



**Sunnybank State School**

Expanding Horizons

Department of Education trading as Education Queensland International (EQI)

CRICOS Provider Code: 00608A



# International Parent and Student Handbook

Department of Education, trading as Education Queensland International. CRICOS Provider Code: 00608A. International Parent and Student Handbook. Version 3.0 November 2024.

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## 1. Principal welcome

Welcome to Sunnybank State School and we hope that you will enjoy the experience of living and learning in a Queensland school. You may find the first few days overwhelming, tiring, confusing and different but there will be excitement as well amongst these experiences. There are many people here at this school who will help to make your transition a smooth one.

I regard our school as Sunnybank's "hidden treasure". Tucked safely away in the side streets, our enrolment of about 350 students is vastly different to nearby schools with over 1300 students. This smaller number allows all students to interact in a friendly and happy manner. Situated in spacious grounds with abundant trees our students are presented with a stimulating learning environment.

Sunnybank State Primary School is an inclusive school, supporting students from all over the world. We want every student to achieve to the best of their ability. We maximise student outcomes through the provision of relevant, authentic, connected and high quality learning opportunities, thus our motto – "Expanding Horizons".

We welcome parents as active partners in education. This partnership promotes an enriched environment for everyone.



Kate Paynter

## 2. School details

Street address:	50 Eddington Street, Sunnybank QLD 4109
Office hours:	Monday – Friday 8:00 am – 3:30 pm
Telephone:	07 3452 4888
Absence line:	07 3452 4870
Administration email:	<a href="mailto:admin@sunnybankss.eq.edu.au">admin@sunnybankss.eq.edu.au</a>
Website:	<a href="http://www.sunnybankss.eq.edu.au">www.sunnybankss.eq.edu.au</a>
Facebook (if applicable)	<a href="http://www.facebook.com/sunnybankstateschool">http://www.facebook.com/sunnybankstateschool</a>

## 3. Administration

Administration	Name	Telephone/contact
Principal	Kate Paynter	07 3452 4888
Deputy Principal	Louise Lamont	07 3452 4888
International Student Coordinator	Bridget Mike-Belkovics	07 3452 4888
Student attendance		<a href="mailto:absences@sunnybankss.eq.edu.au">absences@sunnybankss.eq.edu.au</a> 07 3452 4870

## 4. School values

Vision - Collective Efficacy: It takes a community to educate a child

Mission – Making thinking visible for deeper learning

Core Value – Inclusive Mindset

## 5. International team

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

Name	Role	Contact
Kate Paynter	Principal	principal@sunnybankss.eq.edu.au
Louise Lamont	Deputy Principal	admin@sunnybankss.eq.edu.au
Bridget Mike-Belkovics	International Student Coordinator	admin@sunnybankss.eq.edu.au
Angela Biga Alisha Smith Haylee Holzworth	English as a Second Language or Dialect (EAL/D) Teacher	

The international office is located in upstairs in the Administration Block upstairs

## 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
Kate Paynter	Principal	07 3452 4888
Louise Lamont	Deputy Principal	07 3452 4888
Bridget Mike-Belkovics	International Student Coordinator	07 3452 4888

## 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

Sunnybank State School has two primary emergency plans for responding to an emergency situation:

### **1. Evacuation (“Fire Drill”)**

We initiate an evacuation in response to emergencies that could occur on the school site such as fire. An evacuation is indicated by a continuous sounding of the internal alarm system. All students move to the oval under the supervision of their classroom teacher. Here rolls are marked to check for absences. The all clear will be given by the Principal.

### **2. Lock Down**

The school will initiate a lock down if students are at risk from an intruder or external threat. In a lock down all students stay locked in their classroom out of sight until the Principal/Emergency Services give the all clear.

A Lock Down is indicated by playing a dedicated song on the bell system. Staff of Sunnybank State School is aware of the additional support some International Students may require during an emergency situation. In the majority of instances, a student’s classroom teacher will provide any additional guidance and security.

## 8. School map and facilities

# SUNNYBANK STATE SCHOOL





## 9. Orientation

The Sunnybank 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.

