



# Pacific Pines Primary School Information Handbook



*Achieving Excellence Together*



Pacific Pines Primary School would like to acknowledge the Kumburri people, the traditional custodians of this land. We gather in this special place, between the salty water and the mountains; to learn. We pay our respects to the Elders past, present and emerging for they hold the memories and traditions for the First Nations Peoples of Australia. May their knowledge, strength and wisdom be with us today as we continue our learning journey together.



**Queensland  
Government**

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## Principal's Welcome

I am very proud to introduce you to Pacific Pines Primary School. Our school has established itself as a school of excellence in academic, sporting and cultural pursuits. We are very proud of the school's standing in its community, and often celebrate our many successes. I feel very privileged to be Principal of our school.

Our experienced and committed staff provide quality teaching and engaging learning that aligns to children's interests and developmental needs as they progress through each year level. We have high expectations of all students and we work hard to support every one of them to achieve their best. Pacific Pines Primary School also embraces the diversity that exists within our school community. Children enrolled in the school have the opportunity to make friends with children from across the globe.

Our aim is to help provide a seamless education from Preparatory to Year 12, working with the high school initiating a curriculum embedded in the excellent teaching of the Key Learning Areas underpinned by the Australian Curriculum. We believe that every student is capable of learning and it is important that they readily experience success. We ensure that students with particular gifts, talents, interests and needs are supported through our curriculum and extra-curricular programs. Our school infrastructure features state of the art learning areas and through the use of technology, we are equipping our students with the skills and abilities to be active and informed citizens of the 21st century.

As parents and carers, you play a major role in your child's educational development. Your positive attitude towards education, the teacher and school in general, will assist in your child's enthusiasm for learning. Trusting and positive working relationships between the child, teacher and parents and carers are vital at Pacific Pines Primary School as this leads to greater success for our students. Class celebrations of learning each term bring our community into the school to celebrate our student's achievements. Celebration assemblies in the last week of each term bring our community into the school to celebrate our students' achievements.

Building a culture of high expectations is also very important to us. We support children to develop positive classroom and playground behaviours. Our behaviour standards are very high and I am constantly impressed by our children following our expectations of I am a Learner, I am Safe, I am Responsible and I am Respectful.

Students, parents and carers and staff find that Pacific Pines Primary School has a very positive school climate where community and parental involvement is a key feature. Our P&C Association provide a great support to our school as well as opportunities for parents and carers to contribute and to get to know each other. Our children, parents, carers and staff take pride in being part of our community and I invite new families to come and find out more about our excellent school.

At Pacific Pines Primary School, we aim to be '**Achieving Excellence Together**' through our values of; *Enhancing wellbeing, Fostering collaboration, Maintaining high expectations, Respecting diversity and Valuing community partnerships.*

I look forward to meeting you.

**De Parker, Principal**





# Important Information

## Key Staff

Principal .....De Parker  
 Deputy Principal (P-1-2) .....Catherine Bauer  
 Deputy Principal (3) Teaching & Learning .....Shaye Thompson  
 Deputy Principal (4-6) .....  
 Head of Inclusion.....Britt Murray  
 Business Manager.....Kerry Campbell  
 Administration Officer Attendance .....Kim Lockington  
 Administration Officer Enrolments.....Jodie Shaw

## Contact Information

Administration Office .....5502 5333  
 Absence Line .....5502 5360  
 Tuckshop.....5502 5316  
 YMCA (Outside School Hours Care).....0459 918 330

Administration Office: [admin@pacificpinesss.eq.edu.au](mailto:admin@pacificpinesss.eq.edu.au)  
 YMCA (Outside School Hours Care): [app@ymcabrisbane.org](mailto:app@ymcabrisbane.org)  
 Facebook: [facebook.com/PacificPinesPrimary](https://facebook.com/PacificPinesPrimary)  
 Website: [www.pacificpinesss.eq.edu.au](http://www.pacificpinesss.eq.edu.au)  
 Address: 47-67 Santa Isobel Boulevard, Pacific Pines Qld 4211  
 Postal Address: PO Box 534, Helensvale Qld 4212

## Daily Routine

|                       |                               |
|-----------------------|-------------------------------|
| 8:45am                | Students move to classroom    |
| 8:50am                | Students ready to begin class |
| <b>8:50am-10:40am</b> | <b>Morning session</b>        |
| 10:40-10:50am         | Eating time                   |
| 10:50-11:15am         | Play                          |
| <b>11:20am-1.20pm</b> | <b>Middle session</b>         |
| 1:20-1.30pm           | Eating time                   |
| 1:30-1.55pm           | Play                          |
| <b>2:00pm-3.00pm</b>  | <b>Afternoon session</b>      |

## Important Dates for 2026

**Term 1:**  
**Tuesday 27 January – Thursday 2 April**  
 Public Holidays:  
 Monday 26 January – Australia Day  
 Friday 3 April – Good Friday  
 Monday 6 April – Easter Monday

**Term 2:**  
**Monday 20 April – Friday 26 June**  
 Public Holidays:  
 Saturday 25 April – Anzac Day  
 Monday 4 May – Labour Day

**Term 3:**  
**Monday 13 July – Friday 18 September**  
 Public Holiday / Student Free Day:  
 Friday 28 August – Gold Coast Show Day  
 Friday 4 September – Student Free Day

**Term 4:**  
**Tuesday 6 October to Friday 11 December**  
 Public Holiday:  
 Monday 5 October – King’s Birthday



# Family & Community Involvement

## Communication

There is substantial research to demonstrate that a child's outcomes are enhanced when parents and carers have a strong relationship with their child's school and more importantly their child's teacher.

