport	29
32.	House Structure	29
32.1.	House Groups.....	29
33.	School Leadership Opportunities	29
34.	Digital Safety and Cyberbullying	30

35.	Road safety.....	30
36.	School tuckshop.....	30
37.	FLOSC.....	31
38.	Little Frankies – Prep	31
39.	QParents.....	32
40.	Volunteering.....	34
41.	Excursions	34
42.	School newsletters	34
43.	School term dates – 2026	35

1. Principal welcome

Forest Lake State School – Where Learning Knows No Boundaries

We extend a warm welcome to international students and their families joining Forest Lake State School through Education Queensland International (EQI). We are proud to be part of the EQI network and to offer high-quality learning, care and cultural experiences for students from around the world.

Forest Lake State School is a diverse and inclusive community where every child is valued. Our school values of being Safe, Respectful and a Learner underpin the way we support all students, including those beginning their Australian schooling journey.

We understand that moving to a new country is both exciting and challenging. Our EQI coordinators, teachers and support staff work closely with students and families to ensure a smooth and supportive transition—academically, socially and emotionally.

Guided by our vision that “Learning knows no boundaries,” we offer engaging and future-focused learning programs from Prep to Year 6. Our curriculum fosters curiosity, independence and confidence, helping international students achieve success in a new educational environment.

We are delighted that you have chosen Forest Lake State School and look forward to supporting your child's learning journey in Australia.

Principal
Kylie Steinhardt

2. School details

Street address:	Kauri Place, Forest Lake, 4078, QLD
Office hours:	Monday – Friday 8:00 am – 4:00 pm
Telephone:	07 3714 1222
Absence line:	07 3714 1266
Administration email:	admin@forestlakess.eq.edu.au
Website:	www.forestlakess.eq.edu.au
Facebook (if applicable)	http://www.facebook.com/forestlakess/

3. Administration

Administration	Name	Telephone/Contact
Principal	Kylie Steinhardt	(+61) 7 3714 1222
DeputyPrincipal/ International Line Manager	Philip Thomas	(+61) 7 3714 1222
EQI Enrolments	Michaela Bradley	(+61) 7 3714 1222

STRATEGIC PLAN

2024 - 2027



OUR HISTORY

Established in 1994, Forest Lake State School has flourished into a primary school, with over 700 students from diverse backgrounds. Since opening, the school has curated a number of programs and extracurricular activities, fostering student engagement and enhancing learning.

These include BYOD-iPad (FLIP), instrumental music, a dance academy, and a wide range of sporting opportunities. In 2016, Forest Lake State School became an Independent Public School, further enhancing our commitment to excellence in education.

OUR VISION

**Where learning knows no boundaries –
Realising the potential of every student**

OUR VALUES

Be Safe, Be Respectful, Be a Learner

OUR MOTTO

Learning knows no boundaries



OUR BELIEFS

Our beliefs are guided by our vision 'Learning knows no boundaries - realising the potential of every student'. We strive for Equity and Excellence and bringing our schools values to life. We believe every student can succeed, learn and grow.

CURRICULUM

Forest Lake State School is dedicated to achieving Equity and Excellence through the high impact and systematic delivery of the Australian Curriculum. We recognise that each student possesses unique strengths and challenges, and we are committed to realising the potential of every student. By fostering inclusive environments, providing targeted support, and promoting personalised learning pathways, we strive to ensure that all students thrive academically, socially and emotionally.

ASSESSMENT

Forest Lake State School prioritises assessment practices that accurately capture student progress, ensuring that each learner's potential is realised. By employing diverse assessment methods, including formative and summative approaches, we gather comprehensive data to inform instructional decisions and provide targeted support. Through ongoing reflection and adjustment, we strive to optimize learning outcomes and empower every student to achieve academic excellence and personal growth.

PEDAGOGY

Forest Lake State School places great emphasis on high-impact pedagogy to ensure high-quality literacy and numeracy teaching. By employing research-based instructional strategies tailored to individual student needs, we strive to unlock the potential of every learner. Through ongoing professional development and collaboration, our educators are equipped to deliver engaging and effective lessons that foster critical thinking, problem-solving, and lifelong learning skills essential for success in a rapidly evolving world.





5. International team

The International team are here to guide and support you during your child's time at Forest Lake State School.

Our support team includes:

- Inclusion teachers
- EALD teachers
- Speech-Language Pathologist
- Guidance Officer
- Behaviour support staff
- Teacher aides

	Name	Role	Contact
	Kylie Steinhardt	Principal	Phone: (+61) 7 3714 1222 Email: principal@forestlakess.eq.edu.au
	Philip Thomas	DeputyPrincipal / International Line Manager	Phone: (+61) 7 3714 1222 Email: pdtho0@eq.edu.au

The international office is located at Kauri Place administration building.

6. Emergency contacts

6.1. During school hours

An emergency is a situation that may affect your child's health, safety or welfare. In the event of an emergency during school hours please contact any of the below people immediately.

Name	Role	Contact
Kylie Steinhardt	Principal	(+61) 7 3714 1222
School Office		(+61) 7 3174 1222

6.2. Critical or life-threatening situations - dial Triple Zero (000)

A critical or life-threatening situation includes:

- immediate danger
- physical or sexual assault
- serious injury or illness

- student threatened with violence
- there has been a death.

You can download the [Emergency+](#) application (app) from the Apple, Google and Microsoft app stores. The [Emergency+](#) app helps provide critical location to emergency services.

7. School emergency and lock down procedure

Evacuation response	
Priority	Safety of students, staff, parents, contractors, members of the community and/or site visitors.
Reporting the emergency	<ul style="list-style-type: none"> • Contact Emergency Services immediately on Triple Zero (000). • Notify the Regional Director.
Evacuation	Signal 4 ascending sirens followed by 'evacuate as directed, evacuate as directed'
	Procedure Close all windows and doors Leave building, walk to safe zone, take personal belongings Hats for children.
	Special considerations Medication for those children in your class ie, epipen, asthma medication, first aid bags
	Special responsibilities Year Level Wardens Report to sector DP
Evacuation assembly	Assembly area/s School Oval
	Assembly procedure <ol style="list-style-type: none"> 1. Class lists/rolls are checked. 2. Report all students/persons unaccounted for to the Principal (or delegate).
Evacuation clearance	<ol style="list-style-type: none"> 1. No person is to return to any area of the school until advised by the Principal. 2. One blast on the alarm is the clearance signal.
General principles	Evacuation procedures will be displayed on Emergency Evacuation maps in all rooms. <ol style="list-style-type: none"> 1. FIRST PRIORITY is to the safety of pupils and persons in the school. 2. ALL staff, parents and visitors are automatically involved. 3. CONTRACTORS should sign the Visitors book at the office. 4. ALL VOLUNTEERS in school should sign in the 'Volunteers' book in the classroom or in Tuckshop. 5. TUCKSHOP manager and volunteers must follow the Evacuation Procedures including bringing the sign on book.

