



Benowa State School

Empowering Lifelong Learners

Est 1885



International

STUDY PROGRAM INFORMATION BOOKLET

The Queensland Department
of Education trading as:
Education Queensland International
(EQI) CRICOS Registration
Number 00608A.



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State School**
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PARENT AND STUDENT HANDBOOK

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Table of Contents

| | | |
|-----|--|----|
| 1. | School details | 5 |
| 2. | Administration..... | 5 |
| 3. | School mission and values | 6 |
| 4. | International Team | 8 |
| 5. | Emergency contacts (during school hours) | 10 |
| 6. | Emergency contacts (after school hours and on the weekends)..... | 10 |
| 7. | Critical or life threatening situations - dial Triple Zero (000) | 11 |
| 8. | School emergency and lockdown procedure | 11 |
| 9. | School map and facilities | 12 |
| 10. | Orientation | 13 |
| 11. | Accommodation and welfare | 17 |
| 12. | Culture shock..... | 17 |
| 13. | Contact details..... | 19 |
| 14. | EQI Standard Terms and Conditions..... | 19 |
| 15. | Visa Conditions | 20 |
| 16. | English as a Second Language or Dialect (EAL/D) | 25 |
| 17. | Student services and support programs..... | 26 |
| 18. | Academic policy and assessment | 27 |
| 19. | Legal services..... | 27 |
| 20. | Afterhours support and health services | 27 |
| 21. | Medical matters | 28 |
| 22. | Medical treatment | 28 |
| 23. | Fees | 29 |
| 24. | Transfer policy..... | 29 |
| 25. | Complaints | 29 |
| 26. | Appeals..... | 30 |
| 27. | Refund policy..... | 30 |
| 28. | School policy and procedures..... | 30 |
| 29. | Booklist and bookshop | 31 |
| 30. | Transport - Bus, Tram, Train..... | 31 |
| 31. | Swimming..... | 33 |
| 32. | Surf and Beach safety | 33 |
| 33. | Sun Safety..... | 34 |
| 34. | Road Safety | 34 |
| 35. | School Camps and Excursions..... | 35 |
| 36. | Tuckshop | 35 |
| 37. | Clubs and Extra-Curricular Activities..... | 36 |
| 38. | Outside School Hours Care (OSHC)..... | 36 |
| 39. | Communication | 37 |
| 40. | Volunteering Opportunities..... | 37 |



Principal's Welcome

Welcome to the beautiful Gold Coast and Benowa State School, which positions itself in the hub of the life and vitality of what Gold Coast living is all about.

This is a school with great pride and an expectation that Benowa State School is a school of choice to provide an education of excellence and prepare pathways of opportunity for all its students.

The specific fabric woven in this school is founded on cultural diversity, excellence in the musical arts and high academic performance. The staff compliment the ideal make-up with a diversity of ages, gender and life experiences building a richness and quality of learning environments as your child passes through from Prep to Grade 6.

On behalf of Benowa State School, we would like to thank you for choosing us as your school for your child's educational journey. You have chosen a school community consisting of over 40 different cultures and spoken languages.

International students are an important and celebrated group in the Benowa State School community. Their involvement in our school provides local students with an opportunity to learn a deep respect for diversity and to develop a holistic view of the world – its cultures, peoples and places.

We look forward to working in partnership with you during these, the formative years, of your child's life-long education.

1. SCHOOL DETAILS

| | |
|-----------------------|---|
| Physical Address: | 314-358 Benowa Road, Benowa Australia 4217 |
| Office hours | Monday – Friday 8:00am – 4:00pm |
| Telephone: | 07 5510 4333 |
| Absence line: | 07 5510 4366 |
| Enrolments: | 07 5510 4382 |
| Administration Email: | admin@benowass.eq.edu.au |
| Enrolments: | enrolments@benowass.eq.edu.au |
| Website: | www.benowass.eq.edu.au |
| Facebook | http://www.facebook.com/BenowaStateSchool |

2. ADMINISTRATION

| Role | Name | Telephone/Contact |
|--------------------------------------|-------------------------------|-------------------|
| Administration | | |
| Principal | Michael Josey | 07 5510 4333 |
| Deputy Principal Year 3 - 6 | Louise Whittering | 07 5510 4333 |
| Deputy Principal Prep - Year 2 | Detta Lange | 07 5510 4333 |
| International Student Coordinator | Jill Sabell | 07 5510 4382 |
| Head of Department: Curriculum | Narelle Best | 07 5510 4333 |
| Financial Matters | | |
| Business Manager | Kristi Williams | 07 5510 4333 |
| Finance Officer | Chris Boulton (Mon,Tue,Thur) | 07 5510 4333 |
| Administration Team | Helen Cornwell (Mon - Fri) | 07 5510 4333 |
| | Sandra Murphy (Mon, Wed, Fri) | 07 5510 4333 |
| Student Attendance | | 07 5510 4382 |
| Student Wellbeing and Support | | |
| Guidance Officer | Brett Willis | 07 5510 4333 |
| Speech Pathologist | Taylah O'Brien | 07 5510 4333 |
| School Chaplain | Fiona Watego | 07 5510 4333 |



3. SCHOOL MISSION AND VALUES



Statement of Purpose

School Vision:

Empowering Lifelong Learners

School Mission:

We grow self-directed, disciplined and passionate learners with:

- curiosity and creativity
- integrity and authenticity

Through:

- collaborative partnerships
- consistent commitment to well being

School Expectations

In keeping with the Benowa Way:

We are Learners

We are Respectful

We are Safe

We are Proud





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The Benowa State School Flag



There are five important colours on the Benowa Flag:

The orange yarning circle represents our link to the Kombumberri people and community, recognising the importance of collaboration for all through our appreciation for inclusion, harmony and diversity.

The other four colours are linked to our Benowa Way and Sporting Houses.

