

Robina State School

Parent Handbook



Friendship Pride & Respect

Telephone: 07 5562 4111

Facsimile: 07 5562 4100

Email: office@robinass.eq.edu.au

Website: www.robinass.eq.edu.au

1-13 Killarney Ave Robina Qld 4226





Welcome to Robina State School.

Established in 1990, our school offers our students an extensive learning program based upon the pillars of academic development, sporting opportunities, cultural experiences, community leadership and digital citizenship. The Robina school campus is a safe, supporting and rich learning environment where all of our students can grow and learn with confidence.

We aim to work in strong and positive partnerships with our parents and the wider community to ensure that not only do our students reach their full educational potential, but that we are preparing our students to live and compete successfully in a global, technology driven future. The partnership we develop with our community is predicated on having common values based on mutual respect, integrity and excellence in all we do on behalf of our students.

Our school motto of Friendship, Pride and Respect is at the heart of everything we undertake and is reflected in our strong values of high expectations and optimum achievement for every student. Our parent body and school staff work closely together to provide an excellent educational facility and learning environment.

At Robina we ensure that a student's learning journey is personalised and inclusive of not only the curriculum offering, but also a range of planned extra-curricular offerings.

I would invite you to contact us for assistance if you have any questions, concerns or comments. We believe that our school will provide your child with a rich learning experience during their primary schooling.

Regards

Carmel Baker

Principal



SCHOOL DIRECTORY

Principal: Carmel Baker
Deputy Principal: Suzanne Murray Prep – Year 3
Deputy Principal: Nicole Wardle Year 4 - 6

Address: 1 – 13 Killarney Avenue, Robina
QLD 4226

Postal address: 1 – 13 Killarney Avenue, Robina
QLD 4226

Telephone: (07) 55624 111
Email address: office@robinass.eq.edu.au
Website address: [www.http://robinass.eq.edu.au](http://robinass.eq.edu.au)
Office Hours: 8:30am – 3:30pm
Finance Office: 8:30am – 10:30am (Tuesday only)

Tuckshop: E: tuckshop@robinasspandc.com.au

Uniform Shop: E: uniformshop@robinasspandc.com.au
Uniform Shop Hours: Tues & Thurs 8am-9am

OHSC: E: oshc@robinasspandc.com.au
P: (07) 5562 4166

Student Services: E: StudentServices@robinass.eq.edu.au
P: 07 5562 4107

SCHOOL TIMES – School commences at 8:50am and concludes at 3:00pm

First Bell: 8:45am
School Starts: 8:50am
First Break: 11:00am – 11:40am
Second Break: 1:10pm – 1:50pm
School Finishes: 3:00pm



SCHOOL FACILITIES

Robina State School was established in 1990 and has undergone recent renewal with some special features:

- Modern Resource Centre including STEAM classrooms
- Specialist Music rooms
- Innovation Hub including Coding and Robotic Centre
- Air-conditioned classrooms
- Outside School Hours Care on the school site
- Purpose built Community Performing Arts Centre
- Adventure Playgrounds with modern designed Early Years play area, Senior Ninja Playground and Sensory Quiet Grove Playground
- Large oval, mini oval and basketball courts

Some of these special facilities have been provided with the assistance of our active and supportive Parents and Citizens Association for the enhancement of our students' school experience. These include:

- CPAC
- Digital Learning Centre / Innovation Hub
- Early Years Playground
- Senior 'Ninja' Playground
- Quiet Grove Playground

In addition to these facilities the Parents and Citizens Association also provide annual supplements to ensure the Health and Physical Education Program, Music Program and STEAM Program are generously resourced.

At Robina State School we believe that developing the whole child is paramount and we aim to build a positive culture that places both the academic and the social emotional development of our students at the core of education. Social, Emotional and Values Education play an important role in teaching the skills of wellbeing, promoting positive health and character strengths that enable our students to fulfil their purpose in life.

As a whole school we strive to be a positive community, based on respectful relationships, a sense of belonging and inclusion. To this end, our students are actively engaged in learning that promotes their development as confident, persistent, resilient, organised citizens with the ability to maintain strong respectful relationships. We recognise that parents and carers are the most important and influential people in children's lives and as such, we promote parents/carers and teachers working together to support children.



