Welcome to Sunnybank

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 including staff and students who are willing 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 less than 400 is vastly different to nearby schools with over 1000 students. This smaller number allows all students to interact in a friendly and happy manner. Situated in spacious grounds with abundant trees and having inviting playscapes, our students are presented with a stimulating learning environment.

Sunnybank State Primary School is an inclusive school with a focus on HARMONY, 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.

John Greenup
Principal
**Important Information**

<table>
<thead>
<tr>
<th>Important Phone Numbers</th>
<th>Other Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>School Administration:</strong> 07 3452 4888</td>
<td><strong>Physical Address:</strong> Eddington Street, Sunnybank</td>
</tr>
<tr>
<td><strong>Facsimile:</strong> 07 3452 4800</td>
<td><strong>Postal Address:</strong> Eddington Street, Sunnybank</td>
</tr>
<tr>
<td><strong>Tuckshop:</strong> 07 3452 4888</td>
<td><strong>Email:</strong> <a href="mailto:admin@sunnybanss.eq.edu.au">admin@sunnybanss.eq.edu.au</a></td>
</tr>
<tr>
<td>**24 Hour (Emergency Only)</td>
<td><strong>Website:</strong> <a href="http://www.sunnybanss.eq.edu.au">www.sunnybanss.eq.edu.au</a></td>
</tr>
</tbody>
</table>

The administration office is open Monday – Friday 8:00am – 4:00pm

**Our Leadership Team**

- John Greenup, Principal
- Michelle Hamlin, Deputy Principal
- Vicki Lennox, Business Services Manager
- Tarina Lake, Admin Officer
- Roslyn Harcla, ESL Teacher
- Elizabeth Atkins, ESL Teacher Aide
- Onny Wong, Chaplain
- Sue Williams, Learning Support

**Daily Routine**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:45am</td>
<td>Students arrive at school and prepare for the day</td>
</tr>
<tr>
<td>8:50am</td>
<td>First Bell – move to classroom</td>
</tr>
<tr>
<td>9:00am</td>
<td>Lessons begin</td>
</tr>
<tr>
<td>11:00am</td>
<td>Morning Tea</td>
</tr>
<tr>
<td>11:40am</td>
<td>End of Morning Tea</td>
</tr>
<tr>
<td>1:20pm</td>
<td>Lunch</td>
</tr>
<tr>
<td>1:55pm</td>
<td>End of Lunch</td>
</tr>
<tr>
<td>3:00pm</td>
<td>School Finishes</td>
</tr>
</tbody>
</table>
Map of Sunnybank State School
International Student Program

Sunnybank State School is proud to be recognised as a school of choice for international students.

In addition to our quality academic programs, our individualised approach to pastoral care ensures that children feel safe and cared for at all times. In this environment, all students are able to work to their potential and achieve outstanding outcomes – both academic and personal.

International students are an important group in the Sunnybank State School community. Our International Student program aims to not only maximize the learning outcomes for all international students, but also to promote their involvement in our wider school. We believe this provides a valuable opportunity for all of our community to learn a deep respect for diversity and to develop a global view of the world.

EQI Application

All International Student applications for Sunnybank State School are managed through Education Queensland International (EQI)

• EQI recommends the services of its trained and registered education agents to assist with your application. Please contact EQI for agent contacts in your country or visit the EQI website: www.eqi.com.au
• Application forms can be downloaded from the EQI website
• Complete the application form and attach the required documents as listed in the checklist.
• Forward the documents to EQI for processing.
• Successful applicants will receive a Confirmation of Enrolment (CoE)

School Enrolment Process

International Students can be enrolled into Sunnybank State School once EQI has issued a Confirmation of Enrolment.

1. On arrival in Queensland, make an appointment with our Principal

2. During the Enrolment Interview, provide the following paperwork:
   • Student’s CoE
   • Parent’s passport
   • Student’s passport
   • Visas (in passport or eVisa grant documentation from DIAC)
   • Proof of address

3. Once all documentation is provided, the student will be enrolled.
Visa requirements
All International students must meet the Australian Department of Immigration and Citizenship’s mandatory requirements for student visas, including:

• satisfactory course attendance
• satisfactory academic progress
• compliance with the school’s behaviour policy.

Student’s academic progress, attendance rates and behaviour records will be regularly monitored by our International Student Coordinator to ensure compliance with DIAC’s requirements. Any issues will be raised in advanced with parents.

