

### BIRRONG BULLETIN

### The Newsletter of Birrong Girls High School

Cooper Road, Birrong 2143 Telephone: 9644 5057

Issue No. 7 October 2021

#### PRINCIPAL'S REPORT

Dear Parents and Carers,

Three weeks into Term 4, and it has had more twists, turns and thrills than the most extreme rollercoaster. At this stage, you are all adjusting to life post 'freedom' day and preparing to send your children back to school.

While we have continued to deliver learning from home, the BGHS school community has also been busy preparing for the return onsite.

As you can well appreciate, this involves considerable planning and preparation. From our community, it will require respect for rules. We expect the complete support of our processes and practices by our entire community while we strive to keep everyone safe. This is the foundational goal for BGHS as we prepare to welcome everyone back. Why is safety the primary goal? Because it is upon this strong foundation that our core business, the learning and teaching at school, can operate successfully.

I will be meeting with all year groups in Week 3 to explain the plan and expectations. Parents are welcome to attend but are also invited to a forum/information session on Wednesday 20 October at 6pm where I will present an outline of the return to school plan and answer any questions parents may have. Parents and carers who wish to attend are invited to ring the school and register. A link will be sent to their email address on the day of the event.

In summary, the organisation for the rest of the term will be as follows:

All students are required to enter through the student entry pathway on Cooper Road. Teresa Street gates will remain closed until otherwise advised.

Students will be provided with staggered attendance times to facilitate organisation and entry into the school buildings.

Students will be required to wear masks indoors at all times.

Students who have PDHPE timetabled on a particular day will be required to wear their PDHPE

uniform and remain in their uniform for the duration of the school day.

Canteen orders must be made in advance and online with counter service limited to drinks and ice blocks. Details are provided on pages 9-12 of this Bulletin.

The first three days of the HSC exams (commencing 9 November) will involve a schedule of limited students onsite. Some year groups will be required to learn from home on those days and the details are to be advised.

Parents are not permitted to come onsite without permission. Parents and carers are invited to contact the school to make inquiries and seek information.

Students will be expected to social distance, wear masks compliantly when indoors, apply hygienic practices and clean their seats and desks at the beginning and end of each lesson.

Students who present with or develop one or more COVID symptoms should not attend school. If they develop a symptom during the day, they will need to go home. To return, they will require a negative COVID test result or medical certificate or period of 10-day isolation. Students who contract COVID will require a clearance certificate to provision their return to onsite learning.

Parents are reminded that the school does not have a sick bay and students who are unwell will be monitored and supervised while a parent, carer or emergency contact is notified and picks them up.

Inside this issue:	Page/s
Principal's Report	1-2
Report from the Deputy Principals	2-3
Careers News	4
From the English Desk	4-6
School Travel for 2022	6-7
School Calendar	7
Next P&C Meeting	7
BGHS Library Click & Collect	7
TRANSDEV school bus service update	8
My School Connect – our school tuckshop is now online!	9-12
Did you know that you can make payments to your child's school online?	13-19
Uniform purchases	20-21

The entire staff are looking forward to reconnecting with their students and continuing the important developmental partnership that works to prepare our students for success in their post-school lives. We remind our BGHS families that our staff have families too. They have loved ones and are fiercely protective of their health and safety. It is vital that all our students comprehend the magnitude of the COVID endemic and respect the safety practices in place to look after the wellbeing of everyone. Each individual has the capacity to hold different views and opinions. Every household has the capacity to run things their own, individual way. However, in a school community that involves almost 1000 individuals onsite every day, there must be respect for the rules and protocols in place within that context and we trust that our parents and carers will support and promote this.

### New payment processes to maximise convenience and further promote COVID safety POP Online Payments

There is a new online payment facility available for students, parents and carers for all school related payments, including uniform, learning charges and excursions. This enhances convenience for all members of the school community, eliminating the need for onsite visits or even payments over the phone. It also reduces the need for students to carry large amounts of money to school or to line up for payments during recess and lunch. Please see the instructions for online payments on pages 13-19 of this Bulletin.

### IMPORTANT NOTICE: Online ordering facility for Canteen

The school canteen will be operational as of 25 October when all students (Years 7-11) are required to return onsite at Birrong Girls High School.