THE AUSTRALIAN CURRICULUM

At Robina State School we implement curriculum outlined by The Australian Curriculum and Reporting Authority (ACARA). The Australian Curriculum is designed to develop successful learners, confident and creative individuals, and active and informed Australian citizens. It outlines the teaching and learning of student knowledge, skills, and understandings from foundation to Year 10 across eight learning areas:

- 📖 English
- 📖 Mathematics
- 📖 Science
- 📖 Health and Physical Education
- 📖 Humanities and Social Sciences
- 📖 The Arts
- 📖 Technologies
- 📖 Languages

To equip students with knowledge, skills and behaviours to become lifelong learners and effective members of an ever-changing global society, the Australian Curriculum integrates seven general capabilities across all subject areas: Literacy; Numeracy; Information and Communication Technology; Critical and Creative Thinking; Personal and Social Capability; Ethical Understanding; and Intercultural Understanding. To enrich learning further, three priorities are also included across subject areas: Aboriginal and Torres Strait Islander Histories and Cultures, Asia and Australia's Engagement with Asia and Sustainability.

The Australian Curriculum sets out achievement standards used for assessing and reporting on each subject area that directly aligns with what the students have been taught.

When delivering the Australian curriculum, we promote common and consistently used teaching and learning practices to support and ensure ongoing improvement in student achievement. In planning for learning, we use deep curriculum knowledge combined with timely student data to understand the readiness of all learners and set challenging but achievable learning goals. We continually monitor and review evidence of student learning to evaluate the impact of our teaching and maintain high expectations and the common belief that all students can learn given the right time and support.

For more detailed information please visit www.australiancurriculum.edu.au

REPORTING TO PARENTS

Written academic reports of student achievement are emailed home twice yearly at the end of each Semester in June and December. Students are rated on achievement and effort in each subject area. During Term One and Term Three we also conduct learning conferences where parents, students and teachers meet to discuss student achievement and goal setting for future learning. It is important that we work together to ensure each student achieves success, so we encourage parents to contact their child's teacher or administration to make an appointment if there are any concerns regarding progress or social and emotional wellbeing at any other time throughout the year.

STUDENT SOCIAL AND EMOTIONAL WELLBEING

Robina State School implements a whole-school approach to enhancing learning and wellbeing for all students, focussing on social and emotional learning.

You Can Do It! Program

The *You Can Do It* (YCDI) Program is a social-emotional learning program developed by Professor Michael Bernard that aims to boost success, improve relationships, reduce stress, and promote optimal levels of wellbeing. This program provides opportunities for students to develop a positive sense of identity and learn the skills necessary to become active and responsible citizens. These skills are known as the 5 Keys to School Success and include: Organisation, Confidence, Persistence, Getting Along and Resilience.

Children who have developed social and emotional skills find it easier to manage themselves, relate to others, resolve conflict, and feel positive about themselves and the world around them.

Each Key is assigned two characters to help students understand each area, and these are included below. Throughout the term, information will be posted about the key features of the *YCDI* program and include information on how you as parents and carers can reinforce each Key to School Success with your student.

Each fortnight, one student from each class, who has demonstrated excellence or improvements in one of the Keys to School Success, is presented with an award at our fortnightly PCL (Positive Culture for Learning) assembly.



Gary and Gabby Get-A-Long



Olivia and Oscar Organisation



Pete and Penny Persistence



Charlie and Connie Confidence



Ricky and Rosie Resilience

The students at Robina State School are taught, through explicit lessons, how to get along with others, conflict resolution, and social skills. These goals are achieved via the YCDI (You Can Do It) or PCL lessons, incursions from external companies, organised presentations with the school's Adopt-A-Cop, small group mediations, and focussed social skilling groups.

SCHOOL CHAPLAIN

Our School Chaplain assists students in all aspects of wellbeing, providing assistance to children who maybe suffering from anxiety, behavioural concerns, past/current grief/trauma, and social/emotional issues. A School Chaplain is a safe person for young people to connect with at school and provides a listening ear, caring presence, and a message of hope. Chaplains run positive, fun activities for students and assist in fostering supportive, caring school communities.