The King Parrot in the centre carries a book that represents the three areas in which Benowa Empowers Lifelong Learners;

The Book – Academic Achievement

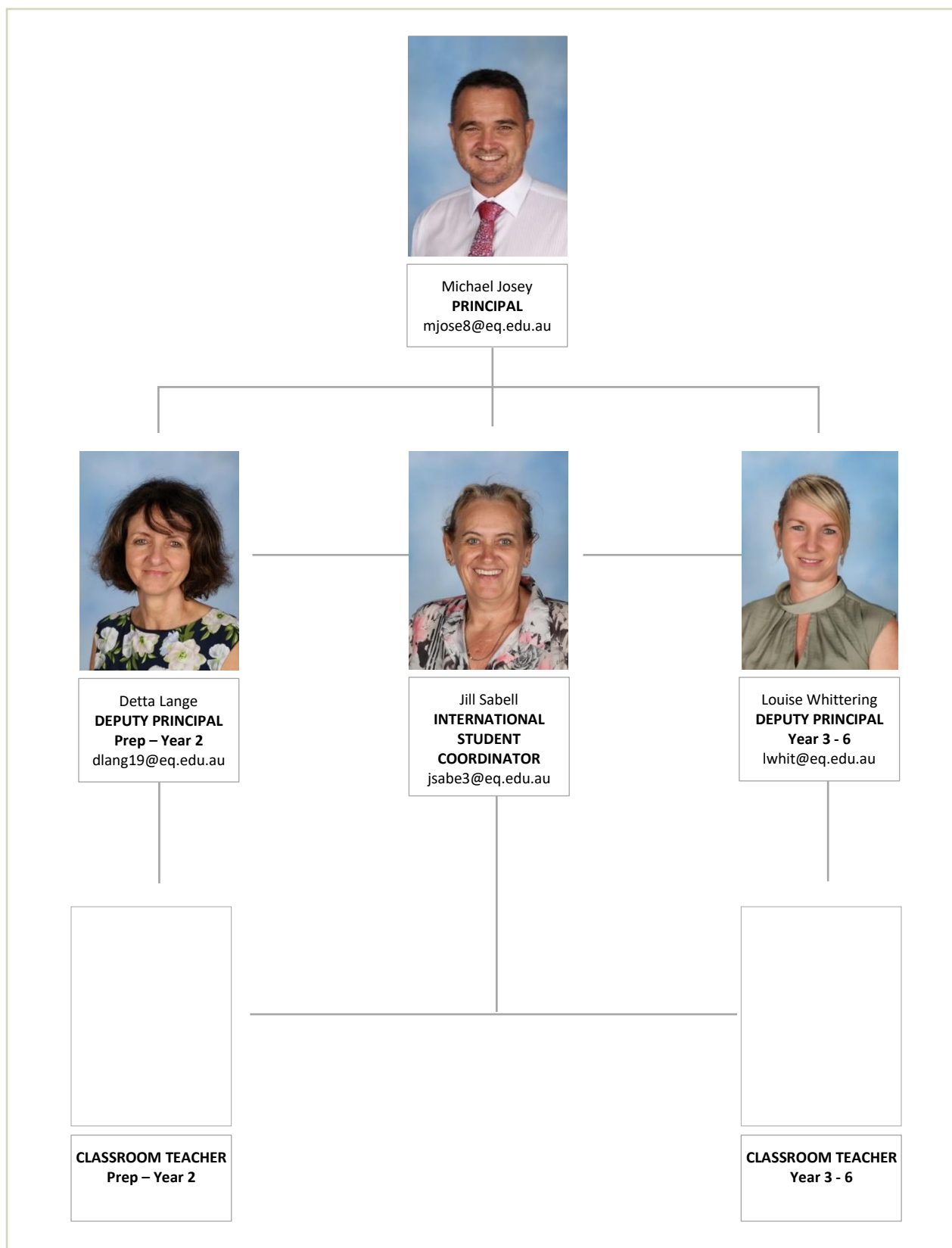
The Soccer Ball – Sporting Achievement

Music Notes – Arts Achievement



4. INTERNATIONAL TEAM

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





Mrs Lisa McGarrigle
**HEAD OF STUDENT
SUPPORT SERVICES**
lmcga17@eq.edu.au



Mrs Suzanne Dobson
**EAL/D Inclusion
Assistant**



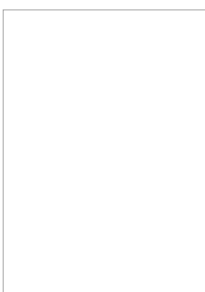
Ms Roxanne Bianchi
**EAL/D Inclusion
Assistant**
@eq.edu.au



Mrs Kathryn Woods
**EAL/D Inclusion
Assistant**



Mr Brett Willis
GUIDANCE OFFICER
bwill174@eq.edu.au



INCLUSION TEACHER



Fiona Watego
CHAPLAIN
fwate0@eq.edu.au



5. 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 |
|-------------|-----------------------------------|------------|
| Jill Sabell | International Student Coordinator | 0459865432 |
| | | |
| | | |
| | | |

6. 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 9am and after 3:00pm
- Any time on the weekends (Saturday and Sunday)
- Any time during school holidays and public holidays



7. 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.

8. SCHOOL EMERGENCY AND LOCKDOWN PROCEDURE

LOCKDOWN

Lockdown procedures will be actioned with the playing of the song 'The Lion Sleeps Tonight'

There are some emergent situations that require staff, students and visitors to either retreat or stay indoors. These situations include such threats from:

- Dangerous persons
- Toxic spill (*e.g. chemical truck accident in vicinity of school*)
- Livestock running loose
- Bad weather
- Bushfire Smoke

ON HEARING THE ALARM

Classroom

- All children are to return quickly and quietly to the closest room
- Children must sit on the floor below window level
- Do not walk around, remain on the floor and commence silent work
- No one is to leave the room for any reason
- The all-clear signal will be given via normal school bell, the intercom system to your room or in person

EVACUATION

- In the event of a fire or other emergency the office will put a message over the public address system advising people to evacuate
- The fire alarm will also be activated. The fire alarm makes a WHOOPING SOUND
- Upon hearing the fire alarm during class remain calm and follow teacher's instructions
- Evacuate with your teacher and class to top oval
- If you are not with your class make your way to the top oval and locate your class
- The principal will give the all clear once it is safe to do so



9. SCHOOL MAP AND FACILITIES





10. ORIENTATION

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

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

Daily Timetable

| | |
|---------|--|
| 8:50am | First Bell rings. Children line up and wait for teachers outside classrooms |
| 8:55am | Commencement of class lessons |
| 10:55am | First Break – children move to an allocated eating area |
| 11:10am | Children are allowed to play after their lunch is eaten, children play in designated areas |
| 11:35am | Cease play, visit the toilet, wash hands and have a drink before assembling at the class line-up areas to wait for the teacher |
| 11:40am | Commencement of lessons |
| 1:40pm | Second Break – children move to an allocated eating area |
| 1:55pm | Children are allowed to play after their lunch is eaten |
| 2:05pm | Cease play, visit the toilet, wash hands, have a drink before assembling in the class line-up areas |
| 2:10pm | Commencement of lessons |
| 2:55pm | Collect all belongings from bag racks Departure for home |





International Student Orientation Program—Single Enrolment

Benowa State School offers a specialised orientation program for all International students and their families.

