

# BROADBEACH STATE SCHOOL

## International Student Program

CRICOS Provider Number 00608A



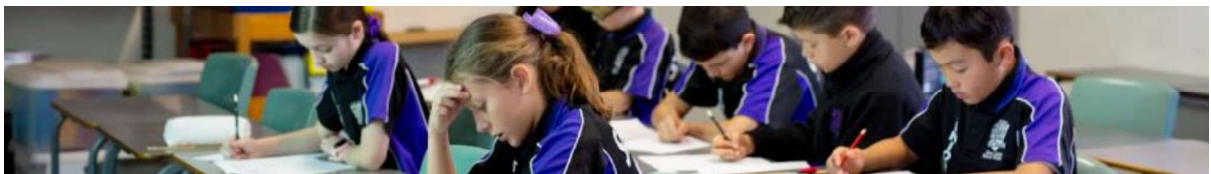
## Parent Student Handbook



INDEPENDENT PUBLIC  
SCHOOL OF EXCELLENCE







# International Parent and Student Handbook



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## 1. Principal welcome

It is our pleasure to welcome international students to Broadbeach State School.

Our school is a diverse, tolerant and multicultural school with our student population of 1136 students originating from 62 nations across the world!



Our school has a tradition of building strong partnership within our community to provide outstanding opportunities for our students in their learning, growth and development. In addition, our growing International Program includes a sister-school relationship that includes biennial visits to Japan and our friendship school agreement has resulted in significant support and cross-cultural awareness for our friendship school in Vanuatu. Prior to the impact of COVID-19 we have also hosted many study tours from China, Japan and Korea.

Our school philosophy is built around the school vision: “Excellence for all within a supportive environment”, which provides the firm foundation for everyone in our school community to pursue their goals and aspirations.

Many of our students have come to Australia from overseas and have benefited from the experienced and supportive environment our school has to offer. We have a well-established English as a Second Language program that successfully teaches new students reading, writing, speaking and listening English.

We look forward to working with your child to develop them as a successful learner.

Key features of our school of interest to many International students are:

- Academic performance well above national and state averages with leadership in curriculum programs across the state.
- Vibrant, bright, modern classrooms and facilities across the road from a world-famous beach and in the heart of the Broadbeach CBD.
- Music programs involving many students in choral, strings, band and instrumental programs.
- High-performing sports teams – district champions in many sports over the past five years.
- Excellence Programs: Academic; Choral Music; Dance; Football (soccer).

**Bruce Langes**  
**Principal**





## 2. School details

Street address	1-19 Alexandra Avenue Broadbeach, Qld, 4218
Office hours	Monday – Friday 8:00 am – 3:30pm
Telephone:	07 55708 444
Absence line:	07 55708 460
Administration Email:	<a href="mailto:admin@broadbeachss.eq.edu.au">admin@broadbeachss.eq.edu.au</a>
Website:	<a href="https://broadbeachss.eq.edu.au/">https://broadbeachss.eq.edu.au/</a>

## 3. Administration

Administration	Name	Telephone/contact
Principal	Bruce Langes	+ 61 7 55 708 444 <a href="mailto:admin@broadbeachss.eq.edu.au">admin@broadbeachss.eq.edu.au</a>
Deputy Principal	Wayne Jenks Peta White	+61 7 55 708 444 <a href="mailto:admin@broadbeachss.eq.edu.au">admin@broadbeachss.eq.edu.au</a>
Heads of Sub- School	Matt O'Brien: Years 5-6 Jodie Kurt: Years 3-4 Di Joske: Year 2 Shana Sessarago: Prep-1	+61 7 55 708 444 <a href="mailto:admin@broadbeachss.eq.edu.au">admin@broadbeachss.eq.edu.au</a>
<b>Financial matters</b>		
Business Manager	Debbie Ryan	+61 7 55 708 444 <a href="mailto:admin@broadbeachss.eq.edu.au">admin@broadbeachss.eq.edu.au</a>
Administration Team	Barbara Brookes Claudia Fuentes	+61 7 55 708 444 <a href="mailto:admin@broadbeachss.eq.edu.au">admin@broadbeachss.eq.edu.au</a>
Student Attendance	Kristi Klarenbeck	<a href="mailto:absences@broadbeachss.eq.edu.au">absences@broadbeachss.eq.edu.au</a> +61 7 55 708 444
Student Wellbeing and Support	<ul style="list-style-type: none"><li>Guidance Officer</li><li>Speech Language Pathologist</li><li>Connect Family Support Service</li></ul>	<ul style="list-style-type: none"><li>Rachel Wise</li><li>Lucy Robson</li><li>Kate Chipman</li><li>Vikki Norton</li></ul> +61 7 55 708 444 <a href="mailto:admin@broadbeachss.eq.edu.au">admin@broadbeachss.eq.edu.au</a>



## 4. School mission and values

### **“Excellence for all within a supportive environment”**

Our school has a reputation for excellence in academic, musical, artistic and sporting pursuits. Our success stems from a strong focus on explicit instruction in all learning areas. Direct Instruction is a feature of the highly structured English and mathematics lessons.

Strength of mind is achieved through the delivery of a locally developed program entitled, "Healthy Minds". This program draws inspiration from Zones of Regulation and the *You Can Do It!* program.

*'In the spirit of reconciliation Broadbeach State School acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.'*



## 5. International Team

The International Team is here to guide your child with their studies and to support them during their time at Broadbeach State School.

### **From the International Coordinator**

Broadbeach State School has students enrolled from a range of different cultural and religious backgrounds who enjoy a friendly and supportive learning environment. Our school is actively involved in international education with students both travelling abroad and hosting students visiting Australia. We are confident you will create many new friendships and take back to your country memories that last for a lifetime. We are committed to providing the best possible educational experience so never hesitate to ask for assistance, support or advice.