MUSIC PROGRAM

The music program at Robina State School is noted for its excellence and prominent position in its culture. It offers diverse opportunities for students to develop their musical aptitude through classroom music and learn woodwind, brass, percussion and string instruments. Our program is centred around the research that “active music-making is a particularly crucial factor for executive functions improvements” that are beneficial to child’s development across all curriculum areas. Performance opportunities are available for students across ten ensembles provide students with cultural opportunities to play in Strings Ensembles, Concert Bands, Jazz Bands, Rock Bands and Choral groups that integrate learning opportunities and social development learning a range of music from classical to current popular music.

The instrumental music program operates as part of the larger music program encompassing an extensive classroom music component and choral groups, catering to a broad cross-section of the school community. Robina State School’s emphasis on excellence in the arts stems from innovative practices and an ethos celebrating the many advantages of developing a meaningful music program within The Arts Stream of the Australian Curriculum and the Queensland Instrumental Music Curriculum.

For more detailed information, please visit www.australiancurriculum.edu.au or <http://education.qld.gov.au/curriculum/framework/p-12/docs/instrumental-music-curriculum.pdf>

Research from: Frischen, U. et al. (2021). **Music lessons enhance executive functions in 6-to-7-year-old children.** *Learning and Instruction, 74, 101442.*

STEAM PROGRAM

The Robina State School STEAM program provides an environment where all students are provided with equal opportunities to discover, collaborate, hypothesise, create and persevere. Our learning environment is innovative and unique in the primary school setting with a variety of engineering supplies, robotics, 3D printers and iPads. All students in Prep to Year 4 participate in STEAM lessons weekly where they are challenged and encouraged to develop critical and creative thinking skills. Learning in these STEAM lessons focuses on guided inquiry along with explicit instruction and ‘hands on’ learning to engage the learner, promote curiosity and develop 21st century skills.

The STEAM program is part of the Robina State School Innovation Academy where all students are offered opportunities to join extra-curricular groups catering to the diverse interests of our students. Opportunities include local competitions with Gold Coast Primary and High schools and also National competitions in the areas of STEAM and robotics.



ENROLMENT PROCEDURES

The vast majority of students who enrol at Robina State School do so at Prep level and remain at Robina for their primary school years.

The Department of Education has applied an Enrolment Management Policy for Robina State School. The school catchment map defines the catchment area for the school. The school's catchment is available to be viewed at either the school office or online at <http://www.qgso.qld.gov.au/maps/edmap/>

Parents who wish to enrol their child at the school will need to demonstrate that the student's principal place of residence is within the catchment area. Current proof of residency at the address indicated can be provided by way on one of each of the following:

- One primary source - a current lease agreement, rates notice, or conditional sale agreement
- One secondary source – a utility bill (eg. electricity, gas) showing this address and parents' name

If the school has capacity to enrol students from outside the catchment area, enrolment will be determined through a waiting list process. Please contact the office for more information.

STARTING PREP

Students commencing Prep in 2026 must be born between 1 July 2020 and 30 June 2021.

Original written proof of date of birth such as a birth certificate is required. No photocopies will be accepted as the original must be sighted with application.

There is a Prep transition program designed for parents who are enrolling their child into Prep. The dates for these events can be seen on our school website and Facebook page.

An enrolment pack is available from the Administration Office or Student Services.

Prep Experience

Towards the end of each school year, parents and pre-prep students will be invited to attend a Prep Experience.

Students will be given the opportunity to spend a morning in Prep, with a Prep teacher and other pre-prep students.

Parents will take part in an information session, a tour of the school and have the opportunity to purchase uniforms.



DRESS CODE AND UNIFORM POLICY

Robina State School is a uniform school in accordance with the decision made by the community. Parents are requested to support the school by ensuring their son / daughter complies with the School Dress Code.

The Dress Code and Uniform Policy is a condition of enrolment at Robina State School that parents agree to adhere to. The responsibility for dress code belongs to the parent/caregiver.

