

International Parent and Student Handbook

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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
Principal

2. School details

Street address:	50 Eddington Street, Sunnybank Q 4109
Office hours:	Monday – Friday 8:00am – 3:30pm
Telephone:	07 3452 4888
Absence line:	07 3452 4870
Administration Email:	admin@sunnybankss.eq.edu.au
Website:	www.sunnybankss.eq.edu.au
Facebook (if applicable)	http://www.facebook.com/SunnybankStateSchool

3. Administration

Administration	Name	Telephone/contact
Principal	Kate Paynter	07 3452 4888 principal@sunnybankss.eq.edu.au
Deputy Principal	Louise Lamont	07 3452 4888 admin@sunnybankss.eq.edu.au
Head of Curriculum	Karen Knight	07 3452 4888
Financial Matters Business Manager	Vicki Lennox	07 3452 4888
Administration Team	Bridget Mike-Belkovics	07 3452 4888
Student Attendance		absences@sunnybankss.eq.edu.au 07 3452 4870
Student Wellbeing and Support <ul style="list-style-type: none"> • Guidance Officer • Chaplain • Social Worker 	Emma Yates Rebecca Tumanu Tia Wang	07 3452 4888

4. School mission and 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 your child with their studies and to support them during their time at Sunnybank State School.

Name	Role
Kate Paynter	Principal
Louise Lamont	Deputy Principal
Bridget Mike-Belkovics	International Student Enrolments/Admin Officer
Angela Biga Alicia Smith	Inclusion Teacher/ English as a Second Language or Dialect (EAL/D) Teachers
Emma Yates	Guidance Officer

6. Emergency contacts (during school hours)

An emergency is a situation that may/ does affect your student's health, safety or welfare.

In the event of an emergency during school hours please contact any of the people below immediately.

Name	Role	Contact
Kate Paynter	Principal	principal@sunnybankss.eq.edu.au
Louise Lamont	Deputy Principal	admin@sunnybankss.eq.edu.au

7. Emergency contacts (after school hours and on the weekends)



Your child's safety is our number one priority. Because of this, we work with our partners to ensure they enjoy a safe and high-quality study experience. All Overseas students studying an international program at an accredited International Student Program (ISP) school and their parents can use our student support service called **1800 QSTUDY (1800 778 839)**.

The 1800 QSTUDY service provides support for you, your authorised contacts and Education Queensland International (EQI) homestay hosts, and responds to incidents that involve Overseas students outside school hours.

You can call 1800 QSTUDY before **9.00am** and after **3.00pm** on school days, and **24 hours** a day during weekends, public holidays and school vacations.

For more information on 1800 QStudy please go to the following link – [1800QStudy](https://www.1800qstudy.com.au)

What is the free call 1800 QSTUDY?

1800 QSTUDY (+61 1800 778 839) is a free support phone service for Overseas students studying in state schools in Queensland. The service provides access to advice and assistance 24 hours a day, seven days a week. This also includes an emergency after-hours service which manages incidents for Overseas students participating in the International Student Program, Exchanges and Study Tours.

When should I use the 1800 QSTUDY service?

During school hours, school staff are your main point of contact but when school is closed and you would like to report an issue or you need urgent assistance, then phone free call 1800 QSTUDY.

At these times:

- Monday to Friday before 9am and after 3pm.
- Any time on the weekends (Saturday and Sunday).
- Any time during school holidays and public holidays.

8. 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.

9. School emergency and lock down procedure

Education Queensland schools develop safety strategies, processes and procedures from both the legislative and policy requirements of the Department of Education and Training: These procedures can be found at www.education.qld.gov.au/health/safety/index.html

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 the song *Don't Worry, Be Happy* which starts playing 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.

10. School map and facilities

SUNNYBANK STATE SCHOOL



11. Orientation

The Sunnybank State School [Overseas student orientation](#) has been designed to:

- support your student’s wellbeing
- help your student adjust to study in Australia
- support your student’s academic success.

Before you arrived in Queensland you would have been provided with a pin code to download your [Passport to Queensland](#).

The Passport to Queensland is a mobile app exclusively developed for you as an Overseas student studying an EQI high school program. This unique app contains lots of fun games, videos, activities and information designed to help you settle into your new life and school in Queensland, so you can focus on enjoying your study experience. It also includes modules showing you how to stay safe at the beach, in the bush and in the city.