Day 1

Enrolment Interview:

Attendees: Parent, International Student Coordinator, Principal and Interpreter (if needed)

Formal Introduction to the School Principal

Principal's Message

- Important people
- Attendance/absences
- Academic performance
- Follow up meetings with parents (first fortnight then monthly meetings/information session)
- EAL/D support
- Transitions to High School (Year 6)
- NAPLAN testing (Year 3 and 5)
- Any questions

International Student Coordinator

- Completion of paper work—parent to provide student's visa and passport
- After hours contact details—1800QSTUDY
- Set meeting times (first fortnight followed by monthly meetings/information sessions)
- Overview of Parent and Student handbook
- Awareness of local community and available services
- Engaging with school reception
- Information on upcoming events
- Communication

School Tour

- Uniform/Book pack fit out
- Drop off/pick up procedures—to include Early & late arrivals & departures
- Classroom and teacher meeting

Day 2

- Meet in Reception 8:45 for ISP Coordinator/School Buddy to take to class
- EAL/D Inclusion Teacher, Year Level Inclusion Teacher, and Music Teacher (if necessary) to visit classroom and introduce themselves



International Student Orientation Program—Multiple Enrolments

Benowa State School offers a specialised orientation program for all International students and their families.

Day 1

Enrolment Interview: to be held in the iCentre

Attendees: Parent, International Student Coordinator, Principal and Interpreter (*if needed*)

Formal Introduction of the School Principal

Principal's Welcome followed by a PowerPoint on key points

- Important people
- Attendance/absences
- Academic performance
- Follow up meetings with parents ((first fortnight then monthly meetings/information session)
- EAL/D support
- Transitions to High School (Year 6)
- NAPLAN testing (Year 3 and 5)
- After hours contact details—1800QSTUDY
- Awareness of local community and available services
- Communication
- Overview of Parent and Student handbook
- Any questions

Morning tea with allocated Class Teacher

ISP Coordinator

- Uniform/Book pack fit out
- School Tour
- Engaging with school reception
- Completion of paper work— parent to provide student's visa and passport
- Information on upcoming events
- Set meeting times (first fortnight followed by monthly meetings/information sessions)
- Drop off/pick up procedures—to include early and late arrivals and departures

Day 2

- Meet in Reception 8:45am for ISP Coordinator/School Buddy to take to class
- EAL/D Inclusion Teacher, Year Level Inclusion Teacher, and Music Teacher (if necessary) to visit classroom and introduce themselves

Assembly

Assemblies at Benowa State School are held every Tuesday. Prep - Year 2 on even weeks, Year 3 - Year 6 odd weeks commencing at 2:15pm – 2:45pm in the School Hall. Parents are welcome to attend.



WHAT TO DO WHEN

Compulsory Attendance

Every parent of a child being of compulsory age (ages 6½ -15 years) must attend school, unless some reasonable explanation is provided. Examples of a reasonable explanation, as defined by the Education Act, includes:

- Illness
- Hospitalisation
- Injury
- Contagious disease

Absence from School

Should a child be absent from school; International parents are asked to notify the International Student Coordinator:

1. Text 0459 865 432
2. Email: jsabe3@eq.edu.au
3. In person

Any unauthorised, prolonged absence will be investigated by the school (please see the school Attendance Policy on the website).

Arriving Late: If your child arrives at school after classes have started, please send them to Reception for a late pass. Regular late attendance will be investigated by the classroom teacher and ISP Coordinator.

Leaving Early: If you need to pick-up your child/ren early, please send a note to the teacher so if they are not in their classroom the teacher can send them to the office ready for when you arrive. This causes minimum disruption to the class and avoids trying to find them if they are not in their classroom.

All children must be collected through the Reception

Sickness or Accidents

Sickness and Accidents can occur at any time, even under the strictest of our risk assessments and pending actions.

When a child is mildly unwell or suffers a minor accident:

- Appropriate first aid/care is administered
- Child may be placed in the sick room and/or
- Child sent home and the parent notified and;

if a serious accident occurs:

- A staff member will remain with the child;
- Appropriate assistance will be summoned;
- The parents or the emergency contacts will be notified;
- Medical treatment deemed necessary will be undertaken (including ambulance); and
- **EQI Policy - Appendix A**



Address changes/Emergency Contacts/School Records

It is important that school staff are able to contact a parent, caregiver or a neighbour if an accident or sudden illness occurs to a child. Lack of current information can cause delays in an emergency.

Please inform the International Student Co Ordinator immediately of any changes to:

- address
- email
- phone numbers
- custody orders and/or
- current medical requirements

LOST PROPERTY

All lost property is stored in a trolley at the western end of A Block. Children are encouraged to take responsibility for their own belongings. To assist your children to do this, **please mark each of their belongings clearly with their name and year level.**

Valuables and Large Amounts of Money should **not** be taken to school. Where money is necessary for activities, it should be placed in the appropriate envelope clearly stating the *child's name, class, purpose and amount enclosed*. **No money should ever be left in school bags.** No responsibility is accepted for toys/mobile phones/valuables brought to school.

Teachers are **not** expected to take security or care of money on behalf of students.

Toilet Access during class time

Please see class teacher before leaving class you will be required to take a buddy and sign in and out.

11. 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](#)

12. CULTURE SHOCK

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

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



Some signs of culture shock include:

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

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

1. **Honeymoon phase**

The first stage of culture shock is usually positive. During the honeymoon phase the differences between the old and new culture are seen in a romantic light. For example, in moving to Australia to study, you might love the new food, the pace of life, and the locals' habits. During the first few weeks most students are fascinated by the new culture.