The Dress Code and Uniform Policy consists of an agreed standard of dress and items of clothing which include a standard uniform and Year 6 graduation shirt. Students must be in correct full school uniform when:

- Attending or representing Robina State School
- Travelling to and from school
- Engaging in school activities both in and out of school hours.

Robina State School has a Dress Code and Uniform Policy that requires the wearing of a school uniform that aims to contribute to a safe and supportive teaching and learning environment through:

- Reinforcing and complementing our high standards of behaviour, learning and achievement.
- Fostering a sense of belonging
- Presenting a positive image within our local community.
- Promoting social justice by allowing all students to present well each day at school.
- Making intruders into the school easily identifiable.

The Dress Code and Uniform Policy reflects community standards and is consistent with occupational health and safety, anti-discrimination and Sun Safety Strategy policies. The Dress Code and Uniform Policy clearly outlines the standards of acceptable or reasonable dress in relation to clothing worn by students, including headwear and footwear. The policy also addresses other aspects of personal grooming and presentation such as hair, makeup, fingernail polish, jewellery and stick on tattoos.

Summer Uniform	Robina sport shirt with navy blue sport shorts
Winter Uniform (optional)	Unisex navy-blue tracksuit and jumper
Shoes	Black leather shoes or black joggers
Socks	White ankle socks – Robina logo optional
Hat	Navy blue wide-brim Robina logo hat
Schoolbag (optional)	Navy blue backpack
House Colours on Sports Day	FALCONS – RED HAWKS – GREEN KESTRELS – BLUE EAGLES - PURPLE



Uniform Expectations

Students must:

- Wear school uniform at all times unless otherwise stated
- Wear the nominated Robina State School hat
- Wear shoes that are robust and capable of protecting the student's feet while allowing them to engage in the range of school activities. Black leather shoes or black joggers are required. Sandals and thongs are not allowed. Students should not wear canvas shoes or fashion shoes.
- Wear the required uniform if they are a member of a school music performance group.

Dress Code

- Hats - Hats are compulsory and all students must wear the Robina State School hat whilst outdoors.
- Hair - All students must wear hairstyles that are clean, neat, and tidy and tied back with head band or clips coloured blue, white and/or lemon. Hairstyles deemed unacceptable include colouring of hair, extreme styles - tracks, Mohawks, Rat's Tails and others as agreed to by the Parents' and Citizens' Association.
- Jewellery – In interests of safety, jewellery is to be kept to a minimum with students only wearing a watch, one set of plain studs or sleepers in their ears. Medical bracelets may be worn. No other form of jewellery or adornment should be worn. Parents must seek approval from the principal for their child to wear jewellery for religious purposes. On request a child may wear a bracelet that promotes a recognized charity or community awareness campaign.
- Makeup and nail polish are not permitted
- Body ink (tattoos) real or fake are not permitted.

Out of Uniform

If a student is unable to wear the required school uniform, parents/carers must send a note to the class teacher explaining the reason and indicating when the student will be wearing the required school uniform.

Any student not in the required uniform or breaching the school dress code will be issued with a School Dress Code Letter. The purpose of the school dress code letter is to inform the parent that on enrolment they agreed to abide by the Uniform Policy and Dress Code and that their child needs to be in the required uniform.

In reference to this Dress Code Policy and in accordance with The Education (General Provisions) Act 2006, Robina State School may:

- Issue a Uniform Breach (School Dress Code Letter) to students for not complying with the policy.
- Prevent the student from attending, or participating in, an activity for which the student is representing the school,
- Prevent the student from attending or participating in any school activity that is not an essential educational program.
- Impose a detention for a student during lunch or after school (if after school, parents will be advised before detention occurs).

Uniform Free Days

The Principal in consultation with the school community can approve a uniform free day. Students are able to wear acceptable dress in place of the school uniform. Students must not wear inappropriate dress which is deemed to be:

- Offensive
- Likely to disrupt, or negatively influence, normal school operations
- Unsafe for students or likely to result in a risk to health and safety of other students.