Agents
Sunnybank State School staff do not work with education agents. All contact with agents should be directed to Education Queensland International.

Payment of fees
All international students pay their fees to Education Queensland International (EQI).

These fees cover:

• Access to a Queensland Government school
• All teaching costs
• ESL support (if required)

These fees do not cover:

• Passport and visa application fees
• Travel expenses or personal items
• School Lunches
• Musical instruments or costs associated with extra curricula activities
• School uniforms, textbooks and stationary items
• School excursions, camps, special events
International Student Orientation Program
Sunnybank State School offers a specialised orientation program for all international students and their families. This program includes:

Enrolment Interview: (Parent, student, and Principal)
- 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

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 of available community services

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
Curriculum
Sunnybank State School offers an educational experience that encompasses a wide range of learning opportunities to enable students to become independent lifelong learners. A focus of literacy and numeracy enhanced through 21st century learning practices allows students to achieve their individual potential. Our curriculum is based on the Australian National Curriculum. Specialist lessons are an integral part of the curriculum delivered by specialist teachers. These include:

- Health and Physical Education
- Music
- Languages other than English (LOTE) - Mandarin

For further information on our curriculum please visit our website; https://sunnybanss.eq.edu.au/Curriculum/Subjectsandprograms/Pages/Subjectsandprograms.aspx

Technologies and Resources
Sunnybank State School has a well-resourced learning environment for all students. Every classroom uses an interactive whiteboard and desktop computers. Laptops and iPads are also regularly used to enhance learning opportunities.

The Resource Centre is accessed by all students for Library and Information Technology resources both formally and informally. All students are provided with access to interactive programs that can also be accessed out of school hours.
Extra Curricula

Music
In addition to the general study of music - which is provided as a core component of our academic program - Sunnybank State School also offers students the opportunity for more focused instruction. Participation in these programs is generally accessed through an audition process.

Instrumental Music: Strings are offered to students from Year 3. Percussion, Brass and Woodwind offered to students from year 5.

Band: Sunnybank State School boasts a successful Concert Band with up to 15 members.

Choir: Our school has a Choir which performs within the school and at local community events.

Excursions
Our students’ learning is enhanced through participation in school excursions. When planning excursions, our teachers ensure:

• The activity compliments students’ academic programs
• Safe ratios of adults to students
• Students not participating in the excursion are supervised and provided with an alternative program at school
• Careful selection and preparation of all parents/volunteers participating in the excursion

All school excursions are approved by our principal and supported P&C Association. Our school regularly reviews and updates our excursion procedures and complies with DETE School Excursions procedures.

Student Leadership Program
All senior students have the opportunity to be part of the school leadership and student council. Students are selected each year for roles including School Captain, Sports Captain, ICT Leader, Library Monitor, Cultural Leaders, Prep Teddies and Environmental Leaders.

Senior classes elect student councillors who play an integral part in decisions and events throughout the year.

Multi-cultural Programs
Sunnybank State School is proud to enrol students from a wide range of cultural backgrounds. We celebrate the diversity of our community at special events throughout the school year such as Harmony Day. Indigenous and international perspectives are also embedded into our learning program.

Library Programs
Sunnybank State School library is open 8:30 am to 3:30pm. All classes visit our library at least weekly to borrow reading material. Students are also encouraged to participate in the range of lunchtime activities offered throughout the week. Please note: Students are encouraged to look after any borrowed items as there is a charge for any lost or damaged books.
**Student Support Services**

International students have access to the same support structures in the school as domestic students. When required additional monitoring and support services are provided to ensure each student’s individual needs are met.

During your child’s enrolment interview, the need for additional academic or pastoral care support services will be discussed. Our Principal works with classroom teachers and the student services team throughout the school year to review and monitor support needs. Families are encouraged to raise any concerns they have regarding their child’s academic, emotional or social development with our staff at any time. In addition to the support services offered at Sunnybank State School, our leaders and teaching staff can also provide referrals to external, more specialised services. Referrals to external services, when required, will be made in consultation with the student’s family.

**School-Based Support Services**

Key support services available at Sunnybank State School include:

- Guidance Officer
- English as a Second Language Advisory Teacher
- Learning Support Teacher
- School Chaplain
- Specialist Teacher Aides

**After school programs**

Throughout the school year, Sunnybank State School offers after school homework and tuition programs. These programs are coordinated by specialist staff. Attendance in after school homework and tuition programs is voluntary.