Please note that in keeping with DoE and Health Safety requirements, there will be limited counter service and a new facility for online ordering, also commencing on 25 October. All orders must be made no later than 8.30am online through the My School Connect website for same day service, but can also be made in advance. The set up instructions are simple, easy to follow and provided on pages 9-12 of this Bulletin. This is a fantastic facility that will streamline operations, reduce food wastage, promote student organisation and secure COVID-safe practices within the school community.

### **Uniform purchases**

In keeping with current COVID-safe expectations, parents are not permitted onsite. Consequently, uniform sizing and purchases can be aided by the sizing and measurement grid. You can measure your child in the comfort of your own home and use the chart to determine the appropriate sizing, order over the phone and pay online. Please see pages 20-21 of this Bulletin.

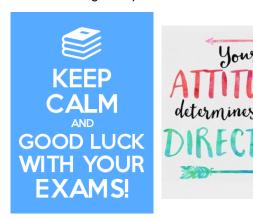
Zena Dabaja **Principal** 

#### REPORT FROM THE DEPUTY PRINCIPALS

Welcome back to Term 4, a time to work hard towards future goals.

The annual 'Tell Them From Me – Partners in Learning Parent Survey' was available for all parents and carers from 11-15 October 2021. Many thanks to the 207 parents and community members who took the time to respond to the survey. This is the highest number of responses we have ever had to our survey. The information provided by you helps us to understand more about your child's experience at school and confirm our school's areas of strength as well as areas for us to focus on in the future.

We wish all the 2021 Year 12 students the very best as they embark on their HSC examinations. These examinations bring to a close their secondary schooling and prepare them for continued success in future endeavours. So many of the girls have received early entry to university, congratulations girls. Good luck for your HSC examinations starting with English on Tuesday 9 November. Year 12 should review the Year 12 Welfare Google classroom for updates regarding Formal and sign out processes.



Our Year 11 students have completed their Preliminary Year examinations online at the end of last term and they have already begun their preparation for the HSC in 2022. Students will receive their reports in the coming weeks and should spend some time reflecting on their performance. Students are encouraged to seek assistance from their teachers to identify how they could achieve improvement as they embark on their Year 12 course of study. The Year 12 Handbook (assessment outline and HSC processes) will be distributed and students are encouraged to plan their term carefully, taking note of when assessment tasks are due and ensuring that they are well organised to complete all required work.

Students are reminded to adhere to school procedures for assessment tasks and examinations which are explained in the Handbook. Nightly study habits and a clear focus

on completing work to develop deep understanding are essential in achieving the best possible future outcomes. It is also important that students achieve a balance between family, study and extracurricular activities. Students should get the right amount of sleep and rest, as this often impacts on the effectiveness of your study routines. If students are experiencing difficulty in maintaining a balance, or need assistance with setting goals, we encourage them to be proactive and seek help from Ms Shinas, Ms Rothwell, Ms Salvagio or Ms Tselepi.

Throughout Term 4 Year 10 students are expected to continue working diligently, making sure they complete all class and assessment tasks to a high standard to ensure they achieve all course outcomes. Students should also be preparing for their Year 10 formal exams which will be held during Week 4. All Year 10 students have now chosen their preliminary HSC subjects for Year 11. Some students will need to reflect on their selections and consider if their choices are best suited to their capabilities and future career aspirations. It is important that students listen to advice and make decisions which will allow them to achieve to the best of their ability. For some students, the prospect of gaining a traineeship or apprenticeship (working and undergoing training whilst being paid) may be a more appealing and appropriate pathway. Parents of Year 10 students considering an alternate pathway are encouraged to make an appointment to discuss the best options and opportunities for success post Year 10 with Ms Shinas, the school's Transition / Careers Adviser.

Year 9 students are encouraged to continue to engage with their learning when they return to classrooms for the remainder of the school year in preparation for Year 10 in 2022. Students received their NAPLAN results in late August. These results allow parents to reflect on some areas of their daughter's progress in literacy and numeracy and allow teachers to plan to further develop literacy and numeracy skills through targeted teaching practices.

The majority of Year 8 students have continued to engage with the expectations of learning from home and, like other students, are encouraged to ensure they complete the year by attending school every day when we return to classrooms. All Year 8 students have selected their Year 9 elective subjects for 2022. These electives will continue to be studied in Year 10 2023.

Year 7 students also received their NAPLAN results in late August. To improve, it is vital that parents provide an environment that encourages regular reading which will assist students to improve their comprehension as well as vocabulary.