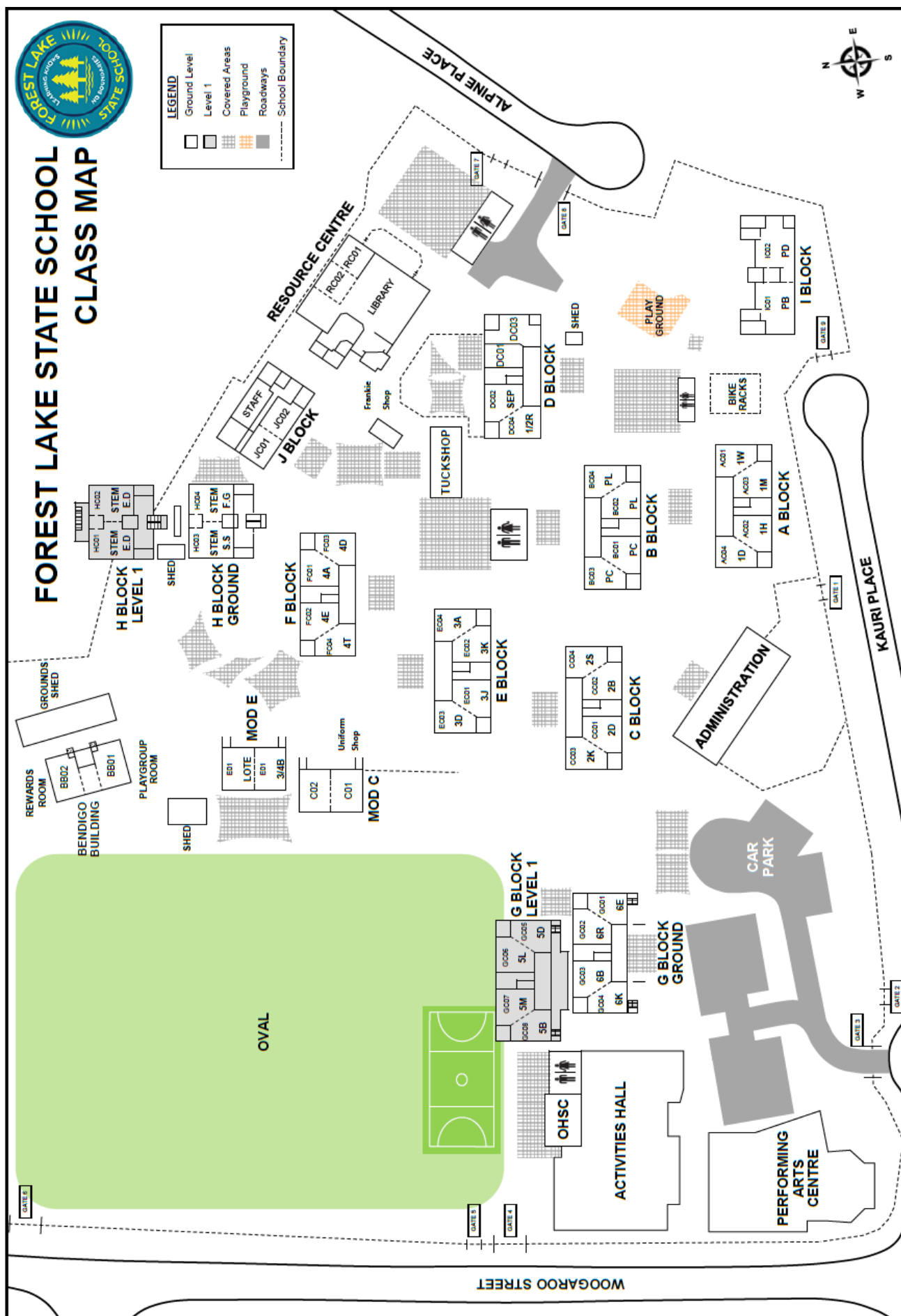
	6. PARENT HELPERS/TUTORS must follow Evacuation Procedures. 7. NO person should be placed in a position of risk. 8. EVACUATION drill will be conducted at least twice a year. Annual revision of the use of Fire Extinguishers will be conducted. 9. PRINCIPAL OR DELEGATE is responsible for ensuring the electricity is turned off and that Emergency Services are contacted and given every assistance.
Communications	<ul style="list-style-type: none"> • If the evacuation goes for an extended time then the Response Controller activates the Communications Plan to inform the parents and stakeholders via the established formats. • (If applicable) Communications with onsite ECECs, kindy's, Outside School Hours Care (OSHC) and vacation care program providers, informing them of closure, evacuation or lockdown details and requirements. • Considerations for dealing with the safety of students and staff participating in non-routine activities e.g. off-site professional development, school camps, school excursions, off-site sports carnivals etc.
Pre-arrangements	<ul style="list-style-type: none"> • Site Emergency Evacuation Maps must be clearly displayed in all rooms. • Visitor sign-in registers maintained in the office or tuckshop. • Emergency class lists kept by exit door. • Relief staff provided with Evacuation summary. • Pre identified safety structures or shelters, ie. cyclone shelter, isolation rooms.

Lockdown response	
Priority	This procedure minimises access to the school environment and secures all persons in rooms.
Reporting the emergency	<ul style="list-style-type: none"> • Contact Emergency Services immediately on Triple Zero (000). • Notify the Regional Director.
Lockdown	Signal 4 beeping sirens followed by 'lockdown, lockdown, lockdown' Procedure <ol style="list-style-type: none"> 1. Administration doors are locked by office personnel. 2. Classroom doors are locked by teachers. 3. Access to any and all persons denied. 4. All outside activities and lessons stop immediately and students are taken to the nearest classroom. 5. If a class or group are not on the school site the teacher should keep the students off-site until an all clear signal is given to return.

	<ol style="list-style-type: none"> Staff not in their own classroom will remain in the building and/or room they are currently in until told it is safe to move. Class lists/rolls are checked if practicable, or numbers of students, staff and visitors in the room are tallied and provided to the SRC. Report all students/persons unaccounted for to the Principal (or delegate). Students are to remain calm and silent inside classrooms out of line of sight i.e. under desks or against walls. Toilet block checked by executive staff or principal (if safe to do so) to ensure all students are safely in their rooms. Names of missing students should be provided to executive and front office as soon as possible. Staff and students remain in their rooms until told that the school is safe.
	Special considerations
	Special responsibilities
Lockdown cancellation	<ol style="list-style-type: none"> Staff and students remain in their rooms until advised by the Principal that the Lockdown procedure is cancelled. Clearance tone/announcement broadcast to signal the end of the lockdown.
General principles	<ul style="list-style-type: none"> Normal school routine should re-commence as soon as possible after the event. Staff to be vigilant in reporting the entry of unauthorised person or persons onto the school grounds.
Communications	<ul style="list-style-type: none"> During a lockdown, the SRC informs the parents and stakeholders via Communications Strategy utilising established formats.
Pre-arrangements	<ul style="list-style-type: none"> Facilities can be locked internally. Visitor sign-in registers maintained in the office or tuckshop. Emergency class lists kept by exit door. Relief staff provided with Lockdown summary. Staff and students will be made aware of this signal and its meaning and importance at regular times throughout the year.
Additional considerations	<ul style="list-style-type: none"> Are children en-route or returning to school through Bus Operators? Ensure Bus/Transport Operators contact details are on file. Contact Bus/Transport Operators to advise and re-route students and staff. If possible, record: <ul style="list-style-type: none"> Student head count by year group. Staff head count. Bus routes, times and service contacts. Have reciprocal arrangements with neighbouring schools for placements whilst in Lockdown or utilise Town Halls etc. Identify alternative localised sites considered suitable as 'Shelter in Place' until Lockdown lifted. Consider medical/medication requirements for identified students and staff.

	<ul style="list-style-type: none"> • Have you considered: <ul style="list-style-type: none"> ○ Communications with onsite ECECs, Kindys, Outside School Hours Care (OSHC) and vacation care program providers, informing them of closure, evacuation or lockdown details and requirements. ○ Considerations for dealing with the safety of students and staff participating in non-routine activities e.g. off-site professional development, school camps, school excursions, off-site sports carnivals etc.
--	---

8. School map and facilities



9. Orientation

Our school warmly welcomes students from overseas and proudly supports families in EQI programs. We believe every child can learn and every child belongs. We work closely with families to ensure every student feels safe, confident, and included. For students who need extra help with learning, behaviour, English language development, or wellbeing, we collaborate with families to plan the best support.