To ensure that you always know what is happening in our school, we provide important information through the following:

- LED School Sign
- School Facebook page
- Parent information sessions
- Parent Teacher interviews
- P&C Meetings
- Notes sent home
- Emails sent home

## Assembly

Friday 9.00am in the school hall. Dates advised on Parent Overview each term. Parents and carers are always welcome to attend.

## Emergency Contacts

It is important that you inform the school as soon as possible if there are any changes to:

- Contact details
- Medical information
- Family circumstances

This also applies to current email addresses as our teacher's main correspondence is via email. The school also sends out excursion notes, reminders of upcoming events and alerts via this method. As parents, you have a responsibility to your child and the school to keep the school informed of changes.

## Court Orders

Information regarding your family circumstances is essential to help us to understand and support your child whilst at school. Some families are bound by Family Law Court Orders and Protection orders. Where custody/court orders are in place, the school requires a copy of the original.

## Outside School Care – YMCA

Outside school hours care operate on site from the school hall and is run by YMCA. The hours of operation are before school care 6:30am-8:30am, after school care 3:00pm-6pm and vacation care 6:30am-6pm. Students have the opportunity to learn through play with a variety of activities on offer from outdoor games to craft. There are government subsidies to keep costs low. Children must be enrolled with YMCA to participate. All information can be found on our website [www.ymcachildcare.com.au](http://www.ymcachildcare.com.au).

Arrangements for children attending after school care should be discussed with your child before they attend school for the day.

If you have any questions, please contact the service coordinator on the number below.

Phone: 0459 918 330 Email: [app@ymcabrisbane.org](mailto:app@ymcabrisbane.org)

## Parent and Community Code of Conduct

Respectful communication underpins Positive Community Engagement and this occurs when we have clearly outlined the best ways to communicate with the school, as well as the conduct expected of parents, carers and visitors while they're on school grounds, at school activities and interacting with others in the school community.

The Parent and Community Code of Conduct sits alongside the Student Code of Conduct and Code of Conduct for the Queensland Public Service to support schools as safe and respectful places.

Our Parent and Community Code of Conduct is available on our website and upon enrolment.

## P&C

You are invited to join our friendly, informal and enthusiastic Parent & Citizens' Association (P&C). Members meet every 3rd Monday of the month at 6:30pm in the Administration block. Our P&C work tirelessly to build a strong community. The P&C makes a major contribution to the school by providing support, assistance and fundraising for resources and improvements. The P&C also operates Pine Cone Café and the Uniform Store.



## Pine Cone Café (Tuckshop)

Opens daily and depends on voluntary help from parents. If you can spare a few hours once a month or even more frequently it would be much appreciated. No experience necessary. Please download the Qkr app from the App Store to order and view menu. Please check that your order matches up to the items available on that particular day. Orders are only accepted through the Qkr app.



## QParents

The QParents web and mobile application provides an easier way for you to interact with our school. Parents will have secure, online access to their child's student information, anytime, anywhere, through a smartphone, tablet or computer.

QParents allows parents to connect instantly with our school to access and manage their child's student information, including:

- Attendance and absence details, as well as the ability to notify the school of an absence
- Academic report cards
- Viewing unpaid invoice details, payment history, and making payments online
- Viewing and updating personal student details, including medical conditions and address
- Enrolment details
- Consent for excursions
- Upcoming events list showing school events and excursions.

QParents will assist both staff and parents in sharing and responding to information in an efficient and effective way.

### The benefits of QParents

#### Convenience and time savings for parents

- Parents can view or update their child's details and report absences without having to call the school or come into the office.
- Secure 24/7 online access.
- Available anytime, anywhere — access QParents on your smart phone, tablet or computer on a web browser or using the app (iPhone or Android).

## Student Mobile Phones

As of January 1 2024, all Queensland state school students must keep their mobile phones switched off and 'away for the day' during school hours. Notifications on wearable devices, such as smartwatches, must be switched off so that phone calls, messages and other notifications cannot be sent or received during school hours.

At our school, students bring their mobile phones to the office each morning and collect each afternoon. All students must sign their phones in and out each day.

If your child requires access to their mobile phone or wearable device during school hours for medical, disability and/or wellbeing reasons, please discuss upon enrolment or make an appointment with the Deputy Principal to discuss.

## Volunteers

Our school welcomes the active support of our parents/carers and community members. Whether it is volunteering in our Tuckshop, supporting a reading program in class or assisting with other activities in classrooms and around our school, all help is greatly appreciated. Volunteers are required to sign in at the Office. All volunteers other than parents/carers require a Blue Card and must have completed an induction program.

Department of Education

Queensland

Good jobs  
Better services  
Every day

# QParents

Enjoy convenient and secure online access to your child's student information.

You can easily:

-  provide digital consent
-  read or download report cards
-  notify of absences
-  pay invoices
-  see your child's timetable and school events.

Visit [qparents.qld.edu.au](https://qparents.qld.edu.au)

Learn more about QParents

Register or login at QParents

Download the free app





Android

Apple





Queensland

# Phones away for the day

Phones away for the day. Switch off notifications on all wearable devices.