**Pastoral Care (Chaplain)**

Chaplains, or ‘chappies’, provide spiritual and emotional support to school communities. They are in the **prevention and support business**: helping students find a better way to deal with issues ranging from family breakdown and loneliness, to drug abuse, depression and anxiety. They provide a **listening ear and a caring presence for kids in crisis**, and those who just need a friend. They also provide support for staff and parents in school communities.

**Tuckshop**

Tuckshop is open Wednesday, Thursday and Friday 8:30am – 2:00pm. For an up-to-date menu please ask at the office. Children will need to bring their own lunch or order from the tuckshop. Please order food before school at the tuckshop. Due to our hot climate please use insulated containers to keep food fresh and bring a water bottle to stay hydrated. **Please be aware there are no heating facilities available.**

**Breakfast Club**

Our Breakfast Club is on Monday, Tuesday and Thursday mornings at the hall. All students are able to enjoy a free breakfast (Toast, Cereal or Fruit) from 8:15am – 8:45am. All food is donated through the YMCA.
**Communication**
Open communication between home and school underpins a great primary school experience for children. To ensure that you always know what is happening in our school, we provide important information through the following:

- Weekly school newsletter
- School noticeboard – on Turton St
- School Website
  www.sunnybanss.eq.edu.au
- Parent information nights & special events
- P & C Meetings

Individual messages will be sent home through your child’s teacher.

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**Contacting Staff**
You may contact your child’s teacher by leaving a message through our School Administration Office. Many of our teachers may also make use of their professional email account for communication with families. We encourage you to speak directly with your child’s teacher to negotiate the best way of staying in regular contact.

**Volunteering**
Our school welcomes the active support of our parents and community members. Whether it is volunteering in our tuckshop, supporting a reading program in class, or offering a hand at a working bee – all help is greatly appreciated.

If you are volunteering in our school, please remember to sign in at the School Administration Office.

We also welcome parents to join the school Parents & Citizen Association (P&C). The P&C meet monthly to work in partnership with the school leadership team. Their role includes:

- Promotion of the school
- Building partnerships & co-operation with staff and parents
- Fundraising for quality learning materials and equipment
- Management of school events.

**School Reports**
Each year, Sunnybank State School publishes an Annual School Report. This report outlines our achievement across a number of key performance areas, including student learning outcomes, resource management and community engagement. Electronic copies of the report are available on our website.

**School Newsletter**
Sunnybank State School Newsletter is distributed to families on a Thursday with the eldest child in the family. Electronic copies can be emailed to parents. Please complete the form in the enrolment pack.

Our newsletter is one of our main communication links between school and home, designed to keep you informed on what is happening in our school community.
Reporting To Parents

Classroom teachers and Principals, regularly monitor the academic progress, attendance rates and behaviour records of all International students. This ensures that early intervention strategies can be implemented to support children’s learning and maintain visa eligibility.

While our classroom teachers are available to discuss your child’s progress throughout the school year, there are key times of year when we formally report to parents.

At the end of each term, families of International Students will receive a written report, detailing the progress of their child.

**Term 1 & Term 3:**
Interim Report (International Students only)

**Term 2 & Term 4:**
School Report (all students)

These reports provide an overview of your child’s academic progress, attendance and general behaviour across all aspects of school life. Parents are invited to contact the classroom teacher if there are any concerns. Parent Teacher interviews are conducted in Term 2. Each term students will be working to achieve the goals on their Individual Education Plan.

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**5-Point Scale for Term 2 & 4 reports**
In Year 1 – 7, student achievement is recorded using a 5-point scale (A-E)

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Well above the standard expected</td>
</tr>
<tr>
<td>B</td>
<td>Above the standard expected</td>
</tr>
<tr>
<td>C</td>
<td>At the standard expected</td>
</tr>
<tr>
<td>D</td>
<td>Below the standard expected</td>
</tr>
<tr>
<td>E</td>
<td>Well below the standard expected</td>
</tr>
</tbody>
</table>
Suspension or Cancellation of Enrolment
International Students can be withdrawn from studies through Deferral (delaying the commencement of the enrolment), Suspension (temporarily delaying enrolment during a school term) or Cancellation (stopping the enrolment).