The Forest Lake State School international student [orientation](#) has been designed to:

- Support your child's wellbeing
- Help your child adjust to study life in Australia
- Support your child's academic success.

EQI students receive:

- English language support from EALD teachers
- Help understanding school routines
- Support to settle into life in Australia
- Access to the International Student Coordinator
- Wellbeing support from our guidance and inclusion teams
- Interpreters for parent meetings (if required)

Enrolment Interview (*Parent/carer, Student and Deputy Principal*)

An enrolment interview will be arranged once **all required documentation have been submitted**.

The interview will cover:

- Confirmation of enrolment paperwork (application, proof of address, ID, passport, birth certificate, and visa if applicable)
- Year level and class placement
- Student needs (academic, medical, or other)

School Induction (*Parent/Carer, Student, School Representative*)

Our school induction process is designed to help international students and their families feel welcome, informed, and supported.

The induction includes:

- A guided tour of the school
- Introductions to key staff members
- An overview of the International Student Program
- Information about local community services
- A formal introduction to the classroom teacher

Classroom Induction (*Parent/Care, student, classroom teacher*)

The classroom induction helps students settle smoothly into their learning environment. It includes:

- Tour of classroom;
- Seat allocation;
- Detailed discussion of classroom routines, expectation, program, homework, websites
- Classroom buddy.

Student Assessment (student, class teacher and EALD teacher)

9.1. Daily timetable



TIME	ROUTINE
8:35am	Initial bell for students to go to year level meeting area
8:40am	Classes collected from meeting area. Teachers on duty.
8:45am	Classes commence
10:45am	First Break Eating Time
11:00am	First Break Play Time
11:25am	End of play bell
11:30am	Classes resume
1:30pm	Second Break Eating Time
1:40pm	Second Break Play Time
1:55pm	End of play bell
2:00pm	Classes resume
2:45pm	End of school day

Before School

Prep

Parents and carers walk Prep children directly to their classroom each morning. Children learn to follow a simple morning routine, such as unpacking their bag, putting their water bottle away, and using the toilet before the bell. Our goal is to help Prep students develop confidence and independence in these routines over time.

Years 1–6 Students

Students in these year levels wait in the designated supervised area until the bell rings and then move to their classrooms.

There is no supervision before 8:15 am, so we ask that you please bring your child to school after this time.

After School

Prep Students

Prep students must be collected from their designated meeting area outside their classroom at 2:45pm.

Years 1–6

Students are to meet parents in agreed areas around the school.

Staff are not available to supervise students after 3:15pm. If you cannot pick up your child by then, please ensure you have organised another arrangement, like after-school care.

Note: For student safety, all school gates are locked during the school day.

9.2. Assembly

Assembly is where the students at Forest Lake State School come together to receive important announcements, updates and information from the school Principal, school staff and students. Assembly is held on every second Wednesday from 2.00pm in the Hall.

10. What to do when

10.1. Late for school or class

On arrival the student will visit the office to collect a late slip to take to their class teacher.

10.2. Leaving school during the day

All parents and carers must report to the school office when collecting students. Students may only leave the school with a parent, carer, or guardian listed on their emergency contact record. If another adult is collecting your child, permission from a parent or carer is required.

10.3. Feeling sick or unwell

The teacher will send the student to the office if they are feeling unwell. The office will contact the student's parent/carer.

10.4. Changing address or contact details

Parent/carer is to advise office in writing of change of address or contact details.

10.5. Lost property

Located next to the FLSS tuckshop.

10.6. Toilet access during class time

Students must have permission from the class teacher to leave the room during class time.

11. Accommodation and welfare

11.1. Care arrangements

While studying your child must live with a parent, legal custodian or DHA approved guardian.

You must not change these arrangements unless we give you written approval.

If your child lives with a DHA approved guardian, we will communicate with that guardian on all matters to do with your child's enrolment and schooling (including welfare matters) as if the guardian is your child's parent. You can read more about EQI's Welfare and accommodation in the following documents:

- [Standard terms and conditions](#)
- [Accommodation and welfare](#)

12. Culture shock

Culture shock refers to the emotional and psychological reactions to an unfamiliar culture and environment.

For international students, culture shock is often uncomfortable and disorienting. Although culture shock can be positive in some ways, it's important for students to understand what culture shock is, what causes it, and how to manage its effects.

Some of the signs of culture shock may include where your child is:

- feeling isolated
- increasing frustration with your host country, the school and host family
- irregular sleep patterns
- spending a lot of time alone in their room
- easily upset and can't concentrate at school.

12.1. Culture shock phases

Culture shock can be described as consisting of at least one of four distinct phases.

12.1.1. Honeymoon phase

The first stage of culture shock is usually positive. During the honeymoon phase the differences between the old and new culture are seen in a romantic light. For example, in moving to Australia to study, your child might love the new food, the pace of life, and the locals' habits. During the first few weeks, students are fascinated by the new culture.

12.1.2. Frustration/Distress phase

After some time (usually around three months, depending on the individual), differences between the old and new culture become apparent and your child may feel uneasy. Excitement may eventually give way to unpleasant feelings of frustration as a person continues to experience unfavorable events that may feel strange. Language barriers, traffic safety and food differences may heighten the sense of disconnection from the surroundings.

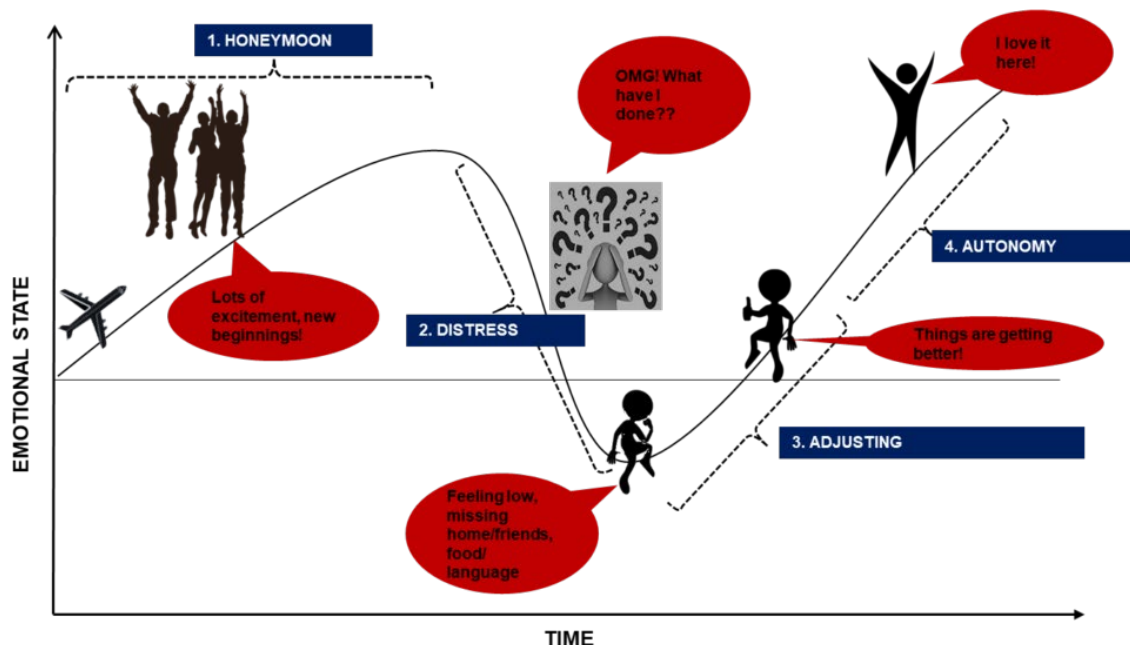
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

12.1.3. Adjusting phase

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this phase a person knows what to expect in most situations and the host country no longer feels new. During this phase, people develop problem-solving skills for dealing with the culture and begin to accept the culture's ways with a positive attitude. The culture begins to make sense, and negative reactions and responses to the culture are reduced.