ATTENDANCE

All schools in Queensland are committed to providing safe and supportive learning environments for all students which address their educational needs. Robina State School expects all students will attend school, on every school day for which the child is enrolled. This attendance policy aims to ensure that all students are given the best opportunity to learn by outlining the responsibilities of the school, parents and students in managing attendance.

School community beliefs about the importance of attending school

It is important that students, staff and parents/carers have a shared understanding of the importance at attending school. Robina State School

- is committed to promoting the key messages of Every Day Counts
- believes all children should be enrolled at school and attend school all day, every school day
- monitors, communicates and implements strategies to improve regular school attendance
- believes truanting can place a student in unsafe situations and impact on their future employability and life choice

Responsibilities

School responsibilities

- monitor and identify student absences
- advise parents/carers if their child is not at school
- follow up unexplained absences
- follow Education Qld policy and procedures for enforcing enrolment and attendance: <http://ppr.det.qld.gov.au> Managing Student Absences and Enforcing Enrolment and Attendance at State Schools

Student responsibilities

- Attend school each day unless there is an acceptable reason for an absence
- Make every day count in their learning

Parent responsibilities

- Ensure that their child/ren is enrolled at school and regularly attends the educational program of which they are enrolled.
- Ensure that their child arrives on time every school day
Contact the school prior to any planned absence or within 2 days.



ARRIVAL AND DEPARTURE

Children are expected to arrive **from 8.30am** and depart at 3.00pm. Two major points of entry and exit are located at the pick-up / set down area on Killarney Avenue and either through the pedestrian entry/school crossing on Glen Eagles Drive.

Outside School Hours Care is available for students from 6:30am for children needing to arrive at school early.

Children entering the school grounds before school are required to sit in their designated class groups, in either the Junior Undercover area (Year 1-2) or the Tuckshop area (Years 3-6).

All Prep students will enter and leave via the front gate on Killarney Ave. Staff members will be present to take them directly to class.

Prep students are only to arrive from **8:30am** as no staff supervision is present before this time.

Children who arrive after 9:00am are to report to Student Services to be marked present on the roll. If a student arrives after 9:00am and does not go by way of Student Services they will more than likely have missed the class roll making and will be recorded as an unexplained absence. This will result in a text message being sent to the nominated parent.

Students collected before 3:00pm must be signed out at the Student Services by an adult who is either a parent or an Emergency Contact.

Children not collected by 3:15pm will be directed to wait outside Administration. Should children be still waiting when Administration closes, students will then be expected to attend After School Care at the parent expense.

The School Administration Office closes at 3.30pm.



ABSENCE FROM SCHOOL

It is school policy and expected that parents/guardians either email or telephone the school office on the FIRST day of a student's absence from school simply explaining that your child is absent and is in your care.

- QParents
- School telephone: (07) 55624 111 (Option 1)

If no notification is received by phone or email the absence will be recorded as unexplained. On a daily basis, an automatic text message is sent to the nominated parent of all students marked with an unexplained absence. The nominated parent is expected to reply by text giving a reason for the absence. All unexplained absences are followed upon automatically until a reason is received. The number of unexplained absences is monitored and followed up with a call from the office.

A review of student attendance is conducted each term. An interview is conducted with parents of students with a significant number of unexplained absences and those who have a high rate of absenteeism.

If the absenteeism continues a formal letter will be issued in accordance with Education Queensland policy.

PARENT / VISITOR 'SIGN IN' PROCEDURE

A 'sign in' system is in place for all visitors to our school grounds between 9 am and 3 pm, including parents.

Once school commences at 8:50 am each day any adult on our school grounds who is not a paid Education Queensland employee will be required to come through our main office and sign in and be issued with identification to be worn whilst on the school grounds. They will also be required to return to the school office to sign out. Part of this process will be agreeing to a Code of Conduct whilst on the school grounds and identifying the purpose of the visit, eg, volunteering in the tuckshop, uniform shop, library etc and the length of time required on the school grounds. We do not expect or accept parents without a legitimate purpose to be on school premises at any time. Parents are asked to not be on the school grounds to collect students prior to 3:00pm.

MONEY COLLECTION / FINANCE WINDOW

Our Finance Office is located in the Digital Learning Centre and shared with Student Services. The Finance window is open on a Tuesday between 8:30am to 10:30am.