[qld.gov.au/PhonesAway](https://qld.gov.au/PhonesAway)



# Teaching & Learning Programs

## Curriculum

At Pacific Pines Primary School, we continually set high expectations for our students' achievement. Curriculum overviews are provided each term to parents. A report is issued via QParents each semester at the end of Term 2 and 4. Parent/Teacher Interviews are formally offered twice a year. Parents and/or teachers may request interviews at any time of the year to discuss a child's progress.

The curriculum is aligned to the requirements of the Australian Curriculum. There are eight key learning areas: English, Mathematics, Science, Humanities and Social Sciences (HASS), The Arts, Technologies, Health and Physical Education (HPE) and Languages (Japanese). All learning areas are planned and delivered to ensure that all students have the opportunity to learn and achieve, meeting the needs of a diverse range of learners. Learning is sequences to provide multiple opportunities for all students to explore and consolidate ideas, skills and concepts.

## Assessment

At Pacific Pines Primary School teachers plan their assessment at the time they plan the teaching and learning.

Teachers ensure that each semester's assessment:

- includes a range and balance of assessment instruments that are engaging and motivating
- provides evidence of student learning of the assessable elements of the Achievement Standard for each Learning Area taught within a semester e.g. reporting period
- provides a balanced coverage of the assessable elements of the Achievement Standard
- allows for the collection of evidence of student learning over time
- includes assessment items that have Marking Guides for year level moderation
- is used to provide feedback to students and teachers about learning.

All assessments are front-ended with a clear line of sight to the end product. All units of work:

- identify curriculum intent
- identify assessable elements (Content Descriptors) within the Learning Area that are to be the focus of assessment
- select the type of assessment instrument that will best collect the required evidence
- develop the assessment task ensuring that it provides evidence of the intended learning
- consider the standards that may be evident in the student work
- have a Marking Guide which identifies the criteria and standards statements
- differentiate the assessment tasks to accommodate a range of learning needs.

## Languages other than English (LOTE)

Pacific Pines Primary School provides students with the opportunity to engage with experience in different languages and cultures. Our highly qualified Japanese teaching staff engage students through functional aspects of the Japanese language, immersing students in culture, food and traditions.



## The Arts

The Arts curriculum consists of five strands: Music, Dance, Drama, Media and Visual Arts. Students from P-6 participate in weekly lessons with Specialist Teachers who provide opportunities to participate in hands-on learning using a range of mediums to develop and explore creative skills.



## Health and Physical Education

There are two components to the Australian Curriculum HPE program: Personal, Social and Community Health and Movement and Physical Activity. Our Health and Physical Education program engages all students in fun, active skill development across a number of sports each term delivered by Specialist Teachers.

## Arts Excellence

The Arts Excellence Program is focused on nurturing and generating creativity in students through extension-based learning opportunities designed to foster their curiosity and promote their personal growth and development. The willingness to take considered risks and to experiment is central to the creative process of the arts. In the Arts Excellence Program, students gain the confidence to experiment with the process of creation and design through project-based assessments and class work designed to extend their learning and capabilities as an artist. Students also benefit from valuable learning opportunities outside of the classroom through participation in competitions, events and excursions.

## Japanese Excellence

The Japanese Excellence Program is a cultural and linguistic adventure that opens the door to Japan's rich heritage and language. The program offers a comprehensive curriculum, including language instruction, cultural exploration, and a deep dive into the traditions and customs of Japan. With a dedicated Specialist Japanese Teacher and a supportive learning environment, we provide a unique and engaging experience for students.

## Sports Excellence

Our Sport Excellence Program supports talented and passionate young athletes to reach their full potential both on and off the field. The program focuses on building sporting skills, improving fitness, and developing sportsmanship, leadership and school pride – all while ensuring students maintain strong academic progress. Participants enjoy a specialised 60-minute training session each week, tailored to upcoming sporting events and a wide range of activities, from athletics and team sports to skill-building games. Regular fitness testing helps track growth, celebrate improvement, and set personal goals. Students are invited to join the program based on their commitment, positive attitude and dedication to both sport and learning.

Excursions and Incursions

Our student’s learning is enhanced through participation in school excursions and incursions. When planning excursions, our teachers ensure:

- An alignment to Australian Curriculum
- Safe ratios of adults to students as per activity requirements
- Students not participating in the excursion are supervised and provided with an alternative program at school

All school excursions and incursions are approved by our Principal.

Religious Instruction

Any student (except Prep students) may participate in Religious Instruction if a parent has given consent and indicated a religion, on the Application for Student Enrolment Form or in other written advice to the Principal. Future changes to this decision must be made by emailing the class teacher or the office.

Any child not participating in Religion, or whose nominated religion is not represented within the Religion program/s at the school, will receive other instruction by a qualified member of school staff during the time Religion is held. Other instruction will relate to subject areas that have already been covered in class.

Extra Curricular

Chess Club

Our school competes at district and regional levels in chess. This is supported by weekly coaching after school by Gardiner Chess. Participating students will have the opportunity to play socially each week.

Choir

Students have the opportunity to participate in a dynamic choral program. During rehearsals, children begin to learn the skills of breath control, vocal tone, pitch, diction and sight reading while learning a range of repertoire. Rehearsals take place during first break, with performances spread throughout the year.

Dance

At Pacific Pines Primary School, our Dance Club provides students from Years 2-6 with the opportunity to participate in a fun-filled session and learn new moves with our Specialist Dance Teacher. Students are taught basic fitness warm ups, technical skills, dance steps and whole routines and are given the opportunity to participate in competitions and performances.