**Wayne Jenks**

**Deputy Principal/International Coordinator**

Name	Role	Contact
Bruce Langes	Principal	+61 7 55 708 444
Wayne Jenks	International Student Program – Line Manager	+61 7 55 708 444
	International Student Coordinator	+61 7 55 708 444
Rachel Wise	Guidance Officer	+61 7 55 708 444
Kim Harrop Sarah Hanzawa	English as a Second Language or Dialect (EAL/D) Teacher	+61 7 55 708 444

## 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
Administration staff	Reception	+61 7 55 708 444
Wayne Jenks	International Student Program -Line Manager	+61 7 55 708 444
Barbara Brookes	International Administration Officer	+61 7 55 708 444

## 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 read the [1800 QSTUDY brochure for international students \(PDF, 1.1MB\)](#).

### 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 9:00 am and after 3:00 pm
- 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 lockdown procedure

In the event of an **emergency evacuation** the following procedures are followed:

### SIGNAL

**Continuous sounding of the siren**

(in event of a power failure a manual loud hailer siren will be used)



### IMMEDIATE ACTION

- In the event of a student or staff member identifying an emergency situation:
  - Advise the class teacher or the office
  - Advise the office as to the **EXACT LOCATION** and **EXTENT**
- Collect class list and safety card from inside your classroom door or if a specialist teacher locate Roll Check folder
- Move promptly with class to the far end of the oval adjacent to Margaret Avenue (north end of oval)
- **Please Note:** please check to see that students who are wearing audio equipment/using computers are aware of the emergency.
- Assemble facing the school with Year 6 closest to the beach and PREP closest to Mary Avenue (Pacific Fair)
- Account for students on the class list, complete the safety card by ticking either 'all accounted for' or by recording the names of students 'unaccounted for' and passing the card to Marshall (white vest)
  - Remain quietly on the oval until the "ALL CLEAR" is announced.
  - Specialist teacher resume class or hand class back to the class teacher

In the event of a full evacuation (exit from the school grounds) an announcement will be made in the safety area whilst on the oval. In this case exit will be through the Margaret Avenue school gate.



**Lockdown** refers to the set of procedures employed to secure all persons within the building to prevent potential threat of harm or injury to staff, students, visitors and contractors working on site.

In the event of a school lockdown the following procedure is followed:

### **SIGNAL**

**ALARM will ACTIVATE – “Lockdown Lockdown”**

May also be accompanied by an announcement – subject to situation



### **IMMEDIATE ACTION**

1. Lock all doors and windows and turn off the lights
2. QUIETLY seat students on the floor (under desks and out of sight of windows)
3. WAIT until an “ALL CLEAR” announcement is made

During lesson time:

- Teachers in all classrooms immediately lock doors, close windows and turn off lights.
- Students and staff are to sit on the floor and remain quiet.
- Students at specialists lessons, support lessons are to stay with the teacher
- Students in transit are to move to the nearest occupied room.
- Teachers are to stay with the group of students in the room until the “ALL CLEAR” is advised by the administration.
- No change of room or activity is to be undertaken while the lockdown is in progress.
- Adults (volunteers, contractors) are to move to the nearest occupied room.
- Specialist or support staff return students to their regular classroom when the “ALL CLEAR” is advised.

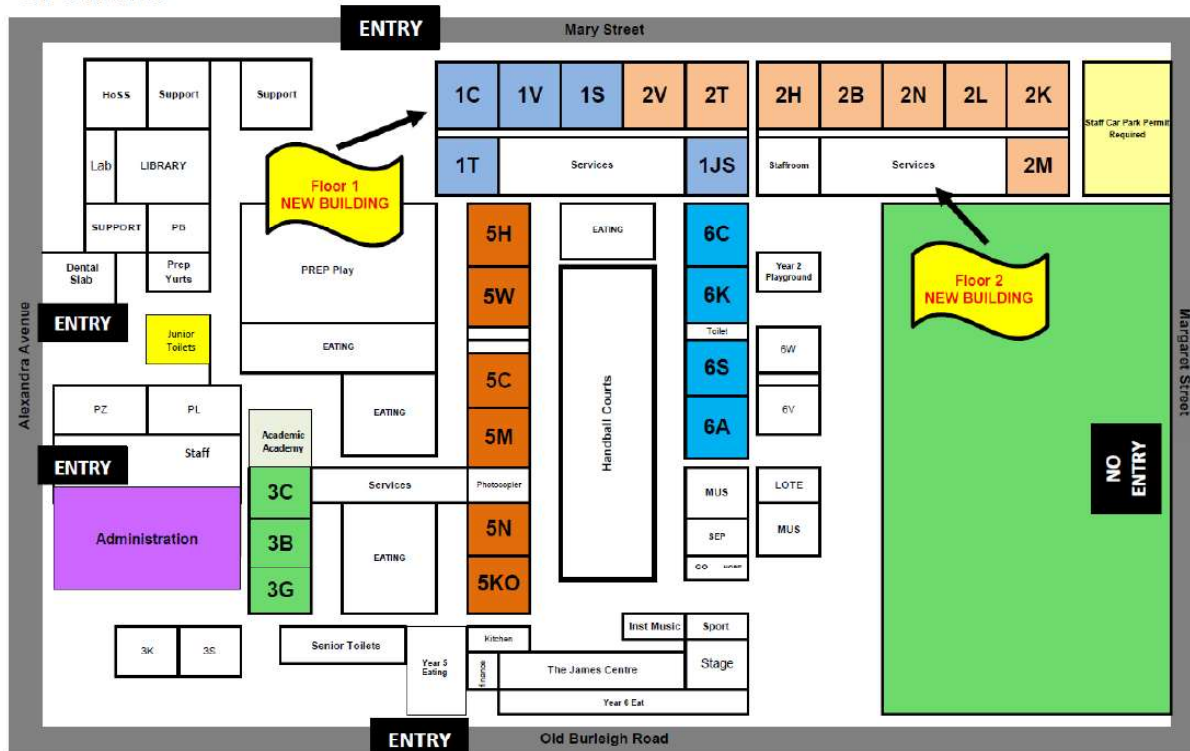
Recess and before school:

- Staff members return quickly to their classrooms (where practical).
- Where not practical for staff to return to their classrooms, students will be directed over the PA system and directed to the appropriate location.
- In highly emergent situation, students may be directed to enter nearest classroom.
- Children and adults to be seated on floor with doors and windows locked and lights turned off.
- All areas to remain in lockdown until the “ALL CLEAR” is advised by the administration.