Family Initiated Deferral, Suspension or Cancellation
Families wishing to defer, suspend or cancel their child’s enrolment must meet one of the following conditions:
- Unavailability of enrolment at school;
- Visa delay;
- Compassionate and compelling circumstances – these are generally beyond the control of the student or family, and have an impact on the student’s progress or wellbeing. (e.g. serious illness or injury, death of a close family or major political upheaval or natural disaster in the home country)

Supporting documents must be provided upon application e.g. Medical certificates; police reports etc. and kept on the student’s file. Please contact our International Student Coordinator or EQI for more information.

Attendance (as per EQI guide)
Students are expected to maintain 100% attendance unless sick with a medical certificate. Medical certificates must be provided to the school within five days of the absence. The school keeps records of the attendance and notifies EQI and the Department of Immigration and Citizenship (DIAC) when a student’s attendance rate falls below 80%. This can lead to the cancellation of the student visa and in this case, you will be required to leave the country immediately.

Grievance Procedures
If you are unhappy with any aspect of your program, please notify the principal. If the problem is not resolved, you can contact Director of EQI. For more details about grievance procedures, please see EQI’s Complaints and Appeals Policy which is included as an appendix.
Common Courtesies
Being polite helps us get along together

- Say, ‘Please’ whenever you ask for something
- Say, ‘Thank you’ when someone gives you something or does something for you
- Say, ‘Excuse me’ when you walk or lean across in front of people
- When people speak to you, look at their faces and listen to what they are saying
- It is never polite to spit in Australia
- Greet people when you see them (Say, ‘Hello, How are you’)
- In Australia, shaking hands is also a polite way to greet people
- Use the person’s name when speaking with them (e.g. ‘Hello Sue’)
- Say, ‘Please may I…’ followed by your request (e.g. ‘please may I go to the toilet?’)
- Be on time for the beginning of lessons and excuse yourself if you are late
- During class time, raise your hand to speak
- It is ok to ask people to repeat what they have said (Say, ‘Sorry I don’t understand’)
- Tell the teacher if you are not understanding what they have said
A set of behavioural expectations in specific settings has been attached to each of our three school rules.