You can learn more about the app on at the [Frequently Asked Questions](#) page. Alternatively, you can email any questions about the app by emailing yourpassport@qed.qld.gov.au.



Daily timetable

8:45am	Students arrive at school and prepare for the day
8:50am	Bell – move to classroom
9:00am – 11:00am	Morning Session
11:00am – 11:45am	First Break
11:45am – 1:20pm	Middle Session
1:20pm – 1:55pm	Second Break
1:55pm – 3:00pm	Afternoon Session
3:00pm	School Finishes – students are collected by parents/caregivers

Weekly timetable

Assembly at Sunnybank State School is held on Mondays at 2:30pm – 3:00pm in the school hall. Parents are welcome to attend.

Orientation

Sunnybank State School offers a specialised orientation program for all international students and their families. This program includes:

Enrolment Interview (*Parent, Student, and Principal*)

- Principal Welcome
- Completion of enrolment paperwork
- Determination of appropriate enrolment – grade level and class
- Discussion of individual student needs – including academic and pastoral care services
- Overview of International Student Handbook
- Specifically discuss visa conditions
 - Attendance
 - Course progress
 - Behaviour
- Deferral, suspension and cancellation of enrolment
- Complaints and appeals

School Induction (*Parent, Student and Principal*)

- Tour of school – including library, meeting areas, classrooms and amenities
- Introduction to key staff
- Overview of International Student Program
- Discussion about the local area

Classroom Induction (*Parent, Student, Classroom Teacher*)

- Formal introduction of classroom teacher
- Tour of classroom
- Detailed discussion of classroom routines, expectations and learning programs

Classroom Buddy (*Student and nominated peer*)

- Assist with settling in to playtime areas and routines

Assessment

- Assess needs of student in Listening, Speaking, Reading and Writing

12. What to do when

12.1. 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.

12.2. Leaving school during the day

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

12.3. 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.

12.4. Changing address or contact details

Please report all change of details to the office in writing admin@sunnybankss.eq.edu.au

12.5. Lost property

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

12.6. Toilet access during class time

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

13. Accommodation and welfare

While studying, your student/s must live with you as the parent or Department of Home Affairs (DHA) approved guardian.

We will communicate with you, DHA approved guardian at least every six months (or sooner as required) all matters to do with your student's enrolment, schooling, welfare and accommodation matters. You can read more about EQI's Welfare and accommodation in the following documents:

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

The [EQI Change of welfare – subclass 500 \(schools\) visa procedure](#) states that as a parent or DHS approved guardian you must:

- comply with Enrolment agreement (including the [ISP standard terms and conditions \(PDF, 488KB\)](#))
- 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 overseas student's enrolment
- notify school staff of your residential address or changes to your residential address as per the [ISP standard terms and conditions \(PDF, 488KB\)](#)
- seek written approval from EQI before changing an overseas student's welfare arrangements
- if leaving Australia (temporarily or permanently), provide evidence issued by EQI to the DHA showing appropriate arrangements for the overseas student's accommodation and welfare have been arranged.

14. Culture shock

Culture shock is a common way to describe the feelings someone moving to a new and different culture might experience. Although moving can be an exciting and positive time, it can also be overwhelming with so many changes. It's natural to have difficulty adjusting at times, and important to remember that culture shock is temporary.

As a parent, being aware of your own and your child's culture shock can help you to manage the effects or seek any support you need.

Some signs of culture shock include:

- feeling isolated
- increasing frustration with your new country and school
- irregular sleep patterns
- spending a lot of time alone
- easily upset and can't concentrate at school.

Culture shock is often experienced in four distinct phases: honeymoon, negotiation, adjustment and adaptation.

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, you might love the new food, the pace of life, and the locals' habits. During the first few weeks most students are fascinated by the new culture.

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 you 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.