12.1.4. Acceptance/Autonomy phase

Individuals in the acceptance phase are able to participate fully and comfortably in the host culture. Mastery does not mean total conversion; people often keep many traits from their earlier culture, such as accents and languages.



If you think your child is feeling culture shock, here are some things that you can do:

- be patient as culture shock is a normal reaction to a changed environment
- talk to your children about how they are feeling
- keep in contact with your loved ones back home
- socialise and make new friends.

12.2. Expressing emotions

Australians tend to express their emotions openly and are not usually embarrassed about showing others that they are happy, sad, etc.

Many Australians find it quite acceptable to openly disagree with another person's opinion, as long as this is done in a non-aggressive and reasonable manner. In most cases, it is also considered acceptable to discuss personal problems with other people, especially friends, family and trained professionals.

12.3. Manners

Manners are very important in Australian culture, and parents encourage their children to say "please" and "thank you" when they ask for something. They also encourage them to apologise (say "I am sorry") when they have done something wrong or have upset someone. When asking for something, please remember to say, "Can I *please* have ..." and say "thank you" when you receive it.

It is important to remember the following:

Culture shock is a perfectly normal part of the study overseas experience. It is important to remember that it will pass.

Use the experience as an important learning opportunity, helping your child to become versatile and adaptable to change. It will equip your child with valuable life skills that are some of the greatest benefits of studying overseas.

The international team are here to support your child so that your child meets academic goals and has a wonderful study experience while at Forest Lake State School.

13. Contact details

You must let the school know your residential address in Australia within seven days of arriving. You must also tell the school of any changes of residential address within seven days. Failure to do this may affect the student visa.

We also need your current telephone number and email contact details, as well as the contact details of emergency contact person/s. Any changes need to be given to us within seven days.

You can update your details by contacting the school office or through the QParents app.

14. ISP Standard Terms and Conditions

Before your child arrived in Australia they were provided with a copy of the [ISP standard terms and conditions](#). The standard terms and conditions explain EQI policies regarding your child's responsibilities and rights, as well as EQI's responsibilities and required actions during your child's course of study in Queensland.

If you have not read the standard terms and conditions please do so. The standard terms and conditions are available in the following languages:

- Simplified Chinese
- German
- Italian
- Japanese
- Vietnamese

15. Visa Conditions

15.1. Attendance

Forest Lake State School [attendance policy](#) aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once your child is enrolled at Forest Lake State School it is your responsibility to ensure that your child is at school every day and arrives on time, ready to start class at 8:45am.

Your child is expected to maintain 100% attendance unless they are sick. You should always tell the school if your child cannot attend for all or part of the day.

If your child is going to be absent from school, notify the school on the day of the absence via the absentee line 07 3714 1266 stating your child's name and class, your name, the reason for the absence and the expected return date.

The school will record your child's attendance or absence every day. All absences are recorded on your child's school report. Electronic rolls will be marked every period. An SMS message will be sent to you for an unexplained full day absence.

Satisfactory attendance is a [student visa condition](#) for international students enrolled in an EQI course, studying on a subclass 500 (schools) visa for the duration of your child's study. Commonwealth law requires EQI to be proactive in notifying and counselling parents of students who are at risk of failing to meet these attendance requirements. EQI is required by law to report international students who have breached attendance requirements.

Important information about attendance

- **Start and finish times**
8:45am until 2:45pm
- **Late arrival process**
If late, on arrival the student will visit the office to collect a late slip to give to their class teacher
- **School absence telephone number or email**
(+61) 7 3714 1266 or attendance@forestlakess.eq.edu.au
- **Serious, injury or incident process**
The school will contact you in the event of a serious accident and comply with the following policies and procedures.

15.1.1. At risk of failing to meet attendance requirements

Your child is considered to be at risk of failing to meet attendance requirements if:

- absent for three consecutive days or more and a temporary suspension of study has not been approved by us prior;
- attendance falls to 95% - 90% of your course contact hours in a study period (semester) or
- we have other concerns about your attendance record.

Your child's International Student Coordinator will require you to meet with them about your child's attendance record and provide evidence explaining their absences (such as medical certificates), if requested.

If your child's attendance falls to 90% - 85% of their course contact hours in any semester, we will give you an *Attendance risk notification letter*.

15.1.2. Unsatisfactory attendance

If your child does not attend at least 80% of course contact hours, EQI will notify you in writing of their intention to report your child to authorities for not maintaining satisfactory attendance. EQI may exercise discretion not to report your child if:

- you provide evidence of compassionate or compelling circumstances explaining your child's absences;
- EQI are satisfied that, in all the circumstances, it is reasonable not to report your child;
- your child's attendance record remains above 70% and there are compassionate or compelling circumstances (if your child's attendance falls below 70%, EQI is required to report your child to authorities and your child's student visa may be impacted).

If you receive a notice of EQI's intention to report your child to authorities, you have the rights set out under the *Appeals Policy* section of the [ISP standard terms and conditions](#).

You can read in more detail about attendance requirements at:

- [ISP standard terms and conditions](#)
- [Attendance - subclass 500 \(schools\) visa procedure](#)
- [Attendance policy](#)

15.2. Course progress

Your child must maintain satisfactory course progress for each study period as required by us and outlined in the [Entry and course requirement standards](#). Maintaining satisfactory course progress is a

condition of your child's student visa. If your child's course progress is not satisfactory, EQI will report your child to authorities and your child's student visa may be impacted.

At Forest Lake State School we provide written reports to every semester as per the [K-12 curriculum assessment and reporting framework](#) available on the Queensland Department of Education website.

Your child must complete your course within the time set out in the Confirmation of Enrolment that EQI sent you.

EQI may extend the time for your child to complete the course, only if:

- there are compassionate or compelling circumstances;
- course load is reduced because your child is having difficulty making satisfactory course progress; or
- a deferral or suspension of study is approved (see the Deferral, Suspension and Cancellation Policy section of the [ISP standard terms and conditions](#)).

Where there is an adjustment to course length you must contact the Department of Home Affairs to seek advice about any potential impacts on your child's visa, including the need to obtain a new visa.

15.2.1. Unsatisfactory course progress

Forest Lake State School will monitor your child's workload and results to ensure your child completes the course on time and to provide assistance if your child is having difficulties. The school will implement suitable intervention strategies to identify if your child is at risk of not meeting course progress requirements and to notify and assist you in sufficient time for your child to achieve satisfactory course progress.

15.2.2. Formal intervention

If your child is not making satisfactory course progress, the school Principal will provide a *Course progress at risk notification letter*. You will be required to meet with the Principal to develop a plan to improve your child's performance.

If your child's next study period report indicates continuing unsatisfactory course progress, EQI will notify you in writing of our intention to report your child to authorities for breaching the visa requirement to achieve satisfactory course progress.