Parents are reminded that the Homework Centre is available online for students to complete work and seek assistance when

they experience difficulty. It operates on Monday through Thursday and is supervised by qualified teachers from the school. This term will be a busy time studying for and completing assessment tasks, and preparing for yearly examinations. Now is the time to work especially hard to ensure that reports reflect students' efforts and capabilities.

Every day your daughter should be spending a minimum of 2 hours on her homework, assignments and revision as well as extra time for study and reading. To help students, parents should discuss their work and outwardly show interest in their learning. This could involve regularly asking them about their learning and helping them to establish a study plan to achieve their goals. Successful students always identify family support as a key element to achieving their success and acknowledge the support accordingly.

We look forward to welcoming all students Years 7-11 back to face-to-face-learning on 25 October. Please ensure you regularly check the school's communication channels such as the website, Facebook, Instagram and SkoolBag App for updates and instructions about returning to school. We will see you back ready to work and with your face mask!

Ad Astra! Aim for your very best this term!

Ms George, Ms Andrews and Ms Cross **Deputy Principals** 

#### **CAREERS NEWS**

Ms Wailes has returned to Careers part time on a Tuesday and Wednesday for the remainder of the year. Both myself and Ms Shinas are looking forward to returning to school and seeing all the students face to face again.

#### **Careers Google Classrooms**

A reminder to Year 10, 11 and 12 - if you haven't already, please join the Careers Google classroom ASAP. This is where all the latest and important Careers news/events get posted and we don't want any students missing out on suitable opportunities and resources.

#### Year 12

A reminder to complete and submit your contact details and early offers to Ms Shinas on the Google classroom so we can reach you next year and find out what post school pathway you have taken. If any students or parents/carers wish to speak with a Careers Adviser, please email us or phone the school to schedule an appointment.

#### Year 11

We are excited to support your transition into Year 12 and look forward to working closely with all students over the next year. Over the course of your final year of study you will be provided with valuable opportunities, resources, and advice to help support you in your career decision making. This is a challenging but exciting time for students and the Careers Advisers are here to support you every step of the way.

### Year 10

Unfortunately, due to the current situation, Term 4 Work Experience won't be going ahead. There will be opportunities for students to participate in online/virtual experiences if they wish to do so in their own time. Keep checking the Careers Google classroom regularly to stay updated.

### Preparing today's learners for uncertainty – a webinar for parents

'Uncertainty tolerance' (UT), or how we process and respond to unknown or complex situations, is increasingly recognised as an essential workplace skill. Uncertainties in the workplace are everpresent and we've seen shared, global experiences of this with the uncertainties surrounding work during the COVID-19 pandemic.

On Tuesday 9 November Associate Professor Michelle Lazarus will discuss the impacts of UT on students, and outline some strategies to help parents to support their children to improve their UT to prepare them for their futures in further education and work. Register via this link: <a href="https://attendee.gotowebinar.com/register/12">https://attendee.gotowebinar.com/register/12</a> 13662242126413580

Ms Wailes/Ms Shinas Careers Advisers

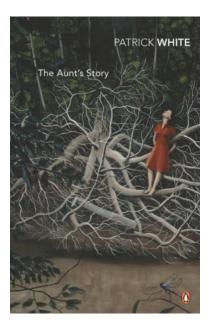
#### FROM THE ENGLISH DESK

As our lockdown became more and more protracted, the English staff turned to reading to soothe and uplift. You'll find below the quotes we found most engaging and the novels that housed them. We hope you are inspired to source these novels and dive deeply into them as well.

1. Ms Sayed Mahmoud, from The Aunt's Story by Patrick White.

"It was both desolate and soothing to sit on the black hill. There are certain landscapes in which you can see the bones of the earth. And this was one. You could touch your own bones, which is to come a little close to truth."

- Patrick White, The Aunt's Story



#### 2. From Ms El-Kiki:

My favourite quote from P&P of all time is Mr Darcy's quote "you must allow me to tell you how ardently I admire and love you."

- Jane Austen, Pride and Prejudice





### 3. From Ms Legg:

"Someone once told me that the only names that matter are the ones we take for ourselves."