2. **Frustration/ Distress phase**

After some time (usually around three months, depending on the individual), differences between the old and new culture become apparent and you may feel uneasy. Excitement may eventually give way to unpleasant feelings of frustration as a person continues to experience unfavorable events that may feel strange. Language barriers, traffic safety and food differences may heighten the sense of disconnection from the surroundings.

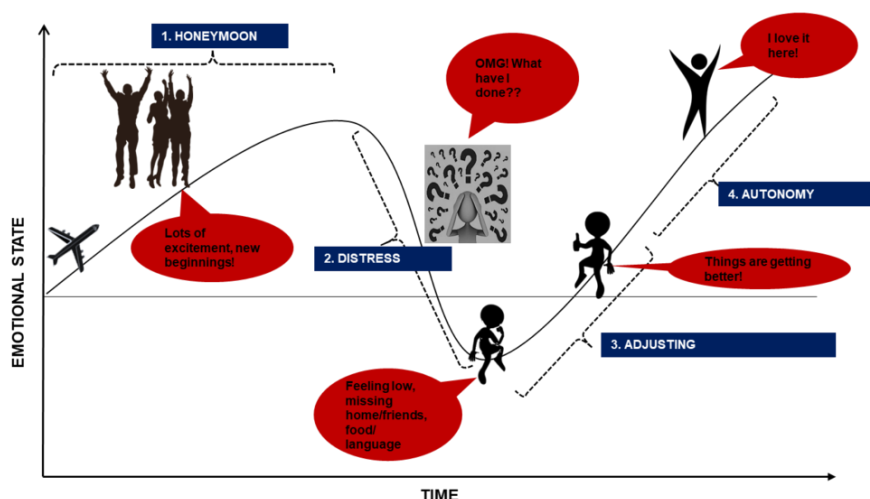
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

3. **Adjusting phase**

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this phase a person knows what to expect in most situations and the host country no longer feels very new. During this phase people develop problem-solving skills for dealing with the culture and begins to accept the culture's ways with a positive attitude. The culture begins to make sense, and negative reactions and responses to the culture are reduced.

4. **Acceptance/ Autonomy phase**

Individuals in the acceptance phase are able to participate fully and comfortably in the host culture. Mastery does not mean total conversion; people often keep many traits from their earlier culture, such as accents and languages.





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

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

It is important to remember the following:

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

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

13. 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.

14. 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](#)



15. VISA CONDITIONS

Attendance

Benowa State School's attendance policy [Benowa State School 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 Benowa 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 8.55am.

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

In the event that your student/s are going to be absent from school please notify the school on the day of the absence via the International Student Coordinator by emailing jsabe3@eq.edu.au or a text message 0459 865 432 stating your student/s' name and class, your name, the reason for the absence and the expected return date.

The school will record your student/s attendance or absence every day. All absences are recorded on your school report. Electronic rolls will be marked every period. You will be called 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

- Start and finish times 8:55am – 2:55pm
- Late arrival process:
 - All students arriving after 8:55am to report to the Reception to receive a late slip, which must be presented to the teacher upon arrival at the classroom. A late arrival is recorded on the school data base (One School)
- School absence telephone number: International Student Coordinator 0459 865 432
- Serious, injury or incident process Accidents are likely to occur in any sphere of activity but especially where there are numerous active, enthusiastic, adventurous and inquisitive young people. Accidents may occur even when care has been taken to provide appropriate playground equipment and supervision.

When a child is mildly unwell or suffers a minor accident:

- Appropriate first aid/care is administered;
- The child may be placed in the sick room;
- If the child should go home, the parent is notified.

If a serious accident occurs:

- A staff member will remain with the child;
- Appropriate assistance will be summoned;
- The parents or the emergency contacts will be notified;
- Medical treatment deemed necessary will be undertaken (including ambulance)
- An adult must accompany the student to the hospital. If a parent is not present, a member of the Leadership team will co-ordinate this. **A MyHR incident report is completed by all attending staff**



How attendance is recorded at Benowa State School:

Full day absences

Rolls are marked by the Classroom teacher at 8:55am and 2:15pm. Rolls are marked direct to One School. Should a student be absent and no reason has been given a SMS message will be sent to the parent requesting a reason.

Part day absences

Late arrival

All students arriving after 8:55am to school are to report to the Office to receive a late slip, with the reason as to why they are late, which must be presented to the teacher upon arrival at the classroom. This is recorded on the class roll.

Early departures

If you need to pick-up your child/ren early, please email or send a note directly to your child's teacher so they can arrange to have your child sent to the Office ready for when you arrive. This causes minimum disruption to the class and decreases downtime if children are outside the classroom at the time. To ensure the safety of your child, students departing early must be collected from the Office and signed out. This is recorded on the class roll.

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. |
| Late (No Penalty) | L | Student arrived late, but within two hours of scheduled schooling. This will not count as a morning/half day absence. |
| 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](#)
- [Benowa 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 Benowa 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

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



Formal intervention

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

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

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

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

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

Behaviour

Benowa 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 Benowa State School [Student Code of Conduct](#) is available on the school website The / 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.

Our School Vision clearly states we desire for all people (students, staff and community) to be Empowered Lifelong Learners. This also requires all people to be self-directed and disciplined members of our school community. This means each person is to take personal responsibility to meet these expectations without reservation or hesitation.

The rationale for a successful culture in our whole school approach to discipline is built on the fundamental principle that people's rights are partnered with their responsibilities to value, protect and uphold the rights of others.

At Benowa State School, we believe everybody has the right to feel safe, the right to learn, the right to be respected and the right to engage in a school environment we can be proud of. Hence our Benowa Way

Expectations which state:

- We are Safe
- We are Learners
- We are Respectful
- We are Proud

The interplay and partnership that exists between our rights and responsibilities can be understood quite simply:

- If we have the right to learn – then we have a personal responsibility to endeavour to learn and allow others to learn
- If we have the right to be respected – then we have a personal responsibility to include and respect others around us, including their beliefs, their culture and their input



- If we have the right to feel safe – then we have a personal responsibility to behave in a safe way to protect those around us and ourselves
- If we have the right to feel proud – then we have a personal responsibility to demonstrate this pride by protecting this wonderful school, working diligently and conducting ourselves honourably

All of us should forefront our thinking and actions in line with this ethos before walking into our school each day. This will empower us to be the best we can be each and every day. Everybody deserves to see the best of who we are as much as possible.