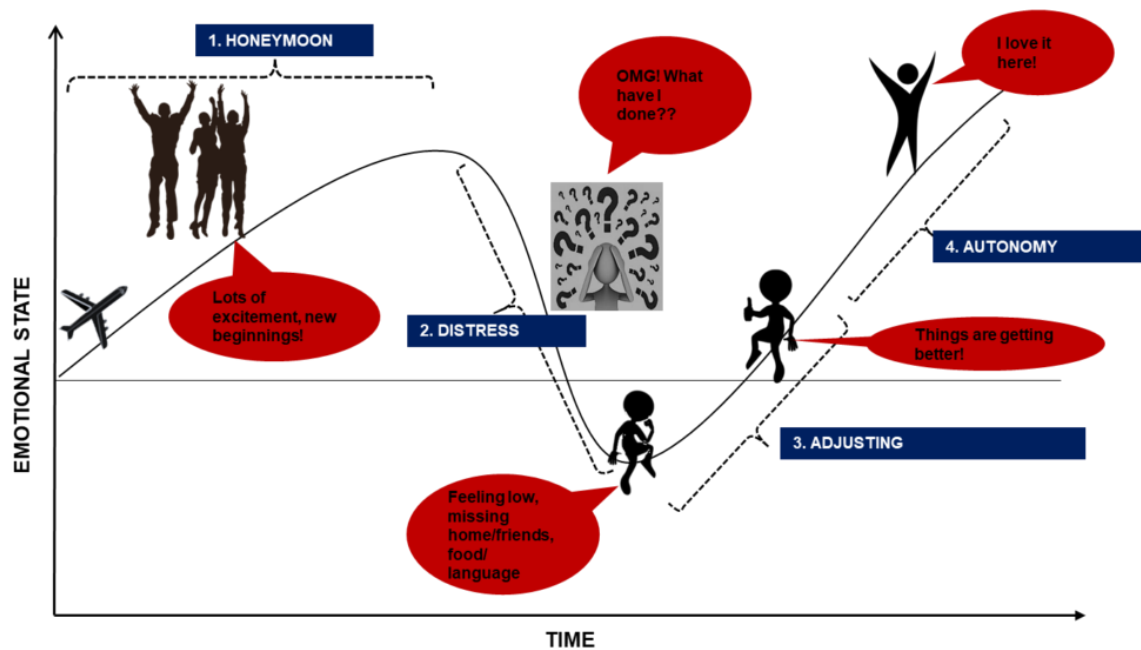
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

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 very new. During this phase people develop problem-solving skills for dealing with the culture and begins 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.

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 you or your child are feeling culture shock, here are some things that you can do:

- be patient with yourself and your child as culture shock is a normal reaction to a changed environment.
- surround your child with familiar objects and routines.
- watch for changes in your child's behaviour and listen openly.
- talk about how you are feeling with family, friends, or someone at the school.
- keep in contact with your loved ones back home.
- socialise and make new friends.

It is important to remember the following:

- culture shock is a perfectly normal part of the overseas study experience.
- the uncomfortable feelings will pass.
- this experience is an important learning opportunity, helping you to become versatile and adaptable to change. It will equip you with valuable life skills that are some of the greatest benefits of studying abroad.
- step outside of your comfort zone, make new friends, and take full advantage of the once-in-a-lifetime experiences while you can.

The international team are here to support you to have a wonderful experience at Sunnybank State School.

15. 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.

16. EQI Standard Terms and Conditions

Before you arrived in Australia you were provided with a copy of the [EQI Standard Terms and Conditions](#). The Standard Terms and Condition outline EQI policies that relate your responsibilities and rights and EQI's responsibilities and actions required to be taken 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](#)

17. Visa Conditions

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 you have enrolled your student/s at Sunnybank State School it is your responsibility as a parent, legal custodian or DHS approved guardian to ensure that they are at school every day and that they arrive on time, ready to start class at 8.50am.

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

In the event that your student/s are going to be absent from school please notify the school on the day of the absence via the absentee line 3452 4888 stating your student/s' name and class, your name, the reason for the absence and the expected return date.

The school will record your student/s attendance or absence every day. All absences are recorded on your school report. Electronic rolls will be marked every period. A SMS message will be sent to your homestay parents/carers of an unexplained absence.

It is a condition of your student/s Sub-class 500 (schools) visa that they maintain satisfactory attendance during your period of study. Commonwealth law requires EQI to be proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. EQI is required by law to report Overseas students who have breached attendance requirements.