### Sunnybank Universal Behaviour Expectations - ABC

<table>
<thead>
<tr>
<th>Whole School</th>
<th>Classroom</th>
<th>Specialists and library</th>
<th>Eating Area</th>
<th>Toilets</th>
<th>Excursions</th>
<th>Community Events</th>
<th>Around Buildings &amp; Playgrounds</th>
<th>Oval</th>
</tr>
</thead>
</table>
| - I will follow school rules  
- I will remain in the school grounds during school hours  
- I will walk when moving around the school  
- I will wear a sun-safe hat outside  
- I will remember stranger danger  
- I will leave school promptly at the end of the day | - I will ask permission to leave the room  
- I will enter a classroom only if a teacher is present  
- I will practise personal safety | - I will enter a classroom only if a teacher is present  
- I will enter/exit in an orderly manner  
- I will follow leaders/teachers instructions  
- I will only use resources/equipment/software assigned to me  
- I will sit down to eat  
- I will walk to and from eating areas  
- I will return my lunch box to assigned area  
- I will remain in my assigned area during eating times | - I will talk quietly in groups  
- I will talk and listen appropriately to the person on duty  
- I will raise my hand to leave  
- I will stop, look and listen on three whistles  
- I will wait until I am told to leave the area | - I will wash my hands with soap and water.  
- I will report damages and or mess  
- I will put paper towels in the bin after use  
- I will return to class promptly  
- I will ask permission to go to the toilets during class and eating times | - I will look after my belongings  
- I will follow leaders/teachers directions  
- I will stay inbounds at all times | - I will look after my belongings  
- I will follow leaders/teachers directions  
- I will stay inbounds at all times | - I will walk on concrete  
- I will sit on seats  
- I will play in the assigned areas | - I will keep my hands and feet to myself  
- I will wear closed in shoes  
- I will only play approved games  
- I will only play in the assigned areas | - I will display good sportsmanship and fair play  
- I will be mindful of the environment  
- I will respond immediately to the bell and adult direction | - I will treat others the way I expect to be treated  
- I will care for school property  
- I will be on time and at the right place after the bell has rung  
- I will show respect to teachers by following instructions  
- I will use good manners and polite language  
- I will consider others when moving around the school | - I will respect others right to learn  
- I will care for my own property and that of others  
- I will not speak while others are talking. | - I will follow all teachers’ directions  
- I will take turns  
- I will positively support others | - I will follow all teachers instructions  
- I will take turns to speak  
- I will positively support others | - I will talk quietly in groups  
- I will talk and listen appropriately to the person on duty  
- I will raise my hand to leave  
- I will stop, look and listen on three whistles  
- I will wait until I am told to leave the area | - I will close the cubicle door  
- I will respect the privacy of others  
- I will clean up after myself | - I will bring healthy food to school  
- I will take my lunch to eating area  
- I am prepared to eat, sit quietly and then listen for teachers instructions  
- I will pick up rubbish, even if it is not mine  
- I will keep eating areas clean for everyone | - I will follow all teachers instructions  
- I will take turns to speak  
- I will positively support others | - I will talk quietly in groups  
- I will talk and listen appropriately to the person on duty  
- I will raise my hand to leave  
- I will stop, look and listen on three whistles  
- I will wait until I am told to leave the area | - I will get assistance for someone who is hurt  
- I will be an active listener and participate fully  
- I will set group and individual goals and make a plan to achieve these goals  
- I will give my parents any notes from school on the day I receive them and return them when requested | - I will treat members of the public with courtesy  
- I will use good manners at all times  
- I will listen to the speaker  
- I will work co-operatively with others  
- I will stay with my group | - I will treat members of the public with courtesy  
- I will use good manners at all times  
- I will listen to the speaker  
- I will work co-operatively with others  
- I will stay with my group | - I will line up and wait to be served on tuckshop days  
- I sit quietly when waiting for my teacher in my designated area while the song is playing  
- I will respond to the teachers directions | - I will invite others to join in play and follow rules  
- I will get assistance for someone who is hurt | - I will encourage and consider others  
- I will be an active listener and participate fully  
- I will set group and individual goals and make a plan to achieve these goals  
- I will give my parents any notes from school on the day I receive them and return them when requested | - I will follow all teachers’ directions  
- I will talk turns  
- I will positively support others | - I will follow all teachers instructions  
- I will take turns to speak  
- I will positively support others | - I will talk quietly in groups  
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- I will keep eating areas clean for everyone | - I will bring healthy food to school  
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- I am prepared to eat, sit quietly and then listen for teachers instructions  
- I will pick up rubbish, even if it is not mine  
- I will keep eating areas clean for everyone | - I will talk quietly in groups  
- I will talk and listen appropriately to the person on duty  
- I will raise my hand to leave  
- I will stop, look and listen on three whistles  
- I will wait until I am told to leave the area | - I will create a safe and respectful learning environment  
- I will take my lunch to eating area  
- I will be an active listener and participate fully  
- I will set group and individual goals and make a plan to achieve these goals  
- I will give my parents any notes from school on the day I receive them and return them when requested | - I will talk quietly in groups  
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To support the ABC rules, our school uses the saying “Harmony Matters” to further promote positive relationships within the school community.