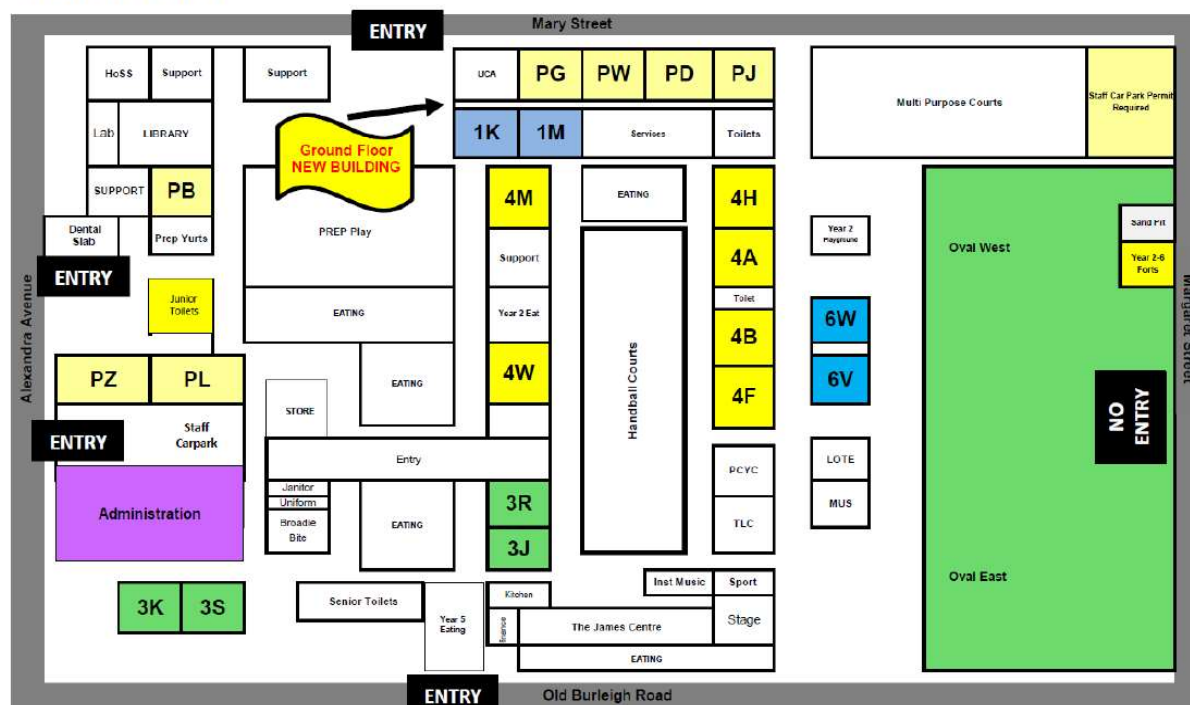


## 10. School map and facilities

### UPSTAIRS



### DOWNSTAIRS



## 11. Orientation

The Broadbeach State School Overseas Student [Orientation](#) has been designed to:

- support your student's wellbeing
- assist with orientation to the school
- help your student adjust to study in Australia
- support your student's academic success

### Daily Timetable: Years 3-6

Time	Activity
8:45 am	First bell
8:50 am - 11:00am	First session
11:00 am - 11:40am	Morning tea
11:40 am - 1:40pm	Second session
1:40 pm - 2.20pm	Lunch time
2:20 pm - 3:00pm	Third session
3:00 pm	End of school

### Daily Timetable: Prep - Year 2

Time	Activity
8:40 am	First bell
8:50 am - 10:50am	First session
10:50 am - 11:30am	Morning tea
11:30 am - 1:30 pm	Second session
1:30 pm – 2:10pm	Lunch time
2:10 pm - 3:00 pm	Third session
3:00 pm	End of school

## Induction and Orientation

In the primary school setting, orientation involves both the parent/s and the student, and tends to be one-on-one during the initial enrolment at the school. Following the interview, the school coordinator will provide an induction and orientation program which will include:

- Tour of School – including classrooms, library, hall and grounds
- Viewing of school uniforms and discussion of booklists
- Introduction of key staff
- Overview of International Student Program
- Discussion of community services
- Formal introduction to classroom teacher

Following the school tour students will be introduced and settled into their classroom. The class teacher will provide a classroom orientation program which will include:

- Tour of classroom – introduction of a class buddy
- Seat allocation
- Discussion of classroom routines, expectation, program, homework, websites etc



During the first couple of weeks the class teacher and support staff will complete an assessment of English ability in listening, speaking, reading, writing, and where deemed necessary schedule regular support sessions.

Orientation topic - checklist
Principal welcome
Tour of the school and provision of a site map
Leading the parent through International Parent Handbook
Specifically discuss Visa conditions: <ul style="list-style-type: none"> <li>• Attendance</li> <li>• Course progress</li> <li>• Behaviour</li> <li>• Deferral, suspension and cancellation of enrolment</li> <li>• Complaints and appeals</li> </ul>
Orientation to the local area: <ul style="list-style-type: none"> <li>• Assessment</li> <li>• Local area and activities</li> <li>• Getting around</li> <li>• Banks</li> <li>• Legal services</li> <li>• Emergency services</li> <li>• Hospital</li> <li>• Medical services</li> <li>• Shopping</li> <li>• Community facilities</li> </ul>
Confirm all contact details: <ul style="list-style-type: none"> <li>• Address</li> <li>• Email</li> <li>• Phone number</li> <li>• Emergency contacts</li> </ul>

#### Orientation handouts will include:

- School site map
- International Parent/Student Handbook
- Emergency contact details

#### Assemblies

Assemblies are generally held once a term, or occasionally more often to celebrate significant events in the James Centre school hall. Parents are notified in advance via the school newsletter, SMS or class teacher communications. Depending on the event, parents may be invited to attend.