Important information about attendance

- Start and finish times Start 8:50am – Finish 3:00pm
- Late arrival process Obtain a late slip from the office
- School absence telephone number Ph: 3452 4870
- Serious, injury or incident process Notify the school office

How attendance is recorded at Sunnybank State School

Full day absences

Classroom Teachers will mark the roll twice each day and record students who are not present. This information will be recorded in OneSchool.

Part day absences

Classroom Teachers will mark the roll twice each day and record students who are not present. This information will be recorded in OneSchool.

Further information can be found in the [Roll marking in state schools procedure](#).

Table – Absence codes for full or part day absence

Type of Absence	Code	Explanatory notes
Entire day	A	Student was absent entire day.
Early (No Penalty)	E	Student left early, but within the final two hours of scheduled schooling. This will not count as an afternoon/half day absence. If the student left earlier than two hours prior to the end of the scheduled school day, this will count as an afternoon/half day absence (see “P” code).
Late (No Penalty)	L	Student arrived late, but within two hours of scheduled schooling. This will not count as a morning/half day absence. If the student arrived after the first two hours of the scheduled school day, this will count as a morning/half day absence (see “M” code).
Morning	M	Student was absent for the morning. This will count as a half day absence.

Afternoon	P	Student was absent for the afternoon. This will count as a half day absence.
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At risk of failing to meet attendance requirements

In the [EQI Standard Terms and Conditions](#) your student is considered to be at risk of failing to meet attendance requirements if:

- the student/s is absent for five consecutive days or more;
- their attendance falls to 90% of the course contact hours in any [school term](#); or
- the school has concerns about their attendance record.

The school may require to meet with you to discuss your student's attendance record and provide evidence explaining the absences (such as medical certificates).

If attendance falls to 85% of the course contact hours in any term we will provide you as the parent, legal custodians or DHS approved guardian a written warning.

Unsatisfactory attendance

If your student/s do not maintain at least 80% of course contact hours, EQI will notify you in writing of their intention to report your student to authorities for not achieving satisfactory attendance. EQI may exercise discretion not to report if:

- evidence is provided that demonstrates compassionate or compelling circumstances explaining the absences;
- EQI are satisfied that, in all the circumstances, it is reasonable not to report; and
- your student/s' attendance record is at least 70% (if attendance falls below 70%, EQI is required by law to report your student).

If you receive a notice of EQI's intention to report your student to authorities, you have the rights set out under the Appeals Policy section of the [EQI Standard Terms and Conditions](#).

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

- [EQI Standard Terms and Conditions](#)
- [EQI Attendance – Subclass 500 \(schools\) visa procedure](#)
- [Managing student absences and enforcing attendance at state schools](#)

Course progress

Overseas students must maintain satisfactory [course progress](#) for each study period as required by EQI and outlined in the [Entry and course requirement standards](#). Maintaining satisfactory course progress is a condition of your student/s' student visa. If their course progress is not satisfactory, EQI will report it to authorities and the student visa may be cancelled.

At Sunnybank State School we provide written reports to you as parent, legal custodians or DHA approved guardian every semester as per the [P-12 curriculum assessment and reporting framework](#) available on the Queensland Department of Education website.

Your student/s must complete their course within the time set out in the Confirmation of Enrolment that EQI sent you.

EQI may extend the time to complete a course only if:

- there are compassionate or compelling circumstances;
 - the course load is reduced because of difficulty making satisfactory course progress;
- or
- a deferral or suspension of study is approved (see the [Deferral, Suspension and Cancellation Policy](#) section of the [EQI 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 student's visa, including the need to obtain a new visa.

Unsatisfactory course progress

Sunnybank State School will monitor your student/s workload and results to ensure they complete the course on time. We will also assist your student/s if they are having difficulties. If they are at risk of not meeting course progress requirements, we will implement suitable intervention strategies with enough time for them to achieve satisfactory course progress.

Formal intervention

If your student/s are not making satisfactory course progress, the principal will give you, as the parent, legal custodian or DHA approved guardian a written warning. Your student will be required to meet with the principal to develop a plan to improve your performance.