Esports

The main aims of the Esports Club is to develop positive gaming behaviours and educate students on subjects like digital wellbeing, sporting values and healthy gaming choices which are taught in a safe, supportive and structured environment. The club runs before school and after school as an extra-curricular option during each term. Students will engage in coaching, skill development and a variety of teambuilding experiences. The titles chosen



for the esports experience are age appropriate and facilitate the Nintendo Switch as the platform of choice. This ensures a safe, offline environment for the students to hone their skills.

Instrumental Music

The school offers two Instrumental Music programs. Lessons in Brass, Woodwind and Percussion are available to students in Years 4 to 6 as part of the Instrumental Music Band program.

Lessons in Violin, Viola, Cello and Double Bass are available to students in Years 3 to 6 as part of the Instrumental Strings program.

Crucial factors for success in the program are regular home practise, preparedness and attendance for weekly small group lessons and ensemble rehearsals, and family support for the student.



Robotics

This before school session provides like-minded students regular collaborative opportunities to create programs for Lego Mindstorm EV3 robotics kits. Teams compete at the SumoCup Competitions and other contests throughout the year.

Sports Houses

Upon enrolment, children are assigned to one of four houses for sporting and competition activities. These houses are named after famous Australian athletes.

|                 |                 |
|-----------------|-----------------|
| FREEMAN - Blue  | (Kathy Freeman) |
| HACKETT - Red   | (Grant Hackett) |
| RAFTER - Green  | (Pat Rafter)    |
| NORMAN - Yellow | (Greg Norman)   |

Student Council

Representatives from each of the Year 5 and 6 classes are elected annually to be part of the school’s Student Council. This group meets monthly with the Deputy Principal and teacher coordinators about matters that arise ensuring the best possible outcomes for students at Pacific Pines Primary School.



Pacific Pines Primary School is committed to ensuring 90% of our students attend 90% of the time and to promoting the key messages of Equity and Excellence in action.

Equity and Excellence in action

Maximising learning for every student

Engaging every student in every state school in their learning is underpinned by high quality curriculum and teaching. With a focus on holistic approaches to student and staff wellbeing, schools create inclusive and positive learning and working environments.

Starting strong

Students who attend school regularly, and are engaged and progress in their learning, are more likely to have better outcomes across their schooling. This starts with a positive transition to school to ensure children feel welcome, safe and confident. We will implement staff, school, family and cross-government responses to maximise learning days.

Building on foundations

Early learning experiences shape young minds and inspire them to become lifelong learners. Building on the foundational literacy and numeracy skills established in early primary is critical for learning success. Strategies will focus on enhancing classroom engagement to maximise learning days.

Under the *Education (General Provisions) Act 2006*, you must make sure your child is enrolled and attends school on all school days unless there is a reasonable excuse. Schools must monitor attendance of students and follow up with parents and carers any unexplained absences.

Engaging every student in their learning is underpinned by high quality curriculum and teaching practices. Preventative and responsive supports assist schools to create inclusive and safe learning and working environments to maximise learning for every student.



Maximising Learning

Every day counts

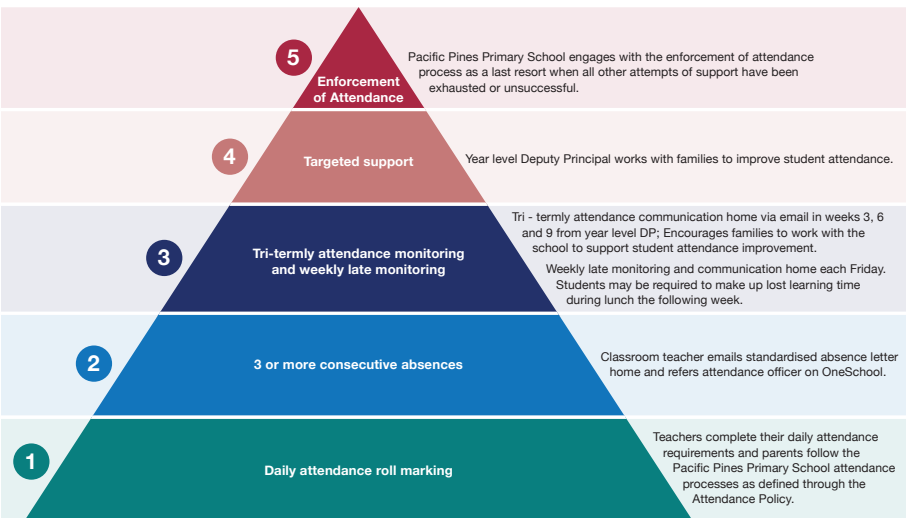
1 or 2 days does not seem much but...

| When your child misses just... | that equals...    | which is...       | and over 13 years of schooling that's | which means the best your child can achieve is... |
|--------------------------------|-------------------|-------------------|---------------------------------------|---------------------------------------------------|
| 1 day per fortnight            | 20 days per year  | 4 weeks per year  | nearly 1 ½ years                      | equal to finishing Year 11                        |
| 1 day per week                 | 40 days per year  | 8 weeks per year  | over 2 ½ years                        | equal to finishing Year 10                        |
| 2 days per week                | 80 days per year  | 16 weeks per year | over 5 years                          | equal to finishing Year 7                         |
| 3 days per week                | 120 days per year | 24 weeks per year | nearly 8 years                        | equal to finishing Year 4                         |

Monitoring and Actioning Student Attendance

We regularly monitor attendance to ensure students are engaging in their learning. If a child has three unexplained absences or a pattern of absences, we will reach out to parents/carers to discuss any concerns and offer support if needed.

