



# Information for prospective students and parents

## Reviews against refusal of enrolment decision

### When should I use this guide?

You should use this guide when you want to make a review submission against a refusal of enrolment decision. If the Director-General (or delegate) refuses a prospective student's enrolment at a state school, the prospective student or their parent can seek an internal review of the Director-General's (or delegate's) decision by making a submission for review to the Director-General (or delegate). The submission allows you to ask the Director-General (or delegate) to reconsider an original decision to refuse a prospective student's enrolment at a state school because you think that decision is in some way incorrect or mistaken.

### Where should I send my submission?

The Director-General or their delegate will make a decision on your review submission. Your submission can be sent via post or email to the below addresses. If you have any questions about the review process, please contact your case manager.

#### Postal address:

Director-General  
Department of Education  
PO Box 15033  
CITY EAST QLD 4002

#### Email address (for review submissions only):

Behaviour.Central@qed.qld.gov.au

### When do I need to lodge my submission?

The review submission must be received by the Director-General (or delegate) **within 30 school days** from when you are given the notice. If you require more time to prepare your submission, you must contact the Director-General (or delegate) in writing to request more time.

### Who can make a submission?

- Students or their parents.
- Other persons (e.g. solicitor, social worker) can help you make the submission or can prepare it on your behalf, however you must give them permission to do so and provide written authorisation with your appeal.
- If you need assistance with the submission process or would like to make an oral appeal, you can contact your regional case manager whose details are in the decision notice provided by the original decision maker.
- If you wish to obtain further details about the basis for the original decision, please contact your regional case manager.

### What should I include in my submission?

In your submission, you should state the **reasons** why you think the decision is unfair, outlining the **facts** that support your case why your enrolment at the school would not be a risk to others at school. Reasons for your submission may cover aspects such as:

- objections to the processes undertaken (how the decision was made, investigation process etc.)
- objections to the fact or reasons as given by the Director-General (or delegate) in the notification letter
- objections to the perceived severity or fairness of the decision and/or
- any new information that is relevant to the matter about the incident, or any outcomes of programs undertaken, court hearings etc.

An example of a submission is shown on the next page. This is just a guide and yours may look different.

### What happens with the information I provide?

Any information you provide within your appeal will be collated by appropriate central office staff for the Director-General's (or delegate's) consideration and final decision.

### When will I hear about my appeal?

Reviews can take up to 40 school days to complete, as the process is very thorough and involves collecting and reviewing reports and documents from the school and family. During the course of the appeal process, you may be contacted to provide further information or be provided with further documentation to consider. This ensures natural justice is afforded and that every opportunity is provided to the student, family and school to present their case to the Director-General (or delegate).



## Sample submission format

**TO:** Director-General  
Department of Education

**ADDRESS:** **Postal:** PO Box 15033  
CITY EAST QLD 4002

**Email:** Behaviour.Central@qed.qld.gov.au

**FROM:** **Name:** \_\_\_\_\_  
**Relationship to student\*:** \_\_\_\_\_  
**Address:** \_\_\_\_\_  
**Phone contact:** \_\_\_\_\_  
**Email:** \_\_\_\_\_  
(\*If not a parent, written authorisation must be provided by parent and/or student.)

**SUBJECT:** **Submission against refusal to enrol decision**

<b>STUDENT DETAILS:</b>	
<b>Full name of prospective student:</b>	_____
<b>School name where enrolment refused:</b>	_____
<b>Date RTE-8 Decision notice received by prospective student or parent:</b>	____ / ____ / ____

**Reasons for your submission (must be relevant to the current matter):**

- 
- 

**Other information and facts in support of the submission about the current matter:**

- 
- 

**Signature of person making the submission:** \_\_\_\_\_  
/ /

**Date:** \_\_\_\_\_

## Further review

If you are dissatisfied with the outcome of your review, you may wish to contact a review authority such as the Queensland Ombudsman or Queensland Civil and Administrative Tribunal and request an independent, external review.

Information is available on the Queensland Government's [Complaints, enquiries and feedback](#) page.

Visit the [Queensland Ombudsman](#) for more information about external review options.

You may apply to the Queensland Civil and Administrative Tribunal (QCAT) for a review of the decision under section 394 of the *Education (General Provisions) Act 2006*.

To apply for a review, fill out the [Application to review a decision](#) form which is available from, and may be lodged:

- **in person:** QCAT, Level 11, 259 Queen Street, Brisbane QLD 4000, or at any local Magistrates court outside of the Brisbane CBD; or
- **by mail:** QCAT, GPO Box 1639, Brisbane QLD 4001.

Applications must be accompanied by the prescribed application fee. Information about the relevant fee may be located at [www.qcat.qld.gov.au/applications/fees-and-allowances](http://www.qcat.qld.gov.au/applications/fees-and-allowances).

The application must be lodged with QCAT within 28 days of receiving the decision notice. You must lodge a copy of the [RTE-11: Notice – Outcome of a review of a decision re refusal to enrol](#) with your application.

More information about QCAT is available at:

- [www.qld.gov.au/law/court/queensland-civil-and-administrative-tribunal/resolve-disputes-at-qcat](http://www.qld.gov.au/law/court/queensland-civil-and-administrative-tribunal/resolve-disputes-at-qcat)
- [www.qcat.qld.gov.au](http://www.qcat.qld.gov.au)