## **12. What to do when**

### **12.1 Late for school or class**

- If arriving before 9.30 am report directly to your class
- If arriving after 9.30m am report to the office on arrival and register for a late arrival slip

### **12.2 Leaving school during the day**

- Where known in advance advise both the class teacher and school office
- Prior to early departure report to the school office and register for an early departure slip

### **12.3 Feeling sick or unwell**

- Advise the class or specialist teacher you are unwell
- Report to the office with a sick bay referral form
- Office will contact parents to arrange early collection

### **12.4 Changing address or contact details**

- Contact the school office in writing (email)
- Advise updated details – address, phone, email, emergency contacts

### **12.5 Lost Property**

- Lost property is located under A BLOCK – building at the front for the school with the coloured windows
- Further assistance is available through reception

### **12.6 Toilet access during class time**

- Students are expected to access the toilet before the commencement of the school day and during breaks
- Students are permitted to access the toilet with supervision if required in emergent situations or where documented medical advice is provided



## **13. Accommodation and welfare**

### ***Care arrangements***

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

We will communicate with you as the parent, legal custodian or DHA approved guardian on all matters to do with your student's enrolment and schooling (including welfare matters).

You can read more about EQI's Welfare and accommodation in the following documents:

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

## **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:

### **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 their surroundings.

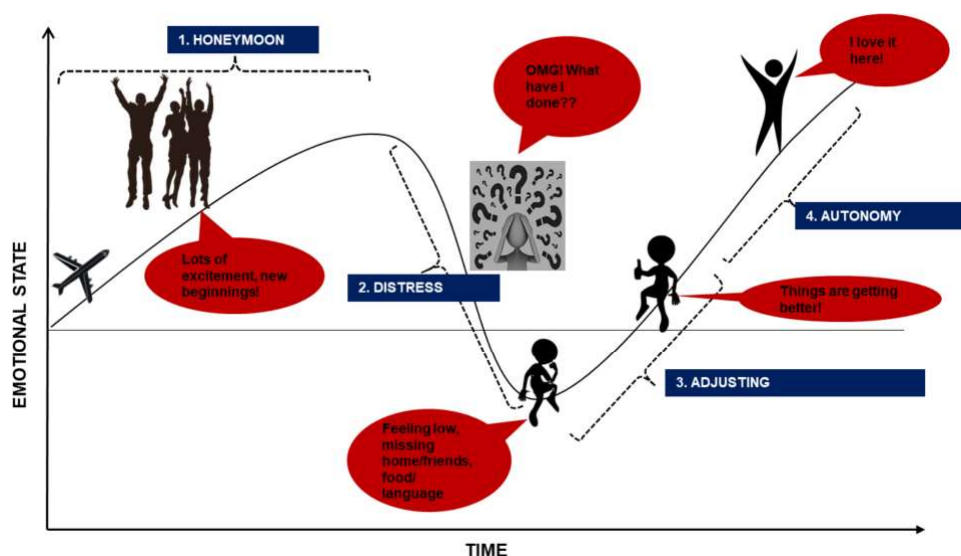
During this phase, students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

### **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 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.

#### 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 is here to support you to have a wonderful experience.

#### 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

Broadbeach 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 Broadbeach 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 8:45am.

Your student/s is expected to maintain 100% attendance unless they are sick. You should always tell the school if 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 55 708 460 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 attendance or absence every day. All absences are recorded on your school report. Electronic rolls will be marked twice per day. You will receive a text message in the event 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

- School commences at 8:45 and concludes at 3:00 pm
- Students arriving late but before 9:30 am report directly to class
- Students arriving late after 9:30 am report to the office to receive a late arrival slip before reporting to class
- Absences are to be reported on the school absence line - 55 708 460
- Where your child has received a serious injury or his experiencing a medical issue impacting attendance, full documentation, including medical certificate is to be provided

### How attendance is recorded at Broadbeach State School

Rolls are marked each morning by 9:00 am and again after 12:00 pm. Rolls are recorded electronically. Where a student is absent without explanation SMS is sent to the nominated parent/carers.

#### Full day absences

- Where a student is absent for a full day the part of day absence code is A.

#### Part day absences

- Where a student is absent for the morning session (before 12:00 pm) the day the absence code is M.
- Where a student is absent for the afternoon session (after 12:00 pm) the day the absence code is P.

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.

**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](#)
- [Broadbeach State School Attendance Policy](#)

### **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 Broadbeach 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**

Broadbeach State School will monitor your student's workload and results to ensure they complete the course on time. We will also assist your student 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 is 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 \(schools visa procedure\)](#)
- [Education Queensland - Academic policy](#)
- [Australian Curriculum](#)