At any point during your child's enrolment, where course progress is impacted to the point that academic outcome is no longer available, EQI will notify you. If you receive a notice of EQI's intention to report your child to authorities, you have the rights set out under the **Appeals Policy** section of [ISP standard terms and conditions](#).

You can read in more detail about your attendance requirements at:

- [ISP standard terms and conditions](#)
- [Course progress - subclass 500 \(schools\) visa procedure](#)

15.3. Behaviour

Forest Lake State School is committed to providing a safe, respectful and disciplined learning environment for students and staff, where students have opportunities to engage in quality learning experiences and acquire support of their lifelong wellbeing.

The Forest Lake State School [Student Code of Conduct](#) is available on the school website. The Student Code of Conduct is designed to facilitate high standards of behaviour so that the learning and teaching in our school can be effective and students can participate positively within our school community.

Our school community promotes high standards of behaviour through our core values:

Safe – We act in ways that keep ourselves and others safe, both physically and emotionally

Respectful – We treat ourselves, others, and our environment with kindness, care, and consideration

Learner – We engage positively in learning, try our best, and take every opportunity to grow and improve.

[ISP standard terms and conditions](#) state that at school your child must:

- participate actively at school;
- take responsibility for your own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and
- comply with your Forest Lake State School's rules – [Student Code of Conduct](#) and school policy and procedures [Student Code of Conduct](#).

If your child's behaviour is unsatisfactory, EQI may cancel your child's enrolment. This may affect the student visa.

16. English as a Second Language or Dialect (EAL/D)

To support your child's success at Forest Lake State School, your child needs to have proficient English language skills. If it is identified that your child needs additional support to build these skills, Forest Lake State School will:

At Forest Lake State School, we are committed to supporting all EAL/D students to develop strong English language skills so they can fully engage in learning and achieve success. Our approach is inclusive, research-based, and tailored to individual student needs.

To ensure every learner is supported, we use a multi-layered model that includes:

High-Quality English Instruction – Reading to Learn

We deliver strong, consistent English instruction to all students through the Reading to Learn process. This approach exposes students to rich, sophisticated texts and provides carefully scaffolded support so every learner can engage with grade-level content.

Monitoring Progress – EAL/D Band Scaling

We track each student's English language development using the Education Queensland EAL/D Band Scales, ensuring progress is closely monitored and support is targeted.

Flying Squad – Small Group Literacy Support

Students who require additional help have access to the Flying Squad, a small-group program focused on essential literacy skills, including:

- Phonics
- Decodable reading and fluency
- Comprehension practice
- Sentence grammar and structure

This targeted support helps students build the foundational skills they need to become confident readers and writers.

Specialised EAL/D Support – Inclusion Model

Through our Inclusion Model, specialist inclusion teachers work directly with EAL/D learners to address specific language skills needed for academic success. These sessions align with classroom learning so students can access the same curriculum as their peers.

17. Additional study support programs

State Schools offer a variety of student services and support programs to cater for individual learners. All State Schools offer Departmental services for identified students including: English as an Additional Language/Dialect (EAL/D), speech therapy, occupational therapy and physiotherapy.

18. Legal services

There are a variety of legal services in the community around our school. If you need to access legal services, please see the International Student Coordinator.

Legal Aid Queensland can help with free advice about most personal legal problems including civil law problems such as consumer issues. You can contact Legal Aid Queensland at www.legalaid.qld.gov.au or call 1300 651 188 Monday to Friday 8:30am to 5:00pm.

For legal advice you can also contact a private solicitor or a Community Legal Centre.

If you are unsure about your immigration rights and responsibilities, you can contact the Refugee and Immigration Legal Service (RAILS) for advice and assistance relating to immigration matters.

19. Emergency and health services

If you or your child have a medical emergency or need assistance with a medical matter, call your Overseas Student Health Cover (OSHC) provider.

19.1. Overseas student Health Cover (OSHC)

OSHC is insurance to assist international students meet the costs of (public) medical and hospital care that they may need while in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services are covered. Some countries have a [reciprocal health care arrangements](#) or are [OSHC exempt](#) which may mean OSHC may not be required.

Details and costs of policies, including what an OSHC policy will and won't cover, and any waiting periods that may apply to certain treatment types, can be obtained by contacting each insurer directly.

OSHC is considered adequate health insurance, however, if you find your OSHC policy does not cover you for everything you want, you can take out additional private health/travel insurance.

Your OSHC provider can help you with a range of medical advice. You should check your OSHC provider website as the services and support provided can vary from provider to provider.

Common advice and support OSHC providers may provide include:

- medical assistance
- referral to a doctor for medical treatment
- getting access to an interpreting service
- counselling services
- referral to a legal service
- family and friends messaging services in the event of an emergency
- personal safety

There are currently six OSHC providers in Australia, including:

OSHC Provider	Website
ahm OSHC (offered through Medibank Private)	https://www.ahmoshc.com.au/
Allianz Global Assistance (Peoplecare Health)	https://www.allianzcare.com.au/en/visas/student-visa-oshc.html
Bupa Australia	https://www.bupa.com.au/health-insurance/oshc
CBHS International Health	https://www.cbhsinternationalhealth.com.au/overseas-students-oshc
Medibank Private	https://www.medibank.com.au/overseas-health-insurance/oshc/
nib	https://www.nib.com.au/overseas-students/

20. Medical matters

20.1. Health information

To help us support your child, we need you to tell us everything we might need to know about your child's physical and mental health, including your child's medical history, conditions and allergies, and all medications your child uses so we can organise anything you might need.

20.2. Medication

If your child needs to take medication while at school, the medication needs to have a pharmacy label and be handed in to administration. You will need to complete a consent to administer medical form. Your child will need to come to the office at the time the medication is required.

20.3. Medical treatment

If your child needs medical or other health care (other than routine care for minor illness or injury), we will use our best endeavours to contact you as soon as reasonably possible.

We may, as we think appropriate and, in your child's, best interests:

- provide or administer over-the-counter or prescribed medications; and
- administer first aid.

If we think your child needs treatment from a health care professional, we may authorise any medical and other professional treatment that we believe to be in your child's best interests. This includes hospital transfers, emergency procedures, and administering drugs and medications. To do this, we may sign consents to medical and other health procedures on your behalf.

You must reimburse us for all costs associated with medical or other treatment that we authorise for you.

For further information, please refer to the [ISP standard terms and conditions](#).

20.4. Mental Health:

Your child's mental health and well-being are a priority during their time in the new school. Adjusting to a new environment can be challenging, and it is normal to feel homesick, anxious, or stressed at times.

Our school offers a range of resources to support your child's emotional health, including access to our school Mental Health Resource Hub and school counsellors, who are available for confidential one-on-one sessions.

You can also reach out to local mental health services, such as Lifeline (13 11 14) or Beyond Blue (1300 22 4636), which provide support for managing stress, anxiety, or other mental health concerns.

There are also several online resources available that offer self-help tools and advice for emotional well-being.

Mental health telephone and online contacts beyondblue support service

All ages:

Phone: 1300 22 46 36 (24 hours a day, 7 days a week)

[Online chat](#) (open 3pm to 12am daily)

[beyondblue website](#)

Kids Helpline

Age range: 5 years old to 25 years old:

Phone: 1800 55 1800 (24 hours a day, 7 days a week)

[WebChat Counselling](#) (open 7 days, 8am to 12am AEST)

Lifeline

All ages:

Phone: 13 11 14 (24 hours a day, 7 days a week)

[Online chat](#) (7pm to 4am AEST, 7 days a week)

[Lifeline](#) provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services, information, facts and resources.