All monies for sport / excursions etc must be directed to the Finance Office or paid via internet banking. Payments can be made by BPoint (preferred method by department), Visa, Mastercard or EFTPOS over the counter. Credit card payments cannot be accepted by phone.

If payment and/or consent form is not received by the due date, students will not be able to participate in the excursion.

STUDENT DROP OFF AND PICK UP PROCEDURE – Prep to Year 6 PARKING OF VEHICLES



Robina State School operates a structured after school pickup procedure managed by multiple staff members.

Along Killarney Avenue there are signs showing No Parking between 8:00am - 9:00am and 2:30pm - 3:30pm. If you are coming into the Pick-up or Drop-off zone you must be moving along this section at all times. Your vehicle cannot be stationary for more than 2 minutes. The driver must remain in the vehicle.

ONLY PREP parents move into the line from 2:45 (NOT before 2:45). All other parents begin to move into the line from 3:00 (NOT before 3:00). If your child/ren are not on time and ready on the pick-up zone you will be asked to go around and return to the end of the line.

At the afternoon pick up, the name of the required student/s is announced over the PA and the student proceeds to the Loading Zone using the zebra crossing in front of the main school entrance and the exit from the Killarney Avenue carpark.

The practice of cars waiting in line in the Killarney Avenue carpark is illegal. There is NO entry to this carpark between 7:30am-9:30am and 2:30pm-3:30pm. Students who are walking home exit via the gates on Glen Eagles Drive.

In the morning students should not be dropped off in the Killarney Avenue carpark. Drivers should use the Loading Zone on Killarney Ave in the morning if they are wanting to remain in their vehicle when they drop a student to school.



COMMUNICATIONS

QParents

Your QParents Invitation Email will be sent on completion of enrolment.

The QParents web and mobile application provides parents with secure, online access to their child's student information, including:

- Attendance and absence details, as well as the ability to notify the school of a future absence
- Digital consent forms and managing permissions
- Academic report cards
- Viewing unpaid invoice details, payment history, and making payments online

Viewing and updating personal student details, including medical conditions and address



AUDIRI APP – PARENT COMMUNICATION TOOL

Audiri streamlines school communication via one centralised system, helping parents connect with our school community. With the Audiri App, parents can access Newsletters, Event Calendar, Class Communications, P&F Communications including OSHC and Tuckshop, Absence Forms and Change of Details forms.

HOW TO DOWNLOAD THE APP:

1. On your smartphone, visit the app store
2. Search "Audiri School Communication" and download the app
3. Once installed click the + sign to **Add a School**
4. Search for **Robina State School** and select it

HOW TO JOIN GROUPS:

1. In the app, select the '**Resources**' icon on the bottom right-hand side of app screen
2. Select '**Groups**' in the menu
3. Find the class or group you would like to join
4. Slide across the '**toggle**' to select that group and send a request to join
5. Please note it can take up to 24 hours for your request to be approved

EMAIL

Individual emails and group emails are used to communicate with parents. Student Report Cards are emailed at the end of each Semester to parents. For parents to receive individual, group and report cards via email you need to have:

- An email address recorded in the Parent Contact details and
- Receives Correspondence is 'Yes' in Parent/Student Relationship details

WEBSITE

The school website is located at <https://robinass.eq.edu.au> and includes information about the school, enrolling, curriculum extra-curricular, facilities, calendar and news, our community and support and resources.



Parent and Community Code of Conduct

Supporting learning, wellbeing and safety in every Queensland state school

We welcome parents' and other members of our diverse community into schools across Queensland.

Working together with their school community², school staff support the learning and wellbeing of every student, and are entitled to a safe work environment.

Parents and other visitors to schools support safety by ensuring their communications and conduct at the school and school activities is respectful.