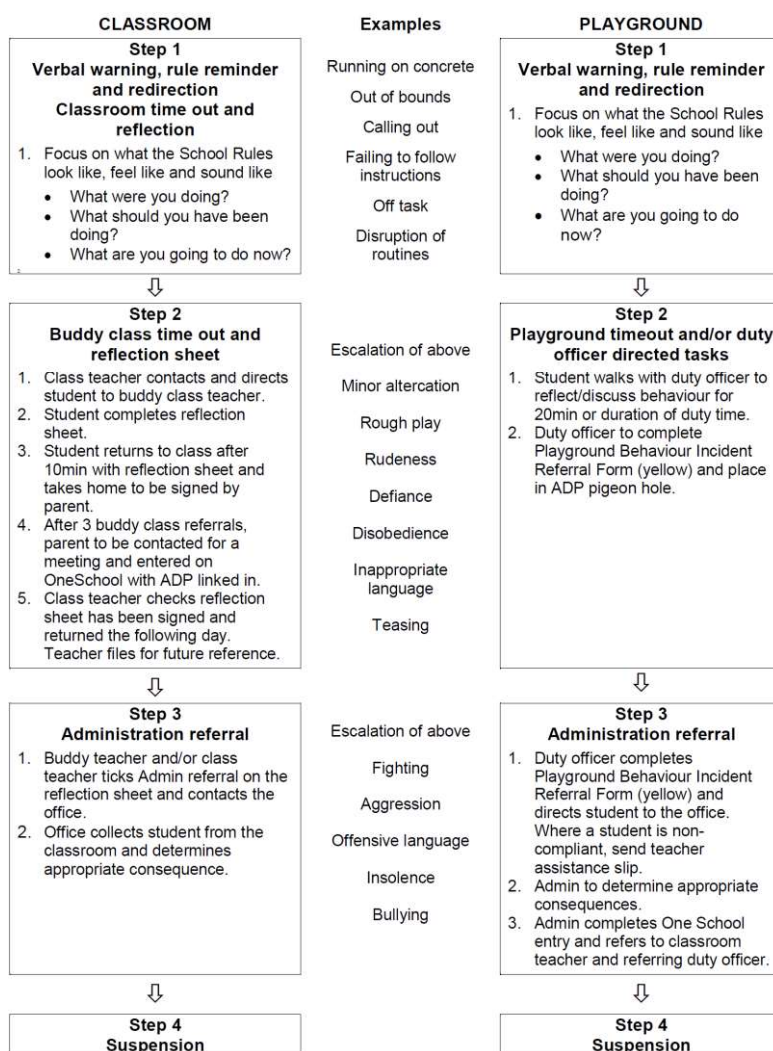


## Behaviour

Broadbeach 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 Broadbeach State School [Code of Conduct for Students](#) 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.

### Classroom and Playground Steps Flowchart



[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
- comply with the Broadbeach State School's rules – [Student Code of Conduct](#) and school policy and procedures

The school rules are clearly displayed and promoted throughout the school:

- Be a learner
- Be responsible
- Be respectful
- Be safe

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)**

Each international student accesses EAL/D support appropriate to their needs. The classroom teacher, Head of Sub-school, along with the EALD co-ordinator conduct interviews and if necessary, diagnostic testing to determine the appropriate level of support. A range of individual, small group, in-class, online, and additional after-hours support programs are available to support the student's EAL/D development. Such programs can include a combination of;

- DISE- Direct Instruction Spoken English
- Phonemic Awareness Program
- Reading Programs - tailored to the student's needs
- Social language programs
- Writing Programs
- The Language Nut (online)

At a primary school age, the best English language support is immersion in the classroom and playground. Students learn best when exposed to real-life English in real-life contexts.



## 19. Student services and support programs

Broadbeach State School has a number of support staff to meet the diverse range of student needs including:

- **Guidance Officer** - assists with emotional and social issues related to settling into a new school (referral process by classroom teachers)
- **Speech Language Pathologist** – assists with speech and communication (referral process by classroom teachers)
- **English as a Second Language/Dialect Coordinator** – coordinates appropriate student support (assessed at the time of enrolment)
- **School Nurse** – coordinates management of students with medical needs (referral lodged during the enrolment process)
- **Connect Family Support** – assists with referrals and linking with a range of community agencies

### Referral process for student services and support programs

The follow steps provide a guide as to the process.

1. Concern raised or identified
2. Referral to Complex Case Management (CCM) group
3. Case discussed by team members
4. Nature of support identified
5. Support provided by one or a combination of the following services:
  - Guidance Officer/psychologist [social and emotional support]
  - Family Support Worker [financial, social and emotional support – community links]
  - Speech Language Pathologist [communication support]
  - Occupational Therapist [physical support]
  - EALD teacher and/or teacher aide [supporting access to learning]
  - External agency such as psychologist, counsellor or physician
6. Referral documented
7. Parents/Guardians advised as to discussion and recommendations

## 20. Academic policy and assessment

Teaching and learning programs are informed by the [Australian Curriculum](#). Six key drivers to quality teaching and effective curriculum delivery have been identified:

1. High expectations – teachers and staff members believe that all students can achieve high academic results.
2. Teacher Accountable Learning – responsibility is accepted for each student’s learning.
3. Explicit Instruction – explicit and directed teaching every lesson, every day, every classroom.
4. Knowledge Retention – moving student knowledge short term to long term memory.
5. Effective Relationships – effective relationship between students, parents and teachers.
6. Consistent Approaches – clear and specific curriculum programs to inform teaching.

Classroom teachers and principal 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.

- **Term 1 & Term 3:** Parent-teacher interview
- **Term 2 & Term 4:** School Report

Student achievement is recorded using the following 5-point scales:

Prep Year	Years 1-2	Years 3-6
Applying	Very High	A
Making connections	High	B
Working with	Sound	C
Exploring	Developing	D
Becoming aware	Support required	E

## 21. 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.

## 22. 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:

<b>Australian Health Management (ahm)</b>	<a href="http://www.ahmoshc.com.au">www.ahmoshc.com.au</a>
<b>Allianz</b>	<a href="http://www.allianzassistancehealth.com.au">www.allianzassistancehealth.com.au</a>
<b>BUPA Australia</b>	<a href="http://www.bupa.com.au/health-insurance/oshc">www.bupa.com.au/health-insurance/oshc</a>
<b>Medibank Private</b>	<a href="http://www.medibank.com.au/overseas-health-insurance/oshc">www.medibank.com.au/overseas-health-insurance/oshc</a>
<b>NIB Health Funds Limited</b>	<a href="http://www.nib.com.au/overseas-students">www.nib.com.au/overseas-students</a>



## 23. Medical matters

### Health information

To help us support you, we need you to tell us everything we might need to know about your student's physical and mental health, including medical history, conditions and allergies, and all medications so we can organise anything they might need and approve and monitor their support and general welfare arrangements as required by your student visa. This applies before you arrive in Australia and during your stay.

### Medication

Parents of children who suffer from any health conditions are to advise the School Administration Office of details.

If your student needs to take medication while at school, you will need to complete a Consent to Administer Medication form at the time of lodging the medication at reception. Your student will need to come to the office at the time the medication is required. Medication will be administered under the supervision of a member of the administration team.

All medication must be labelled in the name of the child with a pharmacy prescribed label. This includes cough medicines, Ventolin and aspirin, eardrops etc. No medicines can be accepted or administered without the completion of a consent form and correctly labelled medication.

Details of any children who self-administer approved medication is also required.