21. Fees

21.1. Tuition

Tuition fees for EQI (CRICOS Provider Code: 00608A) cover:

- all curriculum schooling and teaching costs
- curriculum-related excursions

21.2. Non-tuition fees

Some non-tuition fees may also apply for items such as school uniforms and non-curriculum activities. Please check with your International Student Coordinator.

Overseas student Health Cover (OSHC)

OSHC fees are determined by the OSHC provider and are subject to change. For further information about OSHC, please refer to your OSHC provider.

More information regarding fees can be found on the [EQI website](#).

22. Change of school, year level, course or course duration (variation of enrolment)

You may apply to change your child's enrolment between Queensland Government schools or change year level (variation of enrolment).

Additional tuition or other non-tuition fees may apply.

Before applying for a variation of enrolment, you should talk to the International Student Coordinator and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents.

- [Student management procedure](#)
- [ISP standard terms and conditions](#)
- [Variation of enrolment request form](#)

23. Transfer to a non-government school or another institution

Before applying for a transfer to a non-government school or another institution registered under Australian law to provide education to overseas students, you should talk to your International Student Coordinator and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents:

- [Transfer procedure](#)
- [ISP standard terms and conditions](#)
- [ISP Transfer request form](#)

24. Complaints

Before you lodge a customer complaint with the department, you are encouraged to contact your child's school to try to resolve your issue.

If you have an issue relating to your International Student Coordinator or a decision they have made, you should discuss this with the school Principal. You can bring a support person to help you at any meeting.

Customer complaints are managed in accordance with the Department of Education's [Customer complaints and grievances management policy](#) and [Customer complaints management procedure](#), and the [ISP standard terms and conditions](#).

You can make a formal complaint if you are dissatisfied about the service or action of a school, the department, its staff, or education agents with which EQI has arrangements to deliver course-related service. EQI does not charge a fee for accessing the complaints process.

You can ask for help writing your complaint (for example, from a lawyer) and can bring a support person to help you at any meetings we have to discuss your complaint.

More detailed information can be found in the links provided above.

25. Appeals

25.1. Internal appeal

You can appeal a decision EQI makes (**Internal Appeal**):

- to report your child for failing to maintain satisfactory attendance or course progress;
- to refuse your request to defer or suspend your child's enrolment;

- to suspend or cancel your child's enrolment (initiated by EQI);
- to refuse your request to transfer your child to another registered provider;
- to refuse your variation of enrolment request for your child.

EQI does not charge a fee for using the appeals process.

25.2. External appeal

If you are not satisfied with the decision, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to ombudsman@ombudsman.qld.gov.au or by post to Queensland Ombudsman, GPO Box 3314, and Brisbane Qld 4001 within 10 working days of receiving our decision.

For external appeals, the Queensland Ombudsman will consider if the decisions made by the Director, EQI (or delegate) and the internal appeal review officer were made in accordance with the relevant policies and procedures and may not result in a change of the original decision. EQI will implement the decision or recommendation of the Queensland Ombudsman.

26. Surf and Beach safety

Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able you are to keep yourself and your child/children safe. It is important to explain the safety hints below to your child.

26.1.1. Surf Life Saving Australia's 10 Surf Safety Hints

1. Always swim or surf at places patrolled by surf lifesavers or lifeguards.
2. Swim between the red and yellow flags. They mark the safest area to swim.
3. Always swim under supervision or with a friend.
4. Read and obey the signs.
5. Don't swim directly after a meal.
6. Don't swim under the influence of drugs or alcohol.
7. If you are unsure of surf conditions, ask a lifesaver or lifeguard.
8. Never run and dive into the water. Even if you have checked before, conditions can change.
9. If you get into trouble in the water, don't panic. Raise your arm for help, float and wait for assistance.
10. Float with a current or undertow. Stay calm. Don't try to swim against it. Signal for help and wait for assistance.

26.1.2. Useful links

- Queensland Surf Lifesaving
- <https://beachsafe.org.au/> at this link you can download their Beach Safe app.

27. Sun safe

Most of the sun's dangerous UV radiation (as much as 70%) occurs in the middle of the day, so if you are heading outside then you need to take particular care to seek shade, cover up, wear a hat and use sunscreen. Drink plenty of water in hot weather so as not to become dehydrated. It is important to explain the sun safety hints below to your child. Be sun safe by:

- avoiding direct sun when possible
- drinking plenty of water
- wearing a long-sleeve shirt, wide brim hat and sunglasses

- regularly applying an SPF 30+ high protection sunscreen.

28. Refund policy

Your rights

If your child does not complete the course, you may apply for a refund of some fees already paid by you (in certain circumstances). Some tuition and non-tuition fees charged by EQI are not refundable.

EQI will also pay any other refunds required by Australian law. If you demonstrate compassionate or compelling circumstances for your child, EQI may agree to refund other unspent fees at their discretion.

Refund requests for OSHC fees must be made directly with your OSHC provider.

The right to make complaints and seek appeals of decisions and action under various processes, does not affect your rights to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

More detail regarding refunds can be accessed at:

- [ISP standard terms and conditions](#)
- [Refund request form](#)

29. School policy and procedures

Forest Lake State School's Policies and Procedures can be found at:

[Student Code of Conduct](#)

29.1. Bring your own device

Forest Lake State School operates a Bring Your Own Device (BYOD) iPad Program to support high-quality learning in the classroom. Families who choose to participate will be asked to sign the school's official BYOD Participation Agreement. The key expectations are summarised below.

Parents and caregivers agree to:

- Ensure the iPad is brought to school every day, fully charged and in good working condition.
- Replace or repair the device if it becomes damaged, lost, or stolen.
- Ensure only appropriate apps and content are installed on the device.
- Maintain safe transport of the iPad to and from school.
- Support the school's expectations for safe and responsible use, including internet use through the school's filtered Wi-Fi.
- Manage the App Store account and install required school apps promptly.
- Apply the required device restrictions as advised by the school.

Students agree to:

- Bring their iPad to school every day, fully charged, in a protective case.
- Use the device safely and responsibly, following teacher instructions at all times.
- Access only school-approved apps and learning websites.
- Keep the iPad stored safely when not in use and report any damage immediately.
- Use the internet only for learning and follow all school cybersafety rules.
- Allow teachers to access the device when required for monitoring or learning purposes.

School Expectations

- All students must use their iPads in line with the Forest Lake State School Internet Agreement and the [Student Code of Conduct](#).
- Inappropriate use may result in consequences or restricted access.
- Families will receive the full BYOD Participation Agreement form, which must be signed before students can join the program.

29.2. School network and internet policy

Forest Lake State School provides students with access to the school's ICT network, including the internet, to support learning, research, and collaboration. Access is a privilege, not a right, and students must use the network responsibly.

Students must:

- Use the network and internet only for learning and educational purposes.
- Keep usernames, passwords, and personal information private.
- Avoid accessing or sharing content that is illegal, offensive, or harmful.
- Follow teacher instructions for online learning and approved websites.
- Respect others by not sending offensive messages or attempting to access others' files.
- Notify a teacher immediately if they accidentally encounter inappropriate material.

Parents/caregivers are asked to:

- Discuss network and internet responsibilities with their child.
- Ensure their child understands the importance of safe, responsible online behaviour.

Private Devices

- Students may only connect personal devices (laptops, tablets, etc.) to the school network with written permission from the Principal.
- USB drives can be used if scanned for viruses before connecting to the school network.

Consequences of Misuse

- Students who break these rules may have network access restricted or removed, in line with the Student Code of Conduct.
- Teachers and school staff will apply fair and reasonable consequences according to the severity of the incident.