<table>
<thead>
<tr>
<th>Help others</th>
<th>Help others</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Students</strong></td>
<td><strong>Staff</strong></td>
</tr>
<tr>
<td>• Being a good role model to others</td>
<td>• Modelling behaviour that supports the school ethos</td>
</tr>
<tr>
<td>• Offering advice to others to help solve problems</td>
<td>• Being partners in learning</td>
</tr>
<tr>
<td>• Learning without disrupting others</td>
<td>• Providing a safe, supportive learning environment</td>
</tr>
<tr>
<td>• Being punctual and prepared for learning</td>
<td>• Ensuring that students are valued members of the class and school community</td>
</tr>
<tr>
<td>• Respecting others and their property</td>
<td>Parents</td>
</tr>
<tr>
<td></td>
<td>• Encouraging behaviour that supports the school ethos</td>
</tr>
<tr>
<td></td>
<td>• Being partners in learning</td>
</tr>
<tr>
<td></td>
<td>• Support and assist children where possible</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ask for assistance</th>
<th>Ask for assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Students</strong></td>
<td><strong>Staff</strong></td>
</tr>
<tr>
<td>• Listening to advice</td>
<td>• Communicating with colleagues and school administrators and support personnel</td>
</tr>
<tr>
<td>• Sharing my feelings with someone I trust</td>
<td>• Communicating with parents</td>
</tr>
<tr>
<td>• Seeking out and accepting assistance</td>
<td>Parents</td>
</tr>
<tr>
<td></td>
<td>• Communicating with school</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Respect differences</th>
<th>Respect differences</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Students</strong></td>
<td><strong>Staff</strong></td>
</tr>
<tr>
<td>• Accepting differences</td>
<td>• Providing a curriculum that is inclusive and meets all students’ needs</td>
</tr>
<tr>
<td>• Looking at things from another’s point of view</td>
<td>• Encouraging an environment of mutual respect</td>
</tr>
<tr>
<td>• Being proud of my achievements</td>
<td>• Include, value and acknowledge diversity within and among the full range of cultural groups</td>
</tr>
<tr>
<td>• Celebrating the achievements of others</td>
<td>Parents</td>
</tr>
<tr>
<td>• Respecting the rights and feelings of others</td>
<td>• Supporting the school curriculum</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Make friends</th>
<th>Make friends</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Students</strong></td>
<td><strong>Staff</strong></td>
</tr>
<tr>
<td>• Treating others with courtesy and consideration</td>
<td>• Respecting the rights and feelings of others</td>
</tr>
<tr>
<td>• Respecting the rights and feelings of others</td>
<td>• Treating others with courtesy and consideration</td>
</tr>
<tr>
<td>• Acknowledging others with a smile or greeting</td>
<td>Parents</td>
</tr>
<tr>
<td></td>
<td>• Respecting the rights and feelings of others</td>
</tr>
<tr>
<td></td>
<td>• Treating others with courtesy and consideration</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Offer alternatives</th>
<th>Offer alternatives</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Students</strong></td>
<td><strong>Staff</strong></td>
</tr>
<tr>
<td>• Remind others of the “Harmony Matters’ ideals”</td>
<td>• Assisting and encouraging students in resolving conflicts</td>
</tr>
<tr>
<td>• Contributing to a safe and supportive learning environment</td>
<td>• Providing a safe and supportive learning environment</td>
</tr>
<tr>
<td></td>
<td>• Promoting skills of responsible self-management in students</td>
</tr>
<tr>
<td></td>
<td>Parents</td>
</tr>
<tr>
<td></td>
<td>• Assisting and encouraging children in resolving conflicts</td>
</tr>
<tr>
<td></td>
<td>• Ensuring children understand what is meant by a safe and supportive learning environment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nice words</th>
<th>Nice words</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Students</strong></td>
<td><strong>Staff</strong></td>
</tr>
<tr>
<td>• Treating others with courtesy and consideration</td>
<td>• Treating others with courtesy and consideration</td>
</tr>
<tr>
<td>• Respecting the rights and feelings of others</td>
<td>• Respecting the rights and feelings of others</td>
</tr>
<tr>
<td>• Showing good manners</td>
<td>Parents</td>
</tr>
<tr>
<td>• Acknowledging others with a smile or greeting</td>
<td>• Treating others with courtesy and consideration</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Your choice</th>
<th>Your choice</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Students</strong></td>
<td><strong>Staff</strong></td>
</tr>
<tr>
<td>• Being responsible for the choices I make</td>
<td>• Engaging in new and challenging opportunities</td>
</tr>
<tr>
<td>• Accepting consequences of my behaviour</td>
<td>• Participating in regular professional development</td>
</tr>
<tr>
<td>• Being honest with myself and others</td>
<td>• Providing a curriculum that is inclusive and meets all students’ needs</td>
</tr>
<tr>
<td>• Standing up for what is right</td>
<td>• Being partners in learning</td>
</tr>
<tr>
<td>• Being actively involved in learning programs</td>
<td>Parents</td>
</tr>
<tr>
<td>• Encouraging others to follow the ‘Harmony Matters’ Ideals</td>
<td>• Being partners in learning</td>
</tr>
<tr>
<td>• Choosing to follow the ‘Harmony Matters’ ideals</td>
<td>• Supporting the school curriculum</td>
</tr>
</tbody>
</table>
What to do if?
Below are some suggestions to help with commonly asked questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>If I cannot find my class?</td>
<td>Go to administration office and someone will help you locate your class</td>
</tr>
<tr>
<td>If I get lost?</td>
<td>Go into the nearest classroom and the class teacher will help you</td>
</tr>
<tr>
<td>If I have to see a teacher in the staffroom?</td>
<td>Go to administration office and they will help you</td>
</tr>
<tr>
<td>If I am having difficulty settling into the school routine?</td>
<td>Speak to your teacher first and they will advise you</td>
</tr>
<tr>
<td>If I want to use my mobile phone at school?</td>
<td>Mobile phones are not allowed to be used during school time. Please leave them with your teacher</td>
</tr>
<tr>
<td>If I am late to school?</td>
<td>Report to administration office for a late slip before going to class</td>
</tr>
<tr>
<td>How will information be relayed to me?</td>
<td>Via your teacher and international staff</td>
</tr>
</tbody>
</table>