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

EQI may notify you earlier if, in their opinion, your student/s will not be capable of meeting the course requirements. If you receive a notice of EQI's intention to report to authorities, your student have the rights set out under the **Appeals Policy** section of [EQI Standard Terms and Conditions](#)

You can read in more detail about course progress requirements at:

- [EQI Standard Terms and Conditions](#)
- [Course progress – Subclass 500 \(schools visa procedure\)](#)

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/Student Code of Conduct is available on the school website The Responsible Behaviour Plan for Students/ 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.

[EQI Standard Terms and Conditions](#) state that at school your student/s must:

- participate actively at school;
- take responsibility for their 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 the Sunnybank State School's rules – Student Code of Conduct and school policy and procedures.

At all times your student/s must:

- comply with Australian laws and with the conditions of their student visa;
- not drink alcohol, smoke, misuse prescription medication or use illegal drugs;
- not do anything that endangers their safety or the safety of other people; and
- not do anything that may bring their school or the International Student Program into disrepute.

If your student/s' behaviour is unsatisfactory, EQI may cancel or suspend their enrolment. This may affect their student visa.

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

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.

19. Student services and support programs

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

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

20. 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](#).

21. Afterhours support and health services

If your student requires afterhours support or assistance with an urgent program matter you can call [1800 QSTUDY](#) (1800 778 839). You can also call your student's Overseas Student Health Cover (OSHC) provider.

Overseas student Health Cover (OSHC)

OSHC is insurance to assist Overseas 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, depending on the level of cover.

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 student's OSHC policy does not cover you for everything you want, you can take out additional private health/travel insurance.

The OSHC provider can help you with a range of medical advice. You **should** check with 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

OSHC providers in Australia include:

Australian Health Management (ahm)

www.ahmoshc.com.au

Allianz

www.allianzassistancehealth.com.au

BUPA Australia

www.bupa.com.au/health-insurance/oshc

Medibank Private

www.medibank.com.au/overseas-health-insurance/oshc

NIB Health Funds Limited

www.nib.com.au/overseas-students

22. Medical matters

Health information

To help us support you, we need you as parent or DHA approved guardian to tell us everything we might need to know about your students' physical and mental health, including medical history, conditions and allergies.

We also need to know of any medications so we can organise anything your student might need and approve and monitor you're their support and general welfare arrangements as required by your student visa. This applies before you arrive in Australia and during your stay.

Medication

If your student/s' 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 student/s will need to come to the office at the time the medication is required.

23. Medical treatment

If your student/s 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 a parent or legal custodian as soon as reasonably possible.

We may, as we think appropriate and in your student/s best interests:

- provide or administer over-the-counter or prescribed medications; and
- administer first aid. Adapt this sections as it applies to your school

For further information please see the [EQI Standard Terms and Conditions](#)

24. Fees

Tuition

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

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

Non-tuition fees

Some non-tuition fees may also apply for items such as school uniforms and non-curriculum activities. Please check with the school office.

Overseas student Health Cover (OHSHC)

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

More information regarding fees can be found at the following link:

- [Fees](#)

25. Transfer policy

You may apply to transfer your student between Queensland Government schools, a non-government school or another institution registered under Australian law to provide education to overseas students.

Additional tuition or other non-tuition fees may apply for the new school, depending on the school and course chosen.

Before applying for a transfer, you should talk to your student/s' International Student Coordinator and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents.

- [Entry and course requirements](#)
- [Standard Terms and conditions](#)

26. Complaints

Before you lodge a customer complaint with the department, you are encouraged to contact your school to try to resolve your issue. If you have an issue with your course you should discuss this with your International Student Coordinator.

If you have an issue relating to the International Student Coordinator or a decision they have made, you should discuss this with your 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 Management Framework, EQI Complaints and appeals – subclass 500 \(schools\) visa procedure](#) and the [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 deliver your 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 your parents, your homestay provider or a lawyer) and can bring a support person to help you at any meetings we have to discuss your complaint.

Read more on complaints and appeals at the following link: [Complaints and appeal – Subclass \(500\) procedure](#).