Providing access to ICT facilities helps students:

- Develop essential digital literacy skills
- Conduct research and access global information
- Collaborate and communicate safely in a supervised learning environment

29.3. Use of mobile phones

From Term 1, 2024, all Queensland state schools follow a mandated "off and away for the day" requirement.

At Forest Lake State School, this means:

- All mobile phones must be switched off and kept in school bags from arrival until students leave the school grounds.
- Smartwatches and other wearable devices may be worn, but all messaging, calling, and notifications must be turned off during school hours.
- The same rule applies to school activities such as sports events, excursions, camps and other off-site learning, unless the Principal gives specific approval.
- BYOD and school iPads may be used for learning, but messaging functions must be turned off in line with the school's BYOD policy.

- Devices are brought to school at the student's own risk. The school cannot accept responsibility for loss, damage, or theft.

Exemptions

Students may be given permission to use a device during the day for:

- Medical, disability, or wellbeing needs
- Reasonable adjustments (including EAL/D support)
- Any exemption must be approved by the Principal and will outline how and when the device can be used.

If a Student Does Not Follow the Policy

Consequences are fair, proportional, and follow the Student Code of Conduct. They may include:

- Reminders or redirection
- Putting the device away
- Temporary removal of the device
- Parent collection of the device
- Other consequences appropriate to the situation

The complete mobile phone policy can be found online at [FLSS Student Mobile Phone Policy 'Away for the day' 2024](#).

29.4. Make up and jewellery policy

Make up

- Make up and nail polish are not to be worn at school

Jewellery

- Students with pierced ear lobes may wear one pair of plain and minimalist ear studs or sleepers only
- Feature or imitation jewellery of any type is not to be worn
- Body piercings are not permitted
- A wrist watch (smart watches are not permitted)
- One item of necklace jewellery may be worn only if it is of cultural or religious significance and must be long enough to be tucked inside their school shirt
- Sensory items may be worn subject to teacher or Principal approval
- Other items of religious significance or medical alert accessories can be worn at the Principal's discretion

Forest Lake State School full Dress Code can be found at [FLSS Dress Code](#).

29.5. Uniform requirements

At Forest Lake State School, our uniform reflects our pride in being part of the school community. Wearing the correct uniform helps students feel a sense of belonging and presents a professional, respectful image both at school and in the wider community.

Our expectations:

- Students must wear the full school uniform correctly at all times
- Uniforms should be neat, clean, and safe for learning and play
- Wearing the uniform demonstrates respect for yourself, your school, and your community
- Adults are encouraged to support students in wearing the correct uniform each day

For all details on uniform items, ordering, and shop hours, please visit the [Forest Lake State School Uniform Shop](#) website.

For information on the full school dress code, please see the [Forest Lake State School Dress Code](#).

30. Banking

To open and operate a bank account the following information is offered as a guideline as practice may vary from bank to bank.

- To open an Australian bank account, you will need to present your passport and possibly additional information.
- The majority of banks and building societies have internet banking, telephone banking, Automatic Teller Machines (ATM's) and branch access.

Some banks are now offering an app that you download to your smartphone to do your banking.

- Once your account is opened you will receive in the mail a card and a Personal Identification Number code (PIN Code). You should **never** share your PIN code with anyone.
- Credit cards such as Visa, MasterCard and American Express are widely accepted across Australia.
- Check with your bank as to opening hours during the week and on weekends.
- Do not carry large sums of money at school or when out in public.

31. Transport

Forest Lake State School is well-serviced by public transport, making it easy for students and families to travel to and from school.

- **Go Card:** [How to buy a go card](#)
- [Brisbane City Council Journey Planner](#)

Parents are encouraged to check timetables regularly and plan travel ahead of time, especially for students catching multiple services.

32. House Structure

Forest Lake State School has a House system designed to build community, teamwork, and school spirit. All students are assigned to one of four Houses, which are used for sporting events, competitions, and school-wide activities.

The House system encourages teamwork, leadership, and fair play, while fostering a sense of belonging and pride in the school. It provides students with opportunities to participate in healthy competition and engage fully in school life.

32.1. House Groups

- Alpine – **Blue**
- Homestead – **Yellow**
- Kauri – **Red**
- Green – **Green**

33. School Leadership Opportunities

Year 6 students at Forest Lake State School have the chance to develop leadership skills and contribute to the school community through a variety of roles, including:

- **School Captains**
- **House Captains**
- **Leadership roles in specialist programs**, including:
 - Band, Strings, Choir, Dance
 - Tech Crew
 - Library
 - PBL (Positive Behaviour for Learning)

These roles allow students to develop responsibility, teamwork, and leadership skills while supporting the wider school community.

34. Digital Safety and Cyberbullying

In today's connected world, it's essential to be aware of the potential risks that come with using the internet. As an international student, your child may encounter unfamiliar online platforms, and understanding how to protect yourself and your child online is vital. Always be cautious when sharing personal information online—avoid sharing your address, phone number, or financial details on public forums or with people you do not know. Be mindful of online scams and phishing attempts, where fake websites or emails may try to steal your personal data. It is also important to use strong passwords and enable two-factor authentication where possible. Additionally, cyberbullying - any form of bullying or harassment that happens online - is taken seriously at our school. If your child experiences or witness cyberbullying, report it to a teacher immediately. By staying informed and vigilant, you can help protect yourself, your child and others in the digital world.

35. Road safety

Australian roads can be quite busy during peak time (mornings and afternoons). It is important to take care when crossing roads, and always cross at intersections with traffic lights and/or pedestrian crossing zones. In Australia we drive on the left-hand side of the road and as such, you will need to look right, look left, and then look right again before crossing.

36. School tuckshop

The Forest Lake State School tuckshop operates Monday to Friday during both breaks, offering nutritious meals and snacks. It is run by the P&C Association with the help of volunteers.

Number: 07 3714 1258

Email: tuckshop@flsspandc.onmicrosoft.com

Stay updated via our Facebook page or the school newsletter/newsflash.

Ordering:

- All orders are placed online via School24 (School ID: 25435963) using the website or mobile app.
- Cut-off times: 8:45 AM for 1st break and 10:45 AM for 2nd break. Late orders can be made using the "Missed the Cut Off" option
- Menus include daily specials, weekly deals, and birthday options for the whole class
- Snacks, drinks, and ice blocks are also available for purchase with cash at break times

Volunteers:

Parents and carers are encouraged to volunteer in the tuckshop. No experience is necessary, and any help is greatly appreciated to keep the tuckshop running 5 days a week.

For full menu, ordering details, and updates, please visit [Tuckshop](#) on the website

37. FLOSC

Forest Lake Outside School Care (FLOSC) provides Before School Care, After School Care, and Vacation Care for Prep to Year 6 students. The service is licensed for 200 children per session and operates 50 weeks per year, closing only on weekends, public holidays, and for two weeks over Christmas/New Year. FLOSC is managed by the Forest Lake State School P&C Association.

Enrolment:

- First-time families must complete an enrolment form to provide contact and Centrelink details.
- Casual bookings are available only for shift or on-call workers.
- Families are encouraged to enrol early; if full, children are placed on a waitlist.

Operating Hours:

- Before School Care: Early morning before school
- After School Care: Afternoon until late afternoon
- Vacation Care: Full-day care during school holidays

Important:

- Fees and enrolment requirements must be completed before bookings are confirmed.
- Childcare Subsidy does not cover enrolment fees.
- New Vacation Care students may have restrictions on excursions during their first holiday period.