If you don’t understand something, get advice quickly so it does not become a big problem. REMEMBER we are here to help you have an enjoyable experience whilst studying and living in Sunnybank.

If you have any further questions or concerns, please call by the administration office and someone will help or direct you accordingly.

Reminders

- Please make sure the school office always has a current phone number and emergency contact phone numbers in case of accidents
- Please notify the school office if your child is going to be absent. Phone 3452 4888 and leave your child’s name, class and reason for absence
- Please notify the class teacher if there is a change in the usual going home procedure
- Please keep in regular contact with your child’s teacher so you can both share information about your child (in person, by phone, note or email are all acceptable means of contact). If you have any concerns, please talk to your child’s teacher. We are here to help.
Personal Safety

- When travelling students should not accept lifts in cars from unknown people
- Always tell an adult where you are going and when you expect to return
- Walk with friends and stay where there are lots of people
- Cross the road at traffic lights or identified pedestrian crossings wherever possible
- Wait for cars to stop before crossing the road
- If you have a mobile phone, add emergency contact phone numbers for school and EQI
- When online, do not reveal your personal information to people
- Wear a hat and sunscreen in the warm weather
- Keep a water bottle with you
Getting Around

Recommended Smart Phone Apps

- **Black and White Cabs**
  Book your taxi directly into the dispatch system & jump the often busy telephone queue when booking your cab. You will also be able to see how far away your taxi is with the LIVE tracking feature.

- **Brisbane Airport**
  Allows you to easily look up flight information for departures, arrivals, parking, shopping and dining, terminal maps, security information, and explore places and things to do in Brisbane and beyond.

- **Brisbane Map**
  Brisbane Map enables you to use maps offline without internet connection. This will give peace of mind when traveling aboard knowing you will not be charged with roaming fee.

- **Go Brisbane**
  Complete Brisbane public transport information in your hands.

- **QSchools**
  QSchools app is a convenient way to receive up-to-the-minute information from and about schools. The app is designed to integrate with a new type of school website. Search for ‘Sunnybank State School’.

For all public transport inquiries
translink.com.au

Sunnybank State School – International Student Handbook
CRICOS PROVIDER NUMBER 00608A
Providing Feedback

Sunnybank State School invites International Students and their families to provide us with feedback on the quality of our services.

All families will be asked to complete a short survey towards the end of their child’s enrolment with us. This will provide an opportunity for caregivers and students to tell us what they enjoyed about their time with Sunnybank State School as well as suggest areas for improvement. Completion of this survey is voluntary.

<table>
<thead>
<tr>
<th>Questions</th>
<th>Extremely Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Unsatisfied</th>
<th>Extremely Unsatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1. On enrolment, how satisfied were you with the level of support and orientation given to you by the school?</td>
<td></td>
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</tr>
<tr>
<td>Q2. During your time at the school, how satisfied were you with the level of care given to the student by the class teacher?</td>
<td></td>
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</tr>
<tr>
<td>Q3. How satisfied were you with the support given to the students by the EQI support program?</td>
<td></td>
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</tr>
<tr>
<td>Q4. How satisfied were you with the leadership and management of the school?</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Q5. How satisfied were you that this was a safe and supportive environment?</td>
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</tr>
<tr>
<td>Q6. How satisfied were you that you received adequate feedback about the student’s academic achievements?</td>
<td></td>
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</tr>
<tr>
<td>Q7. As a parent/carer how satisfied were you with your opportunities for involvement with the school community?</td>
<td></td>
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</tr>
</tbody>
</table>

Comments:

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