Parent/Carer meetings may be required and encouraged to support your student to re-engage with learning. Our extensive school support network including classroom teachers, Leaders of Inclusion, Specialist Teacher Literacy and Numeracy (STLaN), Guidance Officer, Head of Inclusion, Deputy Principal and Principal work together to achieve this goal.



## Attendance (continued)

### PARENTS/CARER RESPONSIBILITIES:

#### Parents/Carer



- Ensure that your child attends school on time every school day
- Ensure that your child is at school ready for learning by 8:45am
- If your child arrives late (after 9:00am) you must present with your child to the office to collect a late pass and provide a reason for your child's late arrival
- If your child is to leave school before the school bell (3:00pm), you must present to the office to collect an early departure pass and provide a reason for their early departure
- Provide a satisfactory explanation by 9:00am via phone, email, QParents or in person for all absences, that is, any time during which your child is not attending or participating in their educational program
  - Phone – 5502 5333 – press option 1
  - Email – admin@pacificpinesss.eq.edu.au
  - QParents - *pathway* – View student – Attendance - Notify of absence
- Contact the school prior to any planned or long-term absence via phone, email, QParents, written correspondence or in person. If student absence is to be for an extended period of time (10 or more consecutive school days) an exemption form with documented evidence including a travel itinerary or airline tickets must be completed and approved by the Principal
- Contact the school if your child is refusing to attend school
- Working in partnership with the school to initiate or attend meetings to seek support and discuss your child's attendance is vital
- Advise the school of any change of address or phone numbers to ensure school records are accurate. Up to date data is essential in an emergency

### STUDENT RESPONSIBILITIES:

#### Student



- Arrive at school every day by 8:45am ready for learning, by wearing your uniform and bringing your equipment
- Never leave school during school hours without an adult
- Report to the office if arriving to school after 9:00am with your parent and collect a late pass

Ready to  
learn at  
8:45am



Our Attendance policy can be found on the website.

## Positive Behaviour for Learning (PBL)

Pacific Pines Primary became a Positive Behaviour for Learning School (PBL) in 2019. Positive Behaviour for Learning (PBL) is a whole-school framework that promotes positive behaviour across a school and helps develop safe and supportive learning environments.

Our 4 school expectations are 'Be Safe', 'Be Respectful', 'Be Responsible' and 'Be a Learner'.



### Explicit Teaching of Expected Behaviours

Each fortnight, every class teacher, from Prep-Year 6, actively teaches and reinforces positive behaviours through the use of targeted whole school lessons. Teaching expected behaviour combines what we want students to know and do (through our teaching matrix and through explicit teaching) and how we will teach them to do it (practice and reinforcement).

The fortnightly Positive Behaviour Learning focus is posted on our Pacific Pines Primary Facebook page as a way of informing parents and families what is being explicitly taught in each classroom.



# School-wide Positive Reinforcement

At Pacific Pines Primary School we believe in encouraging the behaviours we want to see with both verbal acknowledgement and tangible rewards. Effective reinforcement is contingent on desired behaviour, delivered immediately following the behaviour and given frequently during the acquisition when students are learning a desired skill.

At our school, staff give students Pine Cone tokens to acknowledge and encourage positive behaviour. Once students receive a Pine Cone in recognition, this cannot be taken away as a consequence of inappropriate behaviour. Students use Pine Cones to complete levelled Pine Trees (Bronze, Silver, Gold and Platinum) each term.

Students that achieve Gold Level have full access to our PBL Rewards Day at the end of the term. Students that do not finish Gold Level are required to complete a behaviour reflection sheet before accessing the Rewards Day.

When students finish their Platinum level, their name is placed in a platinum draw box. At the Celebration Assembly at the end of each term one student from each year level receives an extrinsic reward (currently a \$30 gift card, donated by our P&C Committee).

Furthermore, Gold Pins are awarded each semester to students who have achieved Gold level. These pins can be worn with pride on students' school uniforms.

Our Student Code of Conduct can be found on our website.

## High 5

Embedded in our teaching of Positive Behaviour for Learning are strategies for conflict resolution. We call this our 'high 5' strategies. These hands are visible around the school and displayed on school buildings, close to play areas and within classrooms.



|                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <div>Ignore</div> <ul style="list-style-type: none"><li>•Pretend you don't hear what others are saying.</li><li>•Do not make eye contact with them.</li><li>•Maintain positive body posture (calm and confident).</li><li>•Think positive self-esteem statements.</li><li>•Slowly count to five in your head.</li><li>•Take deep breaths.</li></ul>                                                       |  |
| <div>Talk Friendly</div> <ul style="list-style-type: none"><li>•Use a calm voice.</li><li>•Maintain eye contact.</li><li>•Show confident body language.</li><li>•Maintain relatively close proximity.</li><li>•Use 'I' statements - I feel... when you... because...</li><li>•"Please leave me alone."</li></ul>                                                                                          |  |
| <div>Walk Away</div> <ul style="list-style-type: none"><li>•Stand tall, keep your head up high.</li><li>•Don't talk to the the person you are avoiding.</li><li>•Maintain positive body lanaguge.</li><li>•Do not make eye contact.</li><li>•Walk away from the area, preferably towards a congested area or to an adult.</li><li>•Do not look back.</li><li>•Walk confidently, but do not run.</li></ul> |  |
| <div>Talk Firmly</div> <ul style="list-style-type: none"><li>•Use an assertive voice, slightly raised (try not to yell).</li><li>•Tell the person to stop.</li><li>•Re-state your 'I' statement. e.g. "I asked you to leave me alone."</li></ul>                                                                                                                                                          |  |
| <div>Report</div> <ul style="list-style-type: none"><li>•If in the playground, walk to a staff member wearing a fluro vest and report what is happening.</li><li>•If in a classroom, report what is happening to the classroom teacher.</li><li>•Bystanders - support and report.</li></ul>                                                                                                               |  |



Purpose

Pacific Pines Primary School is a full uniform school.  
Students must wear the complete uniform in accordance with school routines and this policy.