### 9.1. Daily timetable

Sunnybank State School Bell Times	
	Monday, Tuesday, Wednesday, Thursday and Friday
8:45am	Students arrive at school and prepare for the day
8:50am	Bell – Students move to class
9:00am – 11:00am	<b>Morning Session</b>
11:00am – 11:45am	First Break
11:45am – 1:20pm	<b>Middle Session</b>
1:20pm - 2:00pm	Second Break
2:00pm – 3:00pm	<b>Afternoon Session</b>
3:00pm	School Finishes – Students are collected by parents/caregivers

### 9.2. Orientation timetable

Orientation topic
<b>Welcome &amp; Introductions:</b> International Student Coordinator  Principal's Welcome Expectations and concerns School values School hours and routines Emergency contacts during school hours Facilities and resources Code of Behaviour Tour of school.
<b>Policies and procedure</b>  Student code of conduct Uniform policy and uniform costs and requirements Absence processes Academic reporting School Excursions Transfers Medication Details of doctors and prescription Communication Deferral, suspension and cancellation of enrolment

## Visa conditions

[Attendance](#)

[Course progress](#)

[Behaviour](#)

[Complaints and appeals](#)

## Students Forms

Visa

Passport

Enrolment

## Hand out – ISP Parent and Student Handbook

ISP Parent and Student handbook/PowerPoint presentation

Discuss the obligations of the parent or Department of Home Affairs (DHA) approved guardian:

- comply with Enrolment agreement (including the [ISP standard terms and conditions](#))
- comply with [Student Guardian visa conditions](#) and consult with EQI in advance if intending to leave Australia, or at any time cannot provide accommodation or welfare during an international student's enrolment
- notify school staff of your residential address or changes to your residential address as per the [ISP standard terms and conditions](#)
- inform EQI about intention to change welfare arrangement submitting a [Change of welfare arrangements form](#).

Obtain contact details:

- you must let your school know your residential address in Australia within seven days of arriving in Australia. You must also tell the school of any changes of residential address within seven days. Failure to do this may affect your student's visa.
- we also need your current telephone number and email contact details. Any changes need to be given to us within seven days.

## 9.3. Orientation handouts

- International Parent and Student Handbook
- Email and phone list
- Recreational sport selection
- Orientation evaluation

## 9.4. Assembly

Assembly is where the students at Sunnybank State School come together to receive important announcements, updates and information from the school Principal, school staff and students. Assembly is held on Mondays from 2:30pm in the Hall.

## 10. What to do when

### 10.1. Late for school or class

If students arrive after 8:50am they need to collect a late note from the office to give to their classroom teacher.

### 10.2. Leaving school during the day

Students need to be signed out by a parent or guardian at the office if leaving during school hours.

### 10.3. Feeling sick or unwell

Students feeling unwell should speak to their classroom teacher or the teacher on duty. They will be referred to the first aid room and parents/caregivers will be called when necessary. All staff have a current first aid certificate.

### 10.4. Changing address or contact details

Please report all change of details to the office in writing [admin@sunnybankss.eq.edu.au](mailto:admin@sunnybankss.eq.edu.au)

### 10.5. Lost property

Lost property is kept on the veranda near the school office.

### 10.6. Toilet access during class time

Students simply ask the classroom teacher for permission to go the toilet.

## 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:

[Error! Not a valid bookmark self-reference.](#), [Frustration/Distress phase](#), [Adjusting phase](#), and [Acceptance/Autonomy phase](#).

### 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.

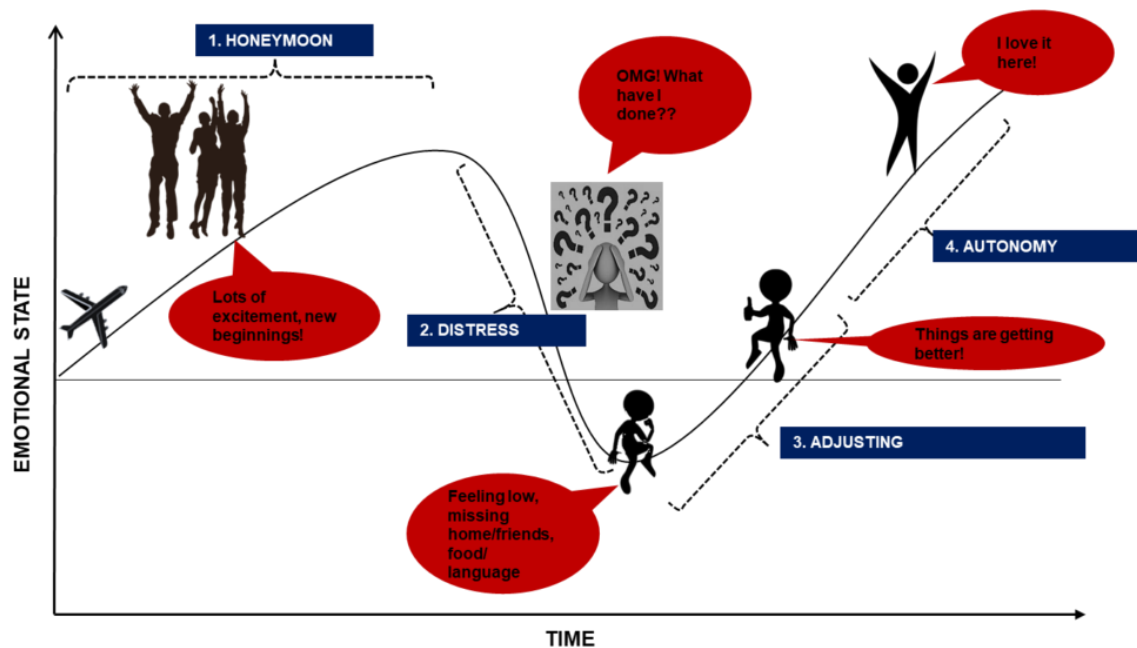
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

### 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 Sunnybank 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.