## 24. Medical treatment

School staff are permitted only to render basic First Aid. This is immediate, temporary treatment given by the staff in case of an accident. Should medical treatment beyond First Aid be required, parents are notified immediately and/or the necessary treatment arranged. In case of a serious accident, an ambulance will be called to transport the injured child to a doctor or hospital. Every effort is made to contact parents as soon as possible but in critical situations the medical authorities may be contacted first.

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

## 25. 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 your International Student Coordinator.

These fees do not cover:

- Passport and visa application fees
- Travel expenses or personal items
- School lunches
- School uniforms
- Musical instruments or costs associated with extra-curricular activities (dance, chess, guitar, ukulele, surfing etc)
- School excursions, camps and special events

### Student Resource Scheme (SRS)

The Student Resource Scheme is offered to students on enrolment and covers items such as:

- Stationery
- Photocopying
- Text books
- Art supplies
- Consumables
- Online learning programs

If a family opts out of the SRS, a [booklist](#) is provided for parents to purchase all required items. The current annual fee is \$265.00 with prorata fee for students enrolled for less than the academic year.

### Overseas student Health Cover (OHSHC)

OSHC fees<sup>±</sup> 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](#)

## 26. 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](#)

## 27. 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](#) and the [Standard Terms and Conditions](#) you were provided with prior to commencing your course.

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.

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



## 28. Appeals

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

- to report you to authorities (see the [Attendance Policy](#) and [Course Progress Policy](#))
- not to defer or suspend your enrolment, as requested by you (see the [Deferral, Suspension and Cancellation Policy](#));
- to suspend or cancel your enrolment, as initiated by us (see the [Deferral, Suspension and Cancellation Policy](#));
- to refuse your request for a transfer (see the [Transfer Policy](#)); or
- as a result of your complaint to us (see the [Complaints Policy](#)).
- 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](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.

EQI will comply with any decision the Ombudsman makes.

## 29. 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](#)

## 30. School policy and procedures

### School network and internet policy

On enrolment, all students are assigned a username and password to access the Managed Internet Service (MIS) which includes access to the school secure network, internet access and an email account. Access to a range of additional online programs is also provided. Students are required to sign an agreement stating they will access the school network in a responsible manner, otherwise access will be reviewed and, in some instances, withdrawn.

### Use of mobile phones

Mobile phones remain the responsibilities of their owners. Students are required/asked to leave them in their school bag, or hand to the teacher, and access only out of school grounds before and after school. In the event of an emergency, students are asked to speak with their teacher and arrange contact with parents via the office.

### Uniform requirements

Our uniform policy reinforces in students a pride in their own appearance, instils recognition of themselves as an integral part of the school community, and assists in developing pride in representing their school.

The school colours are purple, white and black.

The wearing of the school uniform is compulsory and is a collective responsibility (parents, students and staff). Students are required to wear correct school uniform every day unless there is a specific uniform free day. The uniform policy includes black closed shoes, school hat and black under shirts, leg tights or track pants in cooler months. Plain black jumpers with no hood are acceptable.

The uniform shop is located in A Block adjacent to the Broadie Bite.

Opening hours 8.30-9.00 am Monday – Friday.

A hat must be worn at all times (Prep to 12) when outside the classroom.

### 31. Booklist and bookshop

The school operates a Student Resources Scheme (SRS). Where a parent does not wish to participate, a booklist is available from reception.

### 32. Transport

Surfside Buslines operate a limited school bus service. G-link offer a tram service, supplemented by a Surfside public bus service. Pacific Fair and Broadbeach South operate as interchanges for connections to the heavy rail at Robina, Nerang, Helensvale and Varsity Lakes. Parents are asked to review the network and their child's maturity and independence to travel unassisted. For more details contact Surfside Buslines 5552 2700 or Translink 131230.

For assistance in travelling on buses, trams, trains and ferries in the Gold Coast, Brisbane and Sunshine Coast area you are recommended to utilise the [Translink Journey Planner](#).

### 33. House Structure

Students will be assigned to one of four sports house groups. Each house is represented by a unique house colour.

Stanley	Nightingale
Johnson	Shaw



### 34. School Leadership Opportunities

Students have access to leadership activities from Year 4. The Student Council is made up of elected representatives from all Year 4-6 classes along with our student leaders who are elected in their final year of school. The Student Council meets regularly to discuss special issues, raise concerns, seek solutions and determine fundraising initiatives for school and community projects.

Year 6 students also have the opportunity to be elected as one of four Sports House captains:

- Shaw
- Stanley
- Nightingale
- Johnson



Additional leadership roles are available in Dance, Band, Strings, and Choir. Elections for the various roles take place at the end of each academic year with official induction at a Leadership Ceremony at the start of each school year.

### 35. 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 Mr Smith regarding swimming and water safety lesson for your child.

Intensive classes are offered to all students at the end of the school year, typically Weeks 9/10 of Term Four. Swimming Carnivals are also arranged for students in Years 4-6. More information regarding water safety and swimming can be found at:

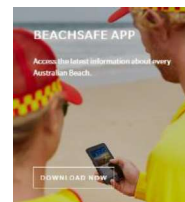
<https://education.qld.gov.au/curriculum/stages-of-schooling/water-safety-and-swimming>

### 36. 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

### 37. 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.**

### 38. School camps and excursions

Student learning is enhanced through participation in school excursions. When planning excursions, our teachers ensure:

- Activities compliment student academic programs
- Safe ratios of adults to students are maintained
- 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. Our school regularly reviews and updates our excursion procedures and complies with DETE School Excursions procedures.

Broadbeach has developed an extensive camping, excursion and study tour program including:

- Year 4 Camp - [Currumbin Farm School Campus](#)
- Year 5 Camp - [Bestbrook Mountain Resort](#)
- Year 6 Camp – [QCAA Tamborine](#)
- Canberra Tour - Canberra and the snow (biannually)
- Japan Tour - Japanese experience and sister school visit (biannually)

In addition, classes participate in a number of excursions, incursions and field trips including:

- Numinbah Environmental Centre
- Currumbin Sanctuary
- Hinze Dam
- Seaworld
- Fleays Wildlife Sanctuary
- Paradise Country
- Brisbane Museums
- Jellurgal Aboriginal Cultural Centre
- Science Centre
- Fire Brigade



### 39. School Tuckshop

The school P&C Association coordinates the Broadie Bite, The Broadie Bean and the Broadie Uniform Shop. The tuckshop is open daily and also provides simple breakfast options before school. Orders can be placed at the tuckshop, however online orders through Flexi-schools is preferred. Limited across the counter sales are available. The Uniform Shop is open before school on a Monday – Friday.