A ‘Student Dress Code’ promotes a safe and supportive teaching and learning environment by:

- Establishing a culture of school pride and high expectations along with a strong sense of belonging.
- Fostering mutual respect within the school by promoting social equality amongst all students.
- Improving student safety by enabling ready identification of students and non-students at school.

We expect all students in our school community to support the accepted standard of dress when:

- Attending or representing their school; including school excursions.
- Travelling to and from school; and
- Engaging in school activities out of school hours.

The ‘Student Dress Code’ guidelines below, outline standards of acceptable dress and also aspects of the personal presentation of students.

This policy has been developed in accordance with the *Education (General Provisions) Act 2006* and the *Department of Education, Training and Employment’s Procedure: Student Dress Code*.

Student Dress Code at Pacific Pines Primary School

All uniform items (except shoes and socks) must be purchased from the school uniform shop. Look alike items are not acceptable.

Please note:

- Visible undershirts or leggings are not permitted to be worn.
- Students must wear the uniform in a neat and tidy manner.
- Students **must** wear a Pacific Pines Primary hat during outdoors activity.

Special Considerations:

- Our school understands and accepts that some cultures, religions and medical conditions have specific dress requirements. Modifications to the uniform that comply with recognised cultures, religious values or medical conditions may be negotiated with the Principal.

Relaxation of the Code:

- Relaxation of the Code will occur occasionally in circumstances such as free dress days, camps, discos and other functions. The school will clearly communicate when this relaxation is applicable.
- On school ‘Sport Days’ (Athletics, Swimming and Cross-Country Carnivals) students may wear a shirt the colour of their house team as well as ‘running shoes’ that may not comply with our day-to-day shoe attire expectations.

Uniform Items

| Pacific Pines Primary Summer Uniform                | Pacific Pines Primary Winter Uniform                               |
|-----------------------------------------------------|--------------------------------------------------------------------|
| ✓ PPPS polo shirt                                   | ✓ PPPS jacket                                                      |
| ✓ Unisex shorts or navy culottes with the PPPS logo | ✓ PPPS jumper                                                      |
| ✓ All black, fully enclosed lace up or velcro shoes | ✓ Plain navy tracksuit pants                                       |
| ✓ White ankle socks                                 | ✓ Optional for girls: navy blue full length plain tights/stockings |
| ✓ PPPS hat                                          |                                                                    |
| ✓ PPPS Senior Shirt (Year 6 only)                   |                                                                    |



# Student Dress Code (continued)



**Pacific Pines  
Primary School**

## Student Dress Code

### School Shoes

From Prep to Year 6, **all black, fully enclosed shoes** (including black laces and black soles) are to be worn. Only all black formal school shoes or all black joggers are acceptable. Velcro shoes may be worn.

*Please note:*

- Basketball boots, high tops or ankle boots are not to be worn.
- No slip-ons, ballet flats, heels, coloured laces, canvas or suede shoes are permitted.
- Coloured joggers or trimmings are not permitted.

Examples of **acceptable** shoes:



Examples of **unacceptable** shoes:



### General Appearance and Presentation

All students are required to wear the uniform correctly and are encouraged to take pride in their appearance and keep their uniform neat and tidy.

| Hair and Accessories                                                                                                                                                                                                                                                                                                                  | Jewellery                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Long hair (hair that is longer than collar length) is to be tied back.</li><li>• Hair must be a natural colour.</li><li>• Students may wear hair accessories in school colours (e.g. clips, ribbons, scrunchies).</li><li>• Hairstyles to be neat, clean, tidy and well maintained.</li></ul> | <ul style="list-style-type: none"><li>• One wrist watch (smart watches must be on school mode).</li><li>• Students with pierced ears may wear gold or silver studs.</li><li>• No bracelets, necklaces, ankle bracelets or rings.</li><li>• Items required for identification of medical conditions are permitted.</li></ul>                          |
| Make up and Body Markings                                                                                                                                                                                                                                                                                                             | <p><i>Please note:</i></p> <ul style="list-style-type: none"><li>• Any item of approved jewellery may still be required to be removed in activities for safety reasons under Workplace Health and Safety legislation.</li><li>• Consultation with the Principal is required for jewellery of personal, cultural or religious significance.</li></ul> |
| <ul style="list-style-type: none"><li>• Make up is not permitted.</li><li>• Nail polish, nail patterns/art, nail jewellery or false nails are not permitted.</li></ul>                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                      |

### Non-Compliance with Dress Code

Depending on the circumstances, students in breach of the policy may be:

- Prevented from attending an activity where they are representing the school.
- Prevented from participating in an activity where safety is an issue.

We understand that on rare occasions, due to circumstances beyond the control of the student and/or the student's parent some dress code items cannot be worn. In this instance, students must report to the class teacher or office and provide a note from home explaining the uniform breach and the period for which this will exist.