Prevention through education is our highest priority when it comes to a whole school approach to discipline. It is built on a proactive and personal engagement with each child every day through informal and formal interactions.

As educators we recognise the critical role we play in supporting our students through their development from young children to pre-adolescence with the necessary instructional guidance to support their maturation. This is achieved through pre-planned structured lessons and the multitude of unplanned incidental and teachable moments that occur each and every day as we interact with the student population, helping and assisting them to solve everyday challenges.

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

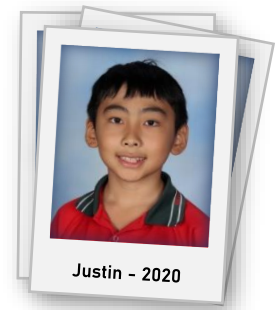
- participate actively at school;
- take responsibility for their own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and
- comply with the Benowa State School's rules – Student Code of Conduct and school [policy and procedures](#)

At all times your student/s must:

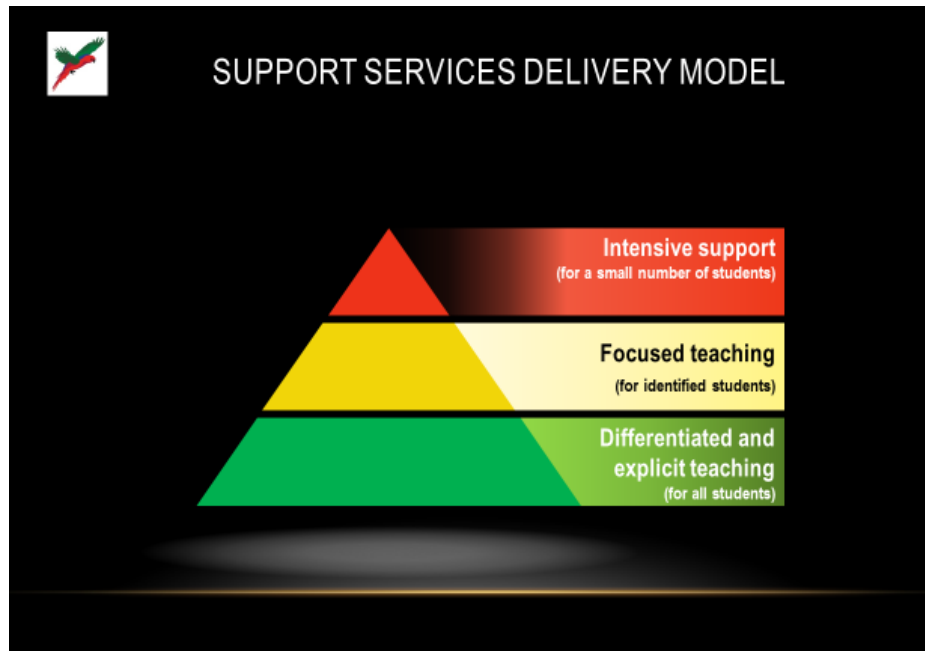
- comply with Australian laws and with the conditions of their student visa;
- not drink alcohol, smoke, misuse prescription medication or use illegal drugs;
- not do anything that endangers their safety or the safety of other people; and
- not do anything that may bring their school or the International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

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





16. ENGLISH AS A SECOND LANGUAGE OR DIALECT (EAL/D)



Benowa State School uses a whole school approach to support student learning to provide differentiated support. Decisions are made about the ongoing level of support based on EAL/D students' levels of English language proficiency, and in relation to the school context. Teachers analyse Bandscale data, in conjunction with classroom data, to identify the specific language-learning needs of their EAL/D students.

Differentiated and explicit teaching

All EAL/D students receive differentiated instruction of the Australian Curriculum for their age cohort. The curriculum entitlement of all students including EAL/D students is specified in the P-12 curriculum, assessment and reporting framework. Teachers differentiate instruction in response to data and day to day monitoring which indicate the students' particular needs.

Focused teaching

Some EAL/D students may require additional support to enable them to meet the expectations of the relevant achievement standard. Teachers identify these students' English language proficiency using the Bandscales and provide focused teaching to meet the particular language learning needs of students within a classroom context.

Intensive teaching

EAL/D students may require ongoing intensive Standard Australian English (SAE) support to develop sufficient proficiency in SAE to enable them to access the curriculum for their age cohort.

Benowa State School provides an intensive SAE language teaching program for EAL/D students within their first 12 months of Australian schooling on an individual needs' basis. Participation requires consultation with parents/carers and relevant staff, for example, class teacher, Inclusion Teacher – EAL/D, Head of Student Support Services, Deputy Principal or Principal.



17. STUDENT SERVICES AND SUPPORT PROGRAMS

Benowa State School acknowledges that every student has the ability to learn and should be able to demonstrate progress in their learning. This includes those in need of learning support or behaviour support; those who have educational support needs arising from disability; those who are gifted and talented and those learning English as an additional language or dialect (EAL/D), or a combination of these.

It is our determined belief that students enrolled at Benowa deserve the dignity and right of having a fully accessible education within the classroom and school setting with a broad range of support strategies.

In order to equitably cater for the varying needs of students, three layers of curriculum support are provided. The appropriate layer of support is identified by school staff through analysis of student data and ongoing monitoring of student progress. These include:

- Differentiated teaching
- Focused teaching
- Intensive teaching

Benowa provides differentiated teaching to respond to the particular learning needs of all students as a regular part of curriculum provision. Teachers differentiate instruction in response to data and day-to-day monitoring that indicates the particular learning needs of students. This involves teachers varying what students are taught, how they are taught and how students demonstrate what they know.

Benowa provides focused teaching for students who demonstrate that they are not meeting year-level achievement standards or behaviour expectations. Focused teaching addresses more significant support needs and can include the provision of curriculum at a lower or higher year level.

Intensive teaching may be provided for a small number of students who require intensive teaching, following focused teaching, as they continue to perform substantially below, or above, year-level expectations in a learning area or subject or across the whole curriculum. This involves frequent and explicit instruction, with individuals or in small groups, to develop sequential mastery of concepts, skills and knowledge.