## 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

Sunnybank State School's 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 Sunnybank 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 8:50am.

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.

In the event that your child is going to be absent from school, notify the school on the day of the absence via the absentee line 07 3452 4870 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              | 8:50am – 3:00pm                    |
| • Late arrival process                | Obtain a late slip from the office |
| • School absence telephone number     | 07 3452 4870                       |
| • Serious, injury or incident process | Notify the school office           |

#### **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](#)

## 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 Sunnybank 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

Sunnybank 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

Sunnybank 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 Sunnybank State School Responsible Behaviour Plan <https://sunnybankss.eq.edu.au/support-and-resources/behaviour-management>

is available on the school website. The Responsible Behaviour Plan for Students 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.

[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 Sunnybank State School's rules – Student Code of Conduct and school policy and procedures <https://sunnybankss.eq.edu.au/SupportAndResources/FormsAndDocuments/Documents/student-code-of-conduct.pdf>

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 Sunnybank 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, Sunnybank State School will:

EAL/D support is provided by Inclusion Teacher who as support students and their teacher. Usually this support is delivered in the classroom so that the student does not miss classroom lessons if withdrawn to another room.

## 17. Additional study support programs

Our school has the following study programs to support your child in their studies:

Activity	Time and Location
Homework Club	Times vary – discuss with Inclusion Teacher Library
Community Reading Hub	Wednesday 8.15 am Library

## 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](http://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 not 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)	<a href="https://www.ahmoshc.com.au/">https://www.ahmoshc.com.au/</a>
Allianz Global Assistance (Peoplecare Health)	<a href="https://www.allianzcare.com.au/en/visas/student-visa-oshc.html">https://www.allianzcare.com.au/en/visas/student-visa-oshc.html</a>
Bupa Australia	<a href="https://www.bupa.com.au/health-insurance/oshc">https://www.bupa.com.au/health-insurance/oshc</a>
CBHS International Health	<a href="https://www.cbhsinternationalhealth.com.au/overseas-students-oshc">https://www.cbhsinternationalhealth.com.au/overseas-students-oshc</a>
Medibank Private	<a href="https://www.medibank.com.au/overseas-health-insurance/oshc/">https://www.medibank.com.au/overseas-health-insurance/oshc/</a>
nib	<a href="https://www.nib.com.au/overseas-students/">https://www.nib.com.au/overseas-students/</a>

## 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.

### 20.4.1. 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](mailto: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. Swimming

In Queensland, where water activities are part of our lifestyle, the safety of our children and families in and around the water is paramount. Water safety is a life skill which starts from the moment a child comes into contact with water through all stages to adult life. Queensland state schools, in Prep to Year 6, are required to offer a water safety and swimming program. Participation in these programs by students is not compulsory. Parents can choose for their child not to participate. For more information please talk to the office regarding swimming and water safety lesson for your child.

More information regarding water safety and swimming can be found at:

<https://education.qld.gov.au/curriculum/stages-of-schooling/water-safety-and-swimming>

## 28. 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.

## 29. 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](#)

## 30. School policy and procedures

### 30.1. Use of mobile phones

### 30.2. Uniform requirements

The School Dress Code and uniform shop price list is available on the school website. During the school year the Uniform Shop operates from the Library Monday, Tuesday, Wednesday and Thursday from 8:30 to 9:15 am or by appointment. The Uniform Shop also opens for additional times during the January Student Free Days.



## 31. 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.

## 32. Transport

Sunnybank State Primary School is serviced by both bus and rail public transport. Banoon station is the nearest train station to the school. Further information is available here:

[Brisbane City Council Journey Planner](#)

## 33. House Structure

### 33.1. House Groups

Allunga – Yellow  
Barkala – Green  
Coolaroo – Red

### 33.2. Purpose of the House Structure

These houses are used for junior and senior sports day and any interschool organised games. Students are asked to wear their house colours on selected days. The school hats are reversible with house colours.

## 34. School Leadership Opportunities

Year 6 students are given the opportunity to obtain a school leadership role. There are School Captains, ICT Leaders, Music Captains, Environmental Leaders, Sports Captains, Library Captains and Prep Teddies. Other year levels also select Student Council representatives.

## 35. 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.

## 36. 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.**