### Community Endorsement of the Code

The Pacific Pines Primary Parents and Citizens Association resolves that it supports this Student Dress Code. The Association believes that the Code promotes the objectives of *Education Queensland (General Provisions) Act 2006* through providing a safe and supportive teaching and learning environment by:

- Establishing a culture of school **pride** and **high expectations** along with a strong sense of **belonging**
- Fostering mutual **respect** within the school by promoting **social equality** amongst all students
- Improving **student safety** by enabling ready identification of students and non-students at school

*This version was approved in August 2024:*

**De Parker – Principal**

**Phil Matthews – P&C President**

*A copy of this policy can be found on our website.*



# General Information

## Before School Supervision

Before school routines and procedures exist to ensure the ongoing safety of our students.

Students arriving prior to 8.00am will be required to attend YMCA before school program. Students attending band, choir or other extra curricular programs can arrive at 7.55am and go straight to the area for their activity.

Students who arrive between 8.00am and 8.15am will be required to sit in the area at the back of the office until 8.15am. At this time, students will move to one of the following supervised areas to sit and wait until the bell at 8.45am.

**Prep** – Outside Wattle Building

**Years 1-3** – Junior under covered area

**Years 4-6** – Senior under covered area

Once at these areas, students are permitted to sit and talk to their friends or undertake a quiet activity.

## Bus Transport

Kinetic Bus Lines services this school. For all general enquiries, bus pass enquiries and lost property enquiries, please phone (07) 5552 2700. Some students are eligible for assistance under the 'School Transport Assistance Scheme'.

Refer to the Kinetic website for school bus routes and timetables.

<https://www.wearekinetic.com/au/gold-coast>

## Complaints

At Pacific Pines Primary School we are committed to fostering a school environment that is supportive, respectful, compatible with human rights and provides all students with opportunities to engage in quality learning.

Our school vision, 'Achieving Excellence Together' promotes effective partnerships with parents, carers, students and school staff.

Pacific Pines Primary School appreciates and acknowledges that parents, carers, students and community members have a right to make a complaint.

As a department, we welcome opportunities to improve our services and achieve our vision of equity and excellence in a high performing education system.

Our Complaints Management process document outlines how Pacific Pines Primary School will manage these complaints and can be found on our website.

## Excursions and Camps

The children participate in a variety of excursions and camps as part of their regular educational program. You will be advised when excursions are programmed. Costs for these are borne by parents. Parents who have economic hardships are asked to contact the Principal to discuss the matter.



Please refer to our website for this school's refund policy. Please be advised that our preferred payment method is by BPoint. Payment details are located at the bottom of student invoices.

A new number is generated for each child for each excursion. Please note money is not to be handed to the classroom teacher. Payments for camps and excursions must be made by the cut-off date. **Please note that NO late payments will be accepted.**

## Fire Drills/ Lockdowns

As per Work Health & Safety Regulations Emergency Evacuation and Lockdown drills are held at regular intervals. All students participate in fire drills and lock downs at least once per term. Parents are advised via email when they occur.

## First Aid

When a student receives a minor injury, they will report to the office where a first aid trained staff member will attend to. For a serious injury or illness, parents will be notified as soon as possible.

In the case of an emergency and where parents cannot be contacted, Queensland Ambulance Service will be called.

## Lost Property

All items of clothing need to be named. A lost property box is placed inside the school office and is accessible daily. At the end of term, lost property is displayed and any unclaimed items are recycled or donated to charity. Toys and personal items of sports equipment are not permitted at school unless special permission is approved.

## Medical Condition/Medication

Parents/carers must notify our school of a health condition, supply a medical plan and if requiring medication to be administered at school, a letter from the prescribing doctor advising medication and dosage required. Furthermore, the instructions provided are to be written on the medication by the pharmacist. Any variations to this letter/plan must be in writing.

Parents/carers must complete an Administration of Medication at School Record Sheet stating student's name, medication, dosage and times.

**Asthma Medication** – An Asthma Management Plan from your doctor is to be provided upon enrolling, along with asthma medication and spacer.

**Anaphylaxis** – An Anaphylaxis Action Plan from your doctor is to be provided upon enrolment, along with medication.

Under no circumstances can staff administer over the counter medications eg, cough medicine, pain relievers without a medical practitioner's instructions.

## Payments for School Activities

### Payment options

Pacific Pines State School prefers payment by BPoint transactions or via QParents.

Please note: Payment by BPoint must be made 48 hours prior to the cut-off date.

### Paying in person

Payments may be made using credit card, debit card (Eftpos), cash or cheque. Payment can be made at the school office on Tuesdays between 8:00am and 10:00am.

### Paying by BPoint

BPoint is an online payment system. BPoint can be accessed via ANY computer or smart phone. Payments accepted via Mastercard or Visa and is a secured payment method.

Parents can click the link located on the bottom of your invoice: [www.bpoint.com.au](http://www.bpoint.com.au). All information will be populated from the invoice to complete the BPoint payment.

We encourage you to make payments by the above methods to avoid queuing at the window and our handling of bulk cash amounts. The last date for payment on excursion notes is the final payment date. **Please note, NO late payments will be accepted.**



## Refund Policy Student Resource Schemes, Camps, Excursions and Other Activities

### 1. INTRODUCTION

At Pacific Pines Primary School, we are committed to providing a safe and supportive learning environment for students, staff and volunteers. This commitment includes the health and safety of staff and students when conducting curriculum activities in the school or in other locations.