For full details, including enrolment forms, opening hours, and bookings, please visit [Outside School Hours Care](#) on the website.

38. Little Frankies – Prep

Soaring into School – Little Frankies Transition Program

Forest Lake State School is proud to offer Little Frankies, our Soaring into School Transition Program designed to help children confidently prepare for their first year of school (Prep). Little Frankies provides a gentle, supportive introduction to school life, allowing children to become familiar with our classrooms, teachers, routines, and learning environment.

About the Program

The program runs across the second half of the school year. Children attend 12 transition sessions in total:

- 6 sessions in Term 3
- 6 sessions in Term 4

Sessions are held on two mornings each week. Families choose one of the two days for their child to attend. Each session runs for approximately 40 minutes.

This structure helps children gradually build confidence, independence, and readiness for Prep.

How It Works

Session 1 – Settling In

For the first visit, parents/carers are invited to stay in the classroom to support their child and make the experience comfortable.

Sessions 2–12 – Building Independence

Parents/carers drop children off to the classroom at the start of the session.

Parents are invited to attend a short information session each week, held in the Performing Arts Centre (PAC). These sessions share valuable information about school readiness, behaviour, routines, and ways to support your child.

Families collect children from the classroom at the end of the session.



39. QParents

QParents is a secure, online portal provided by the Queensland Department of Education. Forest Lake State School encourages all families to register for QParents, as it gives you quick and easy access to important information about your child's schooling.

The app helps families stay connected, informed, and engaged whether you are at home, at work, or overseas.

It allows parents and carers to:

Access student information easily

- View attendance records
- See report cards
- Check upcoming events and school notices
- Confirm enrolment details

Submit and manage information online

- Provide explanations for student absences
- Update personal information (address, phone number, emergency contacts)
- Upload documents when required

Make payments conveniently

- Pay school invoices
- View payment history

QParents reduces the need for paper forms and office visits. Families can complete most tasks quickly from a mobile device or computer.

Parents, carers or legal guardians listed on the student's enrolment record are eligible to register. Multiple authorised people can be linked to the same student.

You will receive an email from the school with an invitation code. In your enrolment pack you will find step-by-step instructions on how to verify your identity and set up your account.

Once your account is created, you can download the QParents app or access the portal via a web browser.

QParents

Enjoy convenient and secure online access to your child's student information.

You can easily:



provide digital consent



read or download report cards



notify of absences



pay invoices



see your child's timetable and school events.



Visit qparents.qld.edu.au

Learn more
about QParents



Register or login
at QParents



Download the free app



Android



Apple



Queensland
Government

40. Volunteering

Forest Lake State School welcomes parents, carers, and community members to support our Parents and Citizens' Association (P&C). Volunteering is flexible, inclusive, and a wonderful way to stay connected with the school. You are always welcome to attend a P&C meeting, there is no need to join the committee to get involved.

Volunteering is flexible and can fit around work and family life. Many tasks can be completed from home, online, or at weekend and evening events. New members are always joining, and everyone is welcome to attend either on your own or with a friend. All contributions are valued. Whether you prefer helping with planning, supporting events, or assisting with simple tasks, there is a role for every skill and interest. Volunteering is always your choice. You decide when and how often you participate. Our school has only a small number of active volunteers, so every offer of help makes a meaningful difference.

Get Involved

Attend a meeting or join our email list to hear about upcoming opportunities.

P&C Email: [insert email]

41. Excursions

Forest Lake State School offers a wide range of excursions, incursions, and enrichment programs to support learning, wellbeing, and personal growth. These opportunities allow students to explore new experiences, develop skills, and participate in creative, sporting, and academic activities both within the school and the wider community.

- Year 5 camp
- Year 6 camp
- Instrumental music and strings programs
- Sport at district, state and national levels
- Swimming program
- Outside School Hours Care
- Dance academy
- Performance gala
- Choir
- Stem challenges
- Interschool sports
- Internal and external day trips



42. School newsletters

Forest Lake State School produces an online School Newsletter each week. The newsletter is emailed to parents/carers each fortnight.

43. School term dates – 2026

2026

School calendar

Queensland state schools

DECEMBER 2025	JANUARY	FEBRUARY	MARCH	APRIL
S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S
1 2 3 4 5 6	1 2 3	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4
7 8 9 10 11 12 13	4 5 6 7 8 9 10	8 9 10 11 12 13 14	8 9 10 11 12 13 14	5 6 7 8 9 10 11
14 15 16 17 18 19 20	11 12 13 14 15 16 17	15 16 17 18 19 20 21	15 16 17 18 19 20 21	12 13 14 15 16 17 18
21 22 23 24 25 26 27	18 19 20 21 22 23 24	22 23 24 25 26 27 28	22 23 24 25 26 27 28	19 20 21 22 23 24 25
28 29 30 31	25 26 27 28 29 30 31		29 30 31	26 27 28 29 30
MAY	JUNE	JULY	AUGUST	SEPTEMBER
S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S
31 1 2	1 2 3 4 5 6	1 2 3 4	30 31 1	1 2 3 4 5
3 4 5 6 7 8 9	7 8 9 10 11 12 13	5 6 7 8 9 10 11	2 3 4 5 6 7 8	6 7 8 9 10 11 12
10 11 12 13 14 15 16	14 15 16 17 18 19 20	12 13 14 15 16 17 18	9 10 11 12 13 14 15	13 14 15 16 17 18 19
17 18 19 20 21 22 23	21 22 23 24 25 26 27	19 20 21 22 23 24 25	16 17 18 19 20 21 22	20 21 22 23 24 25 26
24 25 26 27 28 29 30	28 29 30	26 27 28 29 30 31	23 24 25 26 27 28 29	27 28 29 30
OCTOBER	NOVEMBER	DECEMBER	JANUARY 2027	FEBRUARY 2027
S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S	S M T W T F S
1 2 3	1 2 3 4 5 6 7	1 2 3 4 5	31 1 2	1 2 3 4 5 6
4 5 6 7 8 9 10	8 9 10 11 12 13 14	6 7 8 9 10 11 12	3 4 5 6 7 8 9	7 8 9 10 11 12 13
11 12 13 14 15 16 17	15 16 17 18 19 20 21	13 14 15 16 17 18 19	10 11 12 13 14 15 16	14 15 16 17 18 19 20
18 19 20 21 22 23 24	22 23 24 25 26 27 28	20 21 22 23 24 25 26	17 18 19 20 21 22 23	21 22 23 24 25 26 27
25 26 27 28 29 30 31	29 30	27 28 29 30 31	24 25 26 27 28 29 30	28

- School holidays
- Public holidays
- Staff professional development/student free days
- Part public holiday after 6 pm

There are 195 school days in 2026.

Semester 1, 2026 commences for teachers on 22 January and for students on 27 January.

Staff professional development days

Staff professional development days for teachers are 22 and 23 January, 16 and 17 April and 4 September 2026. Schools are able to decide when they undertake the required hours for professional development for the flexible days, as long as they are on the flexible days, in the school holidays or out of school hours.

Public holidays

Queensland public holidays are set by the Minister for Industrial Relations.

Public holidays for local show days are not shown due to diversity of dates across the state.

Final dates for student attendance

20 November is the final date for Year 12 attendance for receipt of a Senior Statement. 27 November is the final date for student attendance in Years 10 and 11.

Some schools in regional, rural and remote areas will close for the summer holidays on 4 December.

The information in this calendar was correct at the time of publication but may be subject to change.

For more information and the latest version of this calendar, visit

www.education.qld.gov.au

DELIVERING
FOR QUEENSLAND



Queensland
Government