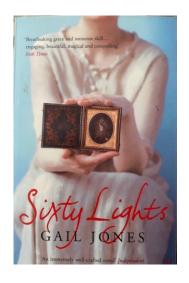
- Lucy Holland, Sisterhood



#### 4. From Ms Caravas:

"It bounced as if it was electrically animated, the long sleeves waving. Lucy remembered her mother removing this blouse, pulling it up slowly over her head; but the garment snagged half way so her mother opened her buttons from the inside-out to reveal her face. Lucy had her arms held up, her girlface peeped through its linen encasing, and she stayed like that, comically misshapen, for their mutual amusement. Just this small occasion, just this scrap of a moment that in another time and other circumstances had no real employment as a memory. All this from the happenstance of a fluttering blouse...all gathered together in a tiny tight loop of time."

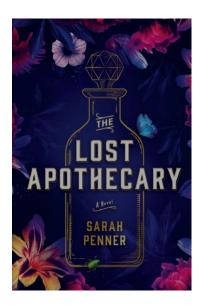
- Gail Jones, Sixty Lights



#### 5. From Mr Aravena:

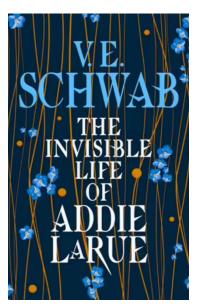
"To me, the allure of history lay in the minutiae of life long ago, the untold secrets of ordinary people."

- Sarah Penner, The Lost Apothecary



"Books, she has found, are a way to live a thousand lives--or to find strength in a very long one."

- V.E. Schwab, <u>The Invisible Life of Addie</u> <u>LaRue</u>



"There's a ghost in our house in a red evening dress, black stockings and Mum's slingback shoes. Her hair whispers over white shoulders as she dances through the rooms."

- **Steven Herrick**, <u>Love</u>, Ghosts & Nose Hair

"She is sugar, curiosity, and rain."

- E. Lockhart, We Were Liars

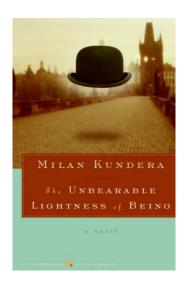
"When you've lived in a cage, you can't bear not to run, even if what you're running towards is an illusion."

### - Robert C. O'Brien, Mrs Frisby and the Rats of NIMH

#### 6. From Ms Bolanca:

"He considered music a liberating force: it liberated him from loneliness, introversion, the dust of the library; it opened the door of his body and allowed his soul to step out into the world to make friends."

### - Milan Kundera, <u>The Unbearable Lightness</u> of Being



### **SCHOOL TRAVEL FOR 2022**



### 2022 school travel applications are now open

Students who need a School Opal card or travel pass for 2022 can apply now. A new application will need to be submitted if they are applying for a school travel pass for the first time, or if they are requesting an additional travel entitlement as a result of a new shared parental responsibility situation (e.g. joint custody).

Students who change address, school, campus location, or who have repeated a year or received an expiry notification from Transport for NSW for their school travel entitlement should renew or

update their details before the end of term 4. This will ensure that schools can endorse applications and current entitlements are updated and remain valid. School Opal card holders will have the changes applied to their existing card

If a student's distance eligibility has changed based on their grade the system will automatically update their entitlement if they meet the new criteria. If they do not meet the new eligibility criteria, they will receive an expiry notification via email.

Students who have an entitlement approved under a medical condition that is due to expire will receive a notification advising them to re-apply.

Term Bus Pass holders will receive a notification to re-apply.

Students in the Opal network applying for an Opal card (including a Term Bus Pass) for the first time will receive their Student Opal card at their nominated postal address. Cards will be mailed out from January 2022.

School Student Transport Scheme site change On 1 October 2021 the School Student Transport Scheme (SSTS) information and application portal was moved to **transportnsw.info**. This will assist families to find all their travel information in the one place.

#### Travel from Term 1 2022

We ask that parents plan ahead and make sure their child knows which service/s to use and has a valid ticket to travel; either a School Opal card or Child/Youth Opal card (within Greater Sydney) or a School Travel Pass (outside Greater Sydney), from the start of the school year.

Applications for the School Student Transport Scheme (SSTS) open at the start of Term 4 2021 for travel in 2022, so parents/students can apply or update details early and be ready for the start of the new school year.

Most students using the Opal network will not need a new Opal card and can continue travelling on their existing card each year.

The start of the year is a difficult period for local bus operators, and students travelling without a valid ticket make service planning and operations increasingly difficult.

We recognise that for some families last minute changes to school enrolments mean they may not have a School Opal card or Travel Pass for the start of term. In the Opal network, we strongly encourage these families to have their children travel on a Child/Youth Opal card