Our support team, led by the Head of Student Support Services (HOSSS) consists of:

- Inclusion Teachers
- English as an Additional Language/Dialect (EAL/D)
- Education Assistants (EAs)
- Guidance Officer (GO)
- Speech Language Pathologist (SLP)
- School Chaplain

We utilize a 'whole school approach' to supporting all student learning. The allocation of support from both Inclusion Teachers and Education Assistants is based on the learning needs of students. Inclusion Teachers engage in a collaborative coaching model to guide inclusive and differentiated practices and increase staff capability to cater for diverse learning needs.

Inclusion teachers assist classroom teachers in the development and delivery of educational programs which comply with legislation, curriculum provisions and required adjustments. Ongoing case management and data monitoring/tracking for all students occurs to ensure equitable access to all facets of the educational experience are maintained.



Student planning and documented support provisions are developed in consultation with school staff and parents/caregivers, where students:

- Are provided a lower or higher year-level curriculum than their age cohort – for a whole learning area or for all learning areas
- Require consistent and ongoing adjustments to content, process, product and environment
- Display behaviours that are deemed complex and challenging
- Are in out-of-home care
- Have identified health requirements including those requiring specialised health procedures

Inclusive practice at Benowa State School is about maximising the outcomes of all students through identification and reduction of barriers to learning. It is about setting high expectations, valuing and celebrating diversity and employing high quality, evidence-based teaching practices focused on success for every student.

18. ACADEMIC POLICY AND ASSESSMENT

At Benowa State School our curriculum is based on the Australian Curriculum (www.australiancurriculum.edu.au). The Australian Curriculum sets out the core knowledge, understanding, skills and general capabilities for all Australian students. The Australian Curriculum describes the learning entitlement of students as a foundation for their future learning, growth and active participation in the community. It makes clear what all young Australians should learn as they progress through schooling. It is the foundation for high quality teaching to meet the needs of all Australian students. The Australian Curriculum for primary schools is broken into seven (7) distinct learning areas. English, Mathematics, Science, Humanities and Social Sciences (HASS), The Arts, Technology and Languages.

At the end of each semester, students will receive a report card which outlines, on a 5 point scale, their progress for that semester over a variety of learning areas. This progress is determined through a variety of assessment items that are implemented throughout the semester. Assessment will vary depending on the learning area and year level. A number of the assessment items and learning areas will be subjected to moderation whereby teachers ensure that the marking is consistent across all classes in a particular year level.

19. 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](http://www.legalaid.qld.gov.au) can help with free advice about most personal legal problems including civil law problems such as consumer issues. You can contact Legal Aid Queensland at www.legalaid.qld.gov.au or call 1300 651 188 Monday to Friday 8:30am to 5:00pm.

For legal advice you can also contact a private solicitor or a [Community Legal Centre](#).

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.

20. AFTERHOURS SUPPORT AND HEALTH SERVICES

If your student requires afterhours support or assistance with an urgent program matter you can call [1800 QSTUDY](tel:1800778839) (1800 778 839). You can also call your student's Overseas Student Health Cover (OSHC) provider.



Overseas Student Health Cover (OSHC)

OSHC is insurance to assist Overseas students meet the costs of (Public) medical and hospital care that they may need while in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services, depending on the level of cover.

Details and costs of policies, including what an OSHC policy will and won't cover, and any waiting periods that may apply to certain treatment types, can be obtained by contacting each insurer directly.

OSHC is considered adequate health insurance, however, if you find your student's OSHC policy does not cover you for everything you want, you can take out additional private health/travel insurance.

The OSHC provider can help you with a range of medical advice. You **should** check with your OSHC provider website as the services and support provided can vary from provider to provider.

Common advice and support OSHC providers may provide include:

- medical assistance
- referral to a doctor for medical treatment
- getting access to an interpreting service
- counselling services
- referral to a legal service
- family and friends messaging services in the event of an emergency
- personal safety

OSHC providers in Australia include:

| | |
|------------------------------------|--|
| Australian Health Management (ahm) | www.ahmoshc.com.au |
| Allianz | www.allianzassistancehealth.com.au |
| BUPA Australia | www.bupa.com.au/health-insurance/oshc |
| Medibank Private | www.medibank.com.au/overseas-health-insurance/oshc |
| NIB Health Funds Limited | www.nib.com.au/overseas-students |

21. 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

If your student/s' needs to take medication while at school, the medication needs to have a pharmacy label and be handed in to administration. You will need to complete a consent to administer medical form. Your student/s will need to come to Reception at the time the medication is required.

22. MEDICAL TREATMENT

If your student/s needs medical or other health care (other than routine care for minor illness or injury), we will use our best endeavours to contact you as a parent or legal custodian as soon as reasonably possible.

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



23. 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.

Overseas Student Health Cover (OSHC)

OSHC fees are determined by the OSHC provider and are subject to change. For further information on OSHC, please refer to your OSHC provider. More information regarding fees can be found at the following link:

- [Fees](#)

24. 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](#)

25. 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.



26. 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 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.

27. 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](#)

28. SCHOOL POLICY AND PROCEDURES

- [Benowa State School Attendance Plan](#)
- [Benowa State School Student Code of Conduct](#)
- [Benowa State School Parent Code of Conduct](#)
- [Benowa State School Uniform and Dress Code](#)
- [Benowa State School Homework Policy](#)
- [Benowa State School Fruit Break Policy](#)
- [Benowa State School Sun Protection Policy](#)



The Uniform shop is located in Block A next to the Tuckshop. The opening hours are Monday, Wednesday and Friday 8:30am – 9:30am by appointment only.

The Benowa State School P&C Association operates our Uniform Shop. All items listed below are available for purchase online through **Flexischools**. You can order via the Flexischools website or download the Flexischools app. Sign up to Flexischools for free and you can pay by credit card, PayPal or direct deposit.

Orders placed via Flexischools will be delivered to your child's classroom on completion.