State schools are able to charge a fee for:

- An educational service including materials and consumables not defined as instruction
- Administration and facilities for the education of the student;
- An education service purchased from a provider other than the school where the provider charges the school and
- A specialised education program.

A school fee is directed to the purpose for which it is charged, however occasionally refunds may need to be issued to a student, parent or carer for one of the following reasons:

- Overpayment of an account;
- Termination of enrolment for any number of reasons;
- Non-attendance at a non-compulsory excursion where no costs for that excursion have been incurred by the school; or
- Any other reasonable reason where a refund is legitimately required.

### 2. PURPOSE

The purpose of this policy is to provide information to parents/carers in relation to the requirements and policy for issuing refunds.

Refunds may only be made in the following circumstances:

- The customer or students credit balance relates to an overpayment, a credit note, a refundable deposit, bond or similar transaction;
- **48 hours' notice** was given to the school regarding the student's non-attendance in the excursion/activity.
- The reason for the refund must be legitimate; and
- Refunds may be made via electronic funds transfer (preferred method), or cheque facilities if electronic funds transfer is not possible.

### 3. GUIDELINES

Refund payments to accounts receivable customers may only be made from the Accounts Receivable Team at Pacific Pines Primary School.

This is to ensure the correct processing of refund documentation and also ensure that Education Queensland policy and procedures are followed.

**The following guidelines are in place in relation to issuing refunds:**

- A refund cannot be made to correct an erroneous entry. Such transactions can only be undertaken through the issuing of a credit or debit note to correct the error;
- Refunds are not to be made automatically for all customers or students with a credit balance. Each refund will be made having regard to all of the relevant circumstances and individually entered into the OneSchool Finance system;

- Refunds may be offset against on-going accounts at the request of the customer
- Refunds must not be made where the debtor has an overdue account.
- Refunds may not be made if the fee was for services provided by an external provider who does not offer refunds.

The following Department of Education, Training and Employment policies refer:

- Education (General Provisions) Act 2006
- 8.2 School excursions and international school study tours - version effective 1 February 2024
- 5.5 State Education Fees - version effective 30 November 2023

#### 4. REFUNDS FOR ACTIVITIES AND EXCURSIONS

Non-compulsory school excursions and camps enhance a student's learning by providing opportunities for the student to participate in activities, both curriculum-related and recreational, outside of the normal school routine.

All planned school excursions are approved by the Principal. School fees for co-curricular activities and excursions are provided on a cost recovery only basis, according to the number of students who have indicated their attendance.

Participation of the students in an excursion or co-curricular activity is indicated through payment of the fee and provision of a permission form completed by the parent/carer.

As the school budget cannot meet any shortfalls in funding for a co-curricular activity due to the subsequent non-participation of a student who had previously indicated attendance of the activity, fees already paid for a co-curricular activity may be refunded in full or in part or not at all, having regard to the associated expenses incurred and the circumstances of the non-participation.

Cost neutral school activities may at times result in a surplus for an activity, i.e. total revenues exceed total expenses for the activity. Any surplus funds in cost neutral cost centres must be accounted for appropriately. If the surplus is significant a credit will be issued to students involved and applied against outstanding amounts or future invoices.

#### 5. APPLYING FOR A REFUND

If a student, parent or carer wishes to apply for a refund for any of the following reasons, they may do so by completing a Request for Refund form available from the school office.

- Overpayment of an account;
- Termination of enrolment for any number of reasons;
- Non-attendance at a non-compulsory excursion where no costs for that excursion have been incurred; or
- Any other reasonable reason where a refund is legitimately required.
- Where possible, the request should include the receipt relating to the payment for which a refund is being sought.
- A request for refund must be made within 14 days of the date of the activity.

In the event that an activity is cancelled, all payments under \$10.00 will be automatically credited to a student's school account to be used against outstanding fees or a credit balance applied to students school account for future use. For payments over \$10.00, parents will be given the option:

- to have monies transferred to outstanding debt; or
- if no outstanding debts exist, to have a credit balance applied to their account for future use; or receive a refund cheque

Refund requests received **48 hours prior** to non-attendance at a non-compulsory excursion or activity will be forwarded to the Finance Department for confirmation of the following:

- What costs have been incurred for that excursion; and
- If the student is able to receive a full or part refund of the activity or excursion fee.

**All refund requests are approved/not approved by the Principal.**

#### 7. PRO-RATA REFUNDS

In some cases, where part of a course/unit of study has been completed, a pro-rata refund will be made based on the cost for the full course less the percentage completed.

#### Sunsmart

A policy exists at our school whereby students **must** wear hats to be outside. Bucket hats are the only type of headwear acceptable for outside play. These can be purchased from the uniform shop. Our school and P & C support the "No Hat, No Play" policy.





# Pacific Pines Primary School

## OUR VISION

*Achieving Excellence Together*

## OUR VALUES

*Enhancing wellbeing*

*Fostering collaboration*

*Maintaining high expectations*

*Respecting diversity*

*Valuing community partnerships*



Pacific Pines Primary School would like to acknowledge the Kombumerri people, the traditional custodians of this land. We gather in this special place, between the salty water and the mountains; to learn. We pay our respects to the Elders past, present and emerging for they hold the memories and traditions for the First Nations Peoples of Australia. May their knowledge, strength and wisdom be with us today as we continue our learning journey together.