Elements of engagement	It is expected that parents and visitors to our school communities will:	Parents and visitors to our school communities demonstrate this by:
Communication 	<ul style="list-style-type: none"> • be polite to others • act as positive role models • recognise and respect personal differences • use the school's communication process to address concerns 	<ul style="list-style-type: none"> • using polite spoken and written language • speaking and behaving respectfully at all times • being compassionate when interacting with others • informing staff if the behaviour of others is negatively impacting them or their family • respecting staff time by accepting they will respond to appropriate communication when they are able • requesting a meeting to discuss any concerns about their child's education — allowing staff time to prepare and appreciating their time may be limited
Collaboration 	<ul style="list-style-type: none"> • (parents) ensure their child attends school ready to learn • support the Student Code of Conduct 	<ul style="list-style-type: none"> • taking responsibility for their child arriving and departing school safely on time every day • reading and encouraging their child to understand and follow the Student Code of Conduct
School Culture 	<ul style="list-style-type: none"> • recognise every student is important to us • contribute to a positive school culture • work together with staff to resolve issues or concerns • respect people's privacy. 	<ul style="list-style-type: none"> • valuing each child's education • acknowledging staff are responsible for supporting the whole school community • speaking positively about the school and its staff • not making negative comments or gossiping about other school community members, including students — in person, in writing or on social media • understanding, at times, compromises may be necessary • considering the privacy of all school community members at all times, and understanding that the school cannot share confidential information.

¹The term 'parent' refers to parents, carers, guardians and people who exercise parental responsibility for a child.

²The term 'school community' refers to staff, students, parents, local business and community organisations and visitors to the school.



MAKING A COMPLAINT

During the course of your child's school years, you may have cause to make a complaint about an issue or concern you have with their education.

The department is committed to ensuring that all complaints are dealt with in a fair and equitable manner. There are processes and support networks in place to enable you and your child to work through any issues or concerns you may have. It is not appropriate to use Social Media to attempt to resolve issues or make complaints.

To achieve an effective resolution for all parties, when making your complaint, you should ensure you:

- Provide complete and factual information in a timely manner
- Deliver your complaint in a calm and reasoned manner
- Avoid making frivolous or vexatious complaints or using deliberately false or misleading information. You should be aware that if you are making a complaint about a staff member that, in most instances, the staff member will be told of the complaint and offered the right of reply. You also have the right to have a support person to participate throughout the process.

The following four-step procedure is in place to assist parents/carers and school staff to reach an outcome that is in the best interest of the student.

1. DISCUSS YOUR COMPLAINT WITH THE CLASS TEACHER

If your complaint is with your child's teacher or relates to an issue concerning your child's experience at school, make an appointment with that teacher as soon as possible through the school administration. Discuss your complaint with the teacher and give the teacher an opportunity to suggest a solution. The teacher will make a record of your complaint and report your meeting and any outcomes to the school principal. Together, both you and your child's teacher should be able to resolve the problem at this level.

2. DISCUSS YOUR COMPLAINT WITH THE PRINCIPAL

If after approaching your child's teacher your complaint remains unresolved, make an appointment to see the school principal to discuss the issue further. Alternatively, you and the teacher may agree to ask the principal to act as a go-between in informal conflict resolution in an attempt to resolve the problem.

If your complaint relates to more general school matters, including issues of school policy and issues of compliance or non-compliance, you should raise your complaint directly with the principal or their delegate. The principal may refer your complaint to a delegate such as the deputy principal or Business Services Manager. The staff member will make a record of your complaint and work with you to come to a resolution. Complaints to the principal may be lodged in person, by telephone, writing or via email.



3. CONTACT YOUR LOCAL EDUCATION OFFICE

If you have discussed your complaint with the principal and still feel that you have not reached a resolution, you have the right to contact your local departmental office.

Complaints may be lodged by telephone or in writing. Your complaint should be specific in detail and outline the steps you have taken to resolve the issue. Ensure your complaint includes your full name and address and that you have signed and dated it. It is also a good idea to keep a copy for your own records. Anonymous complaints will only be acted on if enough information has been provided to allow for follow-up with the relevant school principal.

When you contact your local education office a record will be made of your complaint. You will also be advised that your name and the nature of your complaint will be reported back to the principal of your school. Local office staff will then work with you and your school to seek a resolution. Addresses and telephone numbers for the departmental offices are listed in the White Pages of your local telephone directory and are also available through the State school's regional office contacts.