Uniform

- Red polo shirt with Benowa State School emblem
- Bottle green school shorts/skort - no longer than top of knee
- Black shoes with black laces and flat soles. Shoes are to be all black - no white or coloured stripes, soles, laces or emblems
- White socks with Benowa State School lettering
- Bottle green school hat with Benowa State School embroidered lettering (we have a no hat, no play policy)
- Bottle green zippered jacket with Benowa State School emblem and bottle green tracksuit pants are to be worn with the red polo shirt in colder months

29. BOOKLIST AND BOOKSHOP

Will be provided on Enrolment

30. TRANSPORT - BUS, TRAM, TRAIN

Information on travel across the Gold Coast/Brisbane can be access by following this link:

<https://translink.com.au/>

Phone: 13 12 30 24hrs a day

School Bus – [Translink link](#)

31. SCHOOL SPORTS HOUSES

The school is divided into four sporting houses - Kellerman, McKay, Moncrieff and Wright. Each of our houses are proudly named after four inspiring Australian women, renowned for their great achievements in sport and the arts. On enrolment to our school, students are assigned to a house for sporting events. Every effort is made to keep families in the one house.

House Colours/Mascots:



Kellerman Cobras:

Kellerman House wear blue t-shirts over their school sports shorts for inter-house carnivals. Annette Kellerman was born in 1887 in Sydney, NSW. She was an Australian professional swimmer, theatrical performer, film actress and writer.

Annette Kellerman became famous after a film called 'A Daughter of the Gods'. She was also famous for performing her own stunts, including diving into a pool of crocodiles from a height of 20 metres. Annette Kellerman performed the first water ballet in public in

New York, and was one of the first women to attempt swimming the English Channel.

She also wrote several books including a children's fairy tale and an autobiography. Annette Kellerman has a swimming complex named after her in Marrickville, Sydney, a street in Canberra and her name is also on a star in the Hollywood Walk of Fame.



**Benowa
State School**
Empowering Lifelong Learners
Est 1885



Sion - 2020



McKay Sharks:

McKay house wear green t-shirts over their school sports shorts for inter-house carnivals.

McKay house is named after Heather McKay who was born in Queanbeyan in NSW. She is considered to be the greatest female squash player of all time and possibly Australia's greatest ever sportswoman.

She won 16 consecutive British Open titles as well as the first ever World Title in 1979 and remained undefeated from 1962 to 1981. McKay is a member of the Sport Australia, USA Racquetball and Squash Australia Halls of Fame and has received an Order of Australia as well as an Order of the British Empire.

The Heather McKay Queanbeyan Indoor Sports Centre was constructed in honour of her Achievements.



Wright Raptors:

Judith Wright was born in 1915 in Armidale, NSW.

She was a famous poet, environment and campaigner for Indigenous land rights.

Judith Wright published a number of stories which used the Queensland countryside as her settings and was nominated for the Nobel Prize for Literature in 1967. She also received the Queen's Gold Medal for Poetry in 1991, only the second Australian to do so.

Judith Wright created one of the first Conservation movements in Australia in support of the Great Barrier Reef and Fraser Island. The Judith Wright Centre of Contemporary Arts in Brisbane is named after her. She also has a street and a suburb named after her in Canberra.



Moncrieff Manta Rays:

Gladys Moncrieff was born in 1892 in Bundaberg, QLD.

She is known as one of Australia's most successful musical theatre singers. She first performed on stage at the age of six where she was noticed for her singing skills.

As an adult she performed on stage to packed houses around Australia and New Zealand and soon became one of the highest paid musical performers in the history of Australian Theatre.

Her career continued to find success in England where she made 37 gramophone recordings. A region of Queensland and a suburb of Canberra are named after her, as well as many parks and libraries. In 1989 her picture was placed on Australian postage stamps.





STUDENT LEADERS

Students from Year 5 enter into a selection process, involving both staff and students, to elect Student Leaders for the following year. These students participate in a variety of leadership roles within the school e.g. leading parade, assisting at school activities, meeting dignitaries etc. The students are encouraged to highlight and discuss student and school issues with the teachers and the administration.

STUDENT LEADERSHIP TEAM

Benowa State School has a strong leadership team within the student population. There are four school captains, two house captains for each house, as well as two representatives from each senior school class. These are the students who make up the Student Council. The students themselves vote to select the Student Council Executive.

Each week the Student Council meet to decide how they are going to assist to make their school a better place. All money raised by the Student Council is either sent to charities, or used on projects to enhance our School.

Our Student Council are a hard-working dedicated group of students who by their actions make Benowa State School a better place to be.

32. SWIMMING

Dedicated swimming lessons are delivered to students in Prep, Year 1 and Year 3. A series of eight (8) lessons are offered to students in these grade levels and are taught by qualified swimming instructors in local pools.

These lessons focus on water confidence, water safety and basic strokes. Students take the bus to and from the swimming school and are supervised by classroom teachers and Educational Assistants at all times. The year 5 students have swimming skills incorporated into their three (3) day camp.

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

33. 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

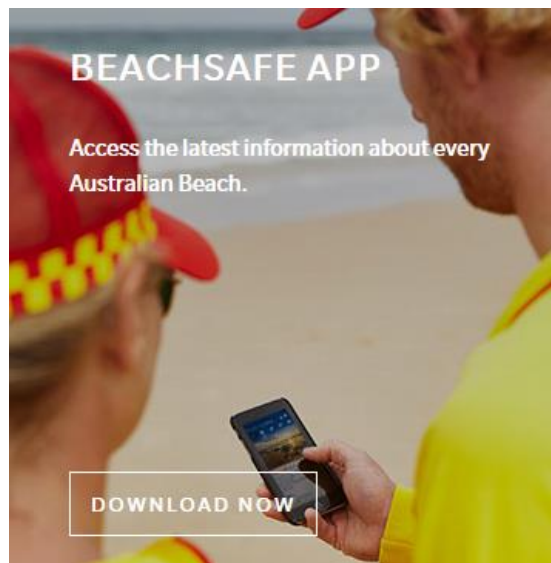
1. Always swim or surf at places patrolled by surf lifesavers or lifeguards
2. Swim between the red and yellow flags. They mark the safest area to swim
3. Always swim under supervision or with a friend
4. Read and obey the signs
5. Don't swim directly after a meal
6. Don't swim under the influence of 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.



34. SUN SAFETY

Most of the sun's dangerous UV radiation (as much as 70%) occurs in the middle of the day, so if you are heading outside then you need to take particular care to seek shade, cover up, wear a hat and use sunscreen. Drink plenty of water in hot weather so as not to become dehydrated.