### 40. Clubs and extra-curricular activities

#### Extra-Curriculum

Broadbeach State School has a strong music program with music specialists visiting the school. The strings, band and choir teachers coordinate a wide variety of opportunities for our students.

- **DanceExcel:** range of classes and dance genres for student P-6
- **Choral Excellence:** junior and senior choral classes for Years 3-6
- **Band Program:** flute, clarinet, bass clarinet, alto and tenor saxophones, trumpet, French horn, trombone, baritone horn, euphonium, tuba and percussion including drums, melodic percussion and auxiliary percussion
- **Strings Program:** violin, viola, cello and double bass



Junior and senior bands and strings ensemble along with school choirs feature heavily within The Arts. The school ensembles perform throughout the year with individual students having the opportunity to attend intensive music camps.

Broadbeach State School also offers a variety of student clubs as part of our commitment to extra-curricular opportunities. Some of the activities include:

- Chess Club
- The Stillness Space
- Take a breath Tuesday
- Robotics - Year 3 – 6
- Guitar
- Ukulele



A number of after school activities are run by external providers. For contact details please navigate to the most recent school newsletter or follow the links below:

- [Soccer X](#)
- [Progress Through Sports](#)
- [Tae Kwon Do](#)
- [Arakan Martial Arts](#)
- [Bazilgrumble Drama Classes](#)
- [Junior engineers](#)

#### **41. After school care**

Before school, after school and vacation care is provided onsite through an external service provider. The service provides care for school aged children in a safe, stimulating and caring environment. Children attending from other schools may enrol at our service. Children may attend on a regular or casual basis. Availability varies with a waiting list for some days/sessions. If interested in the service inquiries should be directed to the centre manager.

broadbeachsac@pcyc.org.au  
<http://www.pcy.org.au/GoldCoastSAC/>

#### **42. School newsletters**

School newsletters are produced every second Monday. Parents receive an electronic notification when the newsletter is available online. Alternately newsletters can be accessed via the school website. The newsletter contains important reminders, current and future events, finance news, and a selection of community news. It can also be accessed via the school website <https://broadbeachss.eq.edu.au/>



### 43. Volunteering opportunities

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's 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 and cooperation with staff and parents
- Fundraising for quality learning materials and equipment
- Management of school events.

### 44. Special Events

#### Anzac Day:

25 April is a national holiday in Australia to remember the supreme sacrifice made by men, women and children as a result of global conflicts. In particular Anzac Day focuses on the events in Gallipoli in 1918. A whole school remembrance ceremony is held each year.



#### Japanese Friendship School:

Since 2013, Broadbeach State School has maintained close contact with [Okayama International School of English](#). Some student exchanges have taken place, with school staff providing support and guiding services during visits to Japan.



OKAYAMA INTERNATIONAL SCHOOL *of English*

#### Japanese Sister School:

Broadbeach State School formalised a Sister School relationship with [Shujitsu Elementary School](#) in Okayama in 2017. Close links have been developed between students, staff and families with exchanges between schools every two years.



#### Harmony Day:

Each year the school celebrates the diverse range of cultures within the school with special events and a whole school assembly. The focus is on inclusion, acceptance, diversity, global perspectives, sensitivity and respect.





**Broady's Got Talent:**

Each year the school conducts a student talent quest. Students are invited to audition in various sections including, dance, drama, vocal and instrumental.

**Easter Hat Parade:**

The Junior School (P-2) participate in an annual Easter Hat Parade, where they create special hats to show off to their parents and friends.

**Bullying – No Way:**

Bullying – No Way is an annual event promoted by the Queensland Government to educate and empower students around the topic of bullying. The school normally conducts a special assembly.

**Colour Run:**

The P&C Association run an annual Colour Run to raise funds for school projects and facilities. Students obtain sponsors and participate in an obstacle run while being sprayed with coloured powder.

**Christmas Concert:**

The P&C Association conduct an end of year Christmas Concert, staged on the school oval with an outdoor stage and a range of food stalls. Each class along with the band, strings ensemble and choir perform.



## 45. Additional support information

### CHECKLIST: Before Leaving Home

- ☐ Apply for passport
- ☐ Arrange appropriate student and parent visa
- ☐ Make contact with EQI and Broadbeach State School
- ☐ Arrange for immunisations and medications from your doctor
- ☐ Apply for a credit card and/or arrange sufficient funds
- ☐ Confirm overseas access to your funds with your bank
- ☐ Make travel arrangements
- ☐ Arrange travel insurance
- ☐ Advise EQI and Broadbeach State School of travel details
- ☐ Arrange accommodation
- ☐ Arrange transport from airport to accommodation
- ☐ Pack bags being sure to include the following:
  - ☐ Name and contact details of an EQI and a school representative
  - ☐ Enough currency for taxis, buses, phone calls etc. in the event of an emergency
  - ☐ Important documents:
    - Handbook
    - Passport
    - Letter of offer
    - CoE
    - Certified copies of student school reports and certificates
    - Travel insurance policy ID cards, drivers licence, birth certificate (or copy)

Make sure you leave any originals or copies (as appropriate) of these documents safely with family in your home country in case of loss.