4. INDEPENDENT REVIEW

If you have not been able to resolve your complaint through these formal processes, you can lodge your complaint with the Queensland Ombudsman. The Ombudsman may be contacted at:

Office of the Ombudsman, GPO Box 3314, Brisbane, Qld, 4001 Email: ombudsman@ombudsman.qld.gov.au
Telephone (07) 3005 7000 or 1800 068 908 Fax (07) 30057067

THE ROLE OF PARENTS AND CITIZENS' ASSOCIATION (P&C's)

Complaints about services that are run or managed by the P&C at your school, should be directed to the P&C.



PARENTS' AND CITIZENS' ASSOCIATION

The Robina P&C Association is responsible for raising funds throughout the year to go towards improvements to our school. It is a not-for-profit organisation run entirely by volunteers who operate the school's uniform shop, tuckshop, OSHC and organise the many fundraisers and events for our students and school community. All funds raised go back into improving the school's facilities, resources and providing better opportunities and experiences for our kids.

The P&C Association meets on Wednesday of Week 3 and Week 8 each term at 6:30pm in the Modular 2 meeting room. The meeting dates are advertised in the school's weekly newsletter and on the Robina P & C website: <http://robinasspandc.com.au>.

The Association represents parents' views on school issues, provides opportunities to build a sense of community and provides essential services to families.

TUCKSHOP

Tuckshop operates on a daily basis and aims to provide a well-balanced range of foods at affordable prices. Our menu has been designed to meet the requirements of the Smart choices – healthy food and drink supply strategy for Queensland schools.

Operating Hours: 8:30am to 12:00pm
Email Address: tuckshop@robinasspandc.com.au

Orders must be placed through our online ordering system, QKR. No over the counter cash transactions are accepted.

All orders distributed first break only.



Download the Qkr! App

Select: Robina State School

Order cut off time is 8:50am each morning



UNIFORM SHOP

Our school is a uniform school. All children are expected to wear the Robina State School uniform at all times. A hat and appropriate footwear are compulsory (no sandals or thongs). An inappropriate attire note will be given to any child who does not present in full school uniform.

The Robina State School P&C operates the Uniform Shop as a service to the school community.

Uniform Shop orders can be placed online via the QKR App.

Operating Hours: Tuesday and Thursday 8am – 9am or by appointment, for over the counter sales.

Email Address: uniformshop@robinasspandc.com.au

Uniform Shop Contact No: 0437 675 448

OUT OF SCHOOL HOURS CARE PROGRAM

The program offers quality Out of School Hours Care and all Robina State School students are eligible to attend our centre, from Prep to Year 6. CCS is available for eligible parents / carers.

Vacation Care is a community service; therefore, all primary school students are eligible to attend.

For Outside School Hours Care you can acquire permanent days each week and/or casual booking daily providing there are places available. An enrolment fee is levied at the beginning of each year.

Operating School Hours: Monday to Friday 6:30am – 8:45am and 3:00pm – 6:00pm

Vacation Care Hours: 6:30am – 6:00pm

Pupil Free Day: 6:30am – 6:00pm

Public Holidays: Closed

Email Address: oshc@robinasspandc.com.au

Phone: (07) 55624166

Mobile: 0429 869 830

Location: Robina State School – entrance via Glen Eagles Drive, behind CPAC



Robina State Primary School opened its doors to the Robina Community on 29 January 1990 with an enrolment of 240.

The School's name originates from the Robina Land Corporation, which has not only played a large part in the co-operative planning and development of our school with the Education Department, but whose foresight has also seen the Robina development as one of the fastest growing and innovative urban developments in Australia.

Our school emblem, the osprey, originated from an osprey nest which was located on the school grounds when planning and building the school. The nest became the centre of a tug-of-war between environmental and community groups and the Ministries of Education, National Parks and Wildlife and Administrative Services. The well-being of the osprey was preserved with their relocation to the Robina Woods Gold Club.

Our School motto "Friendship ~ Pride ~ Respect" symbolises the values we strive to uphold at Robina State School. They are aligned with the values, principles and expected standards outlined in Education Queensland's Code of School Behaviour.