27. Appeals

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

- to report you to authorities (see the [Attendance – Subclass 500\(schools\) visa procedures](#) and [Course progress – Subclass 500 \(schools\) visa procedure](#);
- not to defer or suspend your enrolment, as requested by you – please see [the Enrolment – subclass 500 \(schools\) visa procedure](#).
- to suspend or cancel your enrolment, as initiated by us – please see the [Enrolment – subclass 500 \(schools\) visa procedure](#)
- to refuse your request for a transfer – please see [Transfer – Subclass 500 \(schools\) procedure](#); or
- as a result of your complaint to us – please see the [Complaints and appeals – Subclass 500 \(schools\) visa procedure](#).

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

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.

EQI will comply with any decision the Ombudsman makes.

28. Refund policy

Your rights

If your student/s do not complete their 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, EQI may agree to refund other unspent fees at their discretion.

Refund requests for OSHC fees must be made to your Overseas student Health Insurance (OSHC) provider.

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

More detail regarding refunds can be accessed at:

- [Standard Terms and Conditions](#)
- [Refund request form](#)

29. School policy and procedures

29.1. Code of Conduct

29.1.1. Please refer to the separate document which covers the use of mobile devices, social media and the whole school approach to discipline.

29.2. Uniform requirements

29.2.1. 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.

30. 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](#)

31. House Structure

Allunga – Yellow

Barkala – Green

Coolaroo – Red

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.

32. 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.

33. 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>

34. 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 people are to remain safe.

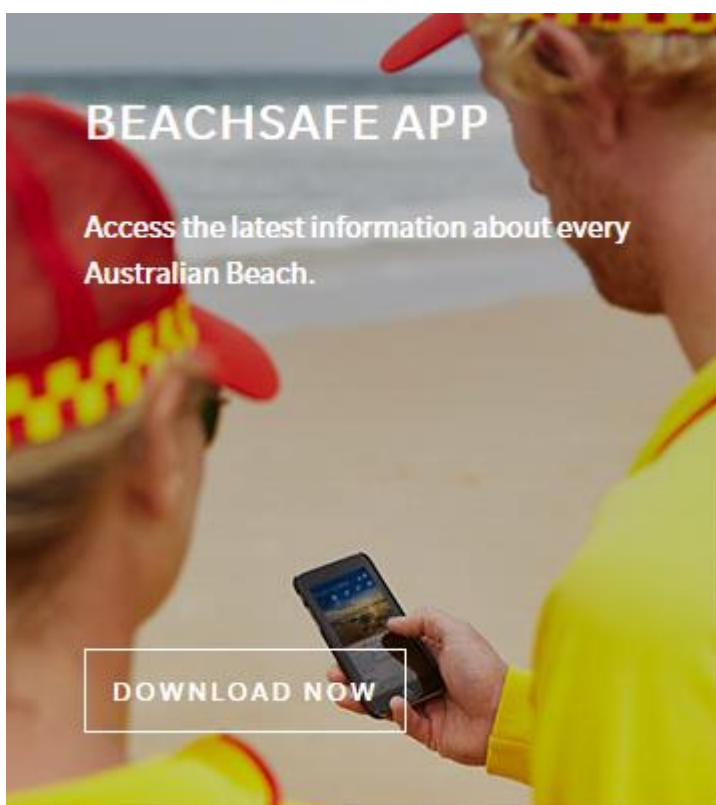
Surf Life Saving Australia's 10 Surf Safety Hints

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.

Useful links

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



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. Be sun safe by:

- avoid direct sun when possible
- drink plenty of water
- wear a long-sleeve shirt, wide brim hat and sunglasses
- regularly apply an SPF 30+ high protection sunscreen.

35. Road Safety

Australian roads can be quite busy during peak time (mornings and afternoons are). 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 camps and excursions

School camps are available to students in year 5 and 6. We alternate beach and bush venues.

37. School Tuckshop

The school tuckshop is open Wednesday, Thursday & Friday. Orders can be purchased via the app QKR. The tuckshop list is available on the school website.

38. After school care

Afterschool care is available at Sunnybank Anglican Parish 3344 4128

39. School newsletters

Sunnybank State School produces a School Newsletter each fortnight. The newsletter can be accessed from the school website www.sunnybankss.eq.edu.au

40. Volunteering opportunities

Please speak to the classroom teacher or email the P&C pandc@sunnybanksseq.edu.au to find out where you could volunteer!