Be sun safe by:

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

35. ROAD SAFETY

Australian roads can be quite busy during peak time (mornings and afternoons are). It is important to take care when crossing roads, and always cross at intersections with traffic lights and/or pedestrian crossing zones. In Australia we drive on the left-hand side of the road and as such, you will need to **look right, look left, and then look right again before crossing.**





36. SCHOOL CAMPS AND EXCURSIONS

Year 4 – Camp Thunderbird, Mt Tambourine - 6-7 October

Year 5 - Gold Coast Recreation Centre, Tallebudgera Creek- 23-25 May

Year 6 - Maroon Outdoor Education Centre, Boonah - 19-22 April



37. TUCKSHOP

The Tuckshop is open every day of the week and provides students and staff with fresh, wholesome meals for the lunch break. Tuckshop can be ordered online using the Flexischools application (downloaded free from your app store) or the flexischools website and can be ordered days in advance. The online application streamlines management of Tuckshop orders and is a convenient easy to use system for parents and carers. The current Tuckshop price list is available on the School website, on the P&C Facebook page @benowapandcassociation and within the Flexischools app.

Run by the P&C Association, the Tuckshop Convenor and staff rely heavily on volunteer assistance for two hours each weekday. Parents and carers are urged to assist the school by helping on a regular basis. Ordering procedures are set out below for your convenience:

How to Order

Tuckshop is provided for first break only (lunch). Orders can be placed online using the Flexischools App prior to 9:00am of the day you wish to order Tuckshop. Alternatively, students can place their Tuckshop order and pay over the counter (cash) before 8:45am. Students are not permitted to purchase from the Tuckshop during the 10:55am – 11:10am eating period.

After 11.10am Play Bell

Students in Year 1 – 6 who wish to buy snacks without ordering can do so (*using cash only*), after the 11:10am bell (*no lunch or hot food is available during this time*). Purchases are limited to one serve of these items only. Tuckshop closes at 11.25am and no food is sold after this time.

Prep students are not permitted to visit the Tuckshop window, all orders for Prep must be placed online via Flexischools



38. CLUBS AND EXTRA-CURRICULAR ACTIVITIES

Benowa State School fosters a thriving community of clubs and extra-curricular activities for our students. Several external businesses hire the many facilities to conduct before and after school activities and programs such as chess, running, karate, martial arts, ballet, soccer, robotics, drama, drawing, tennis and language.

For more information on our after-school activities, please visit our website:

<https://benowass.eq.edu.au/facilities/venue-hire>

Throughout lunch and break times, our Chaplain runs several fun and engaging programs to promote wellbeing, friendship and connection. These clubs include the Starfish Club, Pineapple Play Club, The Go N Run (before school) club and the Petite Sisterhood Program.

39. OUTSIDE SCHOOL HOURS CARE (OSHC)

Welcome to Benowa YMCA OSHC! We are your outside school hours care provider at Benowa State School.

The YMCA OSHC service is conveniently located inside the School next to the Access Centre and operates Monday to Friday from 6:30am - 8:45am and 2:55pm - 6:00pm and from 6:00am - 6:00pm during the holidays.

Our services are operated by qualified and experienced educators that are supported by a professional, highly dedicated Management and Administration team. The stability and quality offered by the support of YMCA Brisbane, including over 150 years of experience and 35+ OSHC services, guarantees every child is given the opportunity to grow in body, mind and spirit.

Our program is developed according to the My Time Our Place Framework and is centralised around the elements of Belonging, Being and Becoming. Through our program we have created an environment which is safe, inclusive, diverse, engaging and fun. By learning through play, our children are encouraged to discover and explore their world and cultivate a sense of self. We believe all children are born with the desire and ability to develop, learn and explore and deserve to have opportunities and experiences that challenge their diverse needs.

How to enrol

We are very excited to inform you that our service has a fantastic online Booking and Waitlist management program called QK Enrol. This program will give you access to manage your own account information, where you will have the ability to make booking requests and allow you to complete and submit an online enrolment form for your child.

You can do this and much, much more all within a parent portal called 'My Family Lounge'. You will also have the flexibility of booking in casual days and report absences for your child straight from your phone with just a few taps by downloading the My Family Lounge App!

To get started and register with Benowa YMCA OSHC please visit the YMCA OSHC website and register with My Family Lounge here <https://www.ymcachildcare.com.au/outside-school-hours-care/enrolment-instruction>



40. COMMUNICATION

School Newsletter

The Benowa State School newsletter is called 'Benowa News'. It is produced every second Friday and issued to each family electronically via email. Benowa News contains important information with regards to school matters and is a primary means of communication between the School and home. Each edition is consecutively numbered and is archived on the School's website. *Please make sure the school has your current email address.*

School Website

General information and the school newsletters can be accessed on the website. www.benowass.eq.edu.au.

Qschools App

Access school information, newsletters and automatically receive important updates and push notifications via the QSchools app. This app can be downloaded on to any Android, Apple or Windows Device from your app store or our school website www.benowass.eq.edu.au and is free to use.

Qparents App

Qparents is a secure, online portal that has been created by the Department of Education to provide parents of Queensland state school students with 24-hour access to their child/ren's information such as attendance details, behaviour, report cards, invoices (payment via the app is available) and payment history. This app can be downloaded on to any Android, Apple or Windows Device from your app store and is free to use.

Social Media (Facebook And Twitter)

Benowa State School has an active Facebook page which provides information on recent and upcoming events and information relevant to our School community. Interact and follow us on Facebook by searching @benowastateschool or <https://www.facebook.com/BenowaStateSchool>.

Benowa State School also uses Twitter for simple and expedient messages and information bursts. Follow us on Twitter @BenowaSS.

41. VOLUNTEERING OPPORTUNITIES

The following are some of the ways you can help at school:

- Helping in the Tuckshop
- Attending working bees
- Accompanying excursions when needed
- Being involved in literacy programs
- Assisting in fundraising
- Participating in decision making - P&C Meetings
- Assisting with sporting activities - athletics carnival, swimming, cross-country
- Assisting in events – Mother's Day/Father's Day stalls, colour runs, sausage sizzles
- Assisting with art and craft activities or covering books in the library

Benowa State School

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