## **CHECKLIST: Upon arrival in Australia**

- ☐ Call home
- ☐ Complete Broadbeach State School enrolment paperwork from school website
- ☐ Submit the paperwork to the school prior to your orientation
- ☐ Arrange student uniforms, textbooks and equipment with Broadbeach State School
- ☐ Purchase household items and food
- ☐ Collect health insurance card as provided by EQI through the school
- ☐ Open a bank account
- ☐ Attend orientation session
- ☐ Start your child at school in classes
- ☐ Get involved in community life

## **Accommodation and Transport Services**

### **Families needing temporary accommodation**

Many people new to the area find temporary accommodation while looking for more permanent accommodation. A common local hotel for people to use is:

Diamond Beach Resort:

[www.diamondbeachresort.com.au](http://www.diamondbeachresort.com.au)

Alexandra Avenue – Broadbeach (directly opposite the school)

A common internet search site used to locate temporary accommodation is:

[www.wotif.com](http://www.wotif.com) › Australia › Gold Coast › Broadbeach, Mermaid Beach, Mermaid Waters, Surfers Paradise

### **Choosing Where to Live**

Many families want to live within walking distance of the school but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the school but closer to shops and public transport.

### **Rentals:**

Many people choose to rent, while some purchase homes as investment properties. Whatever is chosen, people are advised to check the accommodation and costs carefully before signing contracts to lease or buy. The law provides many safeguards for renters and buyers, and it is worthwhile asking any real estate agent for a copy of the contract and laws to read before entering into any agreement.

### **Where to Look for Accommodation:**

- Real Estate Agent windows & websites:
  - [www.realestate.com.au](http://www.realestate.com.au)
  - [www.domain.com.au](http://www.domain.com.au)
  - [www.raywhite.com.au](http://www.raywhite.com.au)
- Direct approach to sales and marketing office in the various complexes

### **Inspecting a Potential Property**

It's a good idea to take notes of each property you inspect. As well as the address, rent, and agent take notes of the details you have any questions or concerns about. Check with the agent on who does what before signing any agreement.

### **Transport**

Broadbeach and the Gold Coast area is serviced by Surfside Buslines with connections to the GLink (light rail) and Queensland Rail (heavy rail). Both taxis and Uber rides are available on the Gold Coast along with mini bus charter and limousine services.

### **Internet**

Internet facilities in Australia are through private providers. There is a cost to connect, and one cannot simply plug into an outlet and expect to have internet access. The Gold Coast has extensive WIFI access with some prepaid, on a contract basis or free.

Some of the providers include:

- [www.optus.com.au](http://www.optus.com.au)
- [www.telstra.com.au](http://www.telstra.com.au)
- [www.vodafone.com.au](http://www.vodafone.com.au)
- [www.woolworthsmobile.com.au](http://www.woolworthsmobile.com.au)

**Police** – non-life-threatening situations phone - 131 444

### **Gold Coast University Hospital Address:**

1 Hospital Blvd, Southport QLD 4215  
Phone: 1300 744 284

### **Robina Hospital Address:**

2 Bayberry Lane, Robina QLD 4226  
Phone: (07) 5668 6000

### **Education Queensland International (Head Office):**

Address: 30 Mary St, Brisbane City  
Phone: 1800 316 540  
Hours: Monday – Friday 9:00am until 3:00pm

### **Emergency phone numbers:**

In case of a life-threatening situation telephone (police, fire or ambulance):

- Dial: 000 from a home phone
- Dial: 112 from a mobile or cell phone

### **Helpful Websites**

**Gold Coast City Council:**  
<http://www.goldcoast.qld.gov.au>

**Gold Coast Tourism:**  
<http://www.goldcoastinformation.com.au>

**Robina Town Centre:**  
<http://www.robinatowncentre.com.au>

**Queensland Health:**  
<http://www.health.qld.gov.au>

**Queensland Ambulance:**  
<http://www.ambulance.qld.gov.au>

**Lifeline:**  
<http://www.lifeline.org.au>

**Gold Coast Taxis:**  
<http://www.gccabs.com.au>

**Movieworld:**  
<http://movieworld.myfun.com.au>

**Currumbin Sanctuary:**  
<http://www.currumbin-sanctuary.org.au>

**Gold Coast Airport:**  
<http://goldcoastairport.com.au/>

**SonderSafe:**  
<https://www.sonder.io/>

**Kids Helpline:**  
<https://kidshelpline.com.au/>

**Study Gold Coast:**  
<https://www.studygoldcoast.org.au/>

**Multicultural Communities Council Gold Coast:**  
<https://www.mccgc.com.au/>

**Multicultural Families Organisation Inc:**  
<https://www.mfo.org.au/>

**Gold Coast Chinese Club Facebook:**  
<https://www.facebook.com/GoldCoastChineseClubQld/>

**Thai Community:**  
<http://www.watgc.com/tag/gold-coast-thai-community/>

**Exit Survey**

**Surfside Buslines:**  
<http://www.surfside.com.au>

**Pacific Fair Shopping Centre:**  
<http://www.pacificfair.com.au>

**Queensland Rail:**  
<http://www.queenslandrail.com.au>

**Queensland Police:**  
<http://www.police.qld.gov.au>

**Medical Doctors Register:**  
<http://www.doctors-4u.com/goldcoast>

**Gold Coast Kids:**  
<http://www.goldcoastkids.com.au>

**Dreamworld:**  
<http://www.dreamworld.com.au>

**Fleay's Wildlife Park:**  
<http://www.fleayswildlife.com.au>

**Surf Lifesaving:**  
<http://www.sls.com.au>

**Brisbane International Airport:**  
<http://bne.com.au/>

**Allianz Insurance:**  
<https://www.allianzcare.com.au/en.html>

**1800 QStudy:**  
<https://eqi.com.au/for-students/1800qstudy>

**Translation Information Service (TIS):**  
<https://www.tisnational.gov.au/en>

**The Japanese Society Gold Coast:**  
<http://jsgc.org.au/>

**Korean Society of Gold Coast**  
<https://www.gckoreansociety.com/>



## International Student Program (ISP) - Exit Survey

\* 1. How would rate Broadbeach State School in terms of access to information and communication?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Poor

\* 2. How would you rate your child's education experience at Broadbeach State School?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Poor

\* 3. How would you rate your child's relationship with their class teacher?

- ☐ Excellent
- ☐ Good
- ☐ Poor

\* 4. Overall, how satisfied are you with Broadbeach State School at this time?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Not Satisfied

\* 5. Do you have any suggestions for improving support for new International families enrolling at our school?

DONE

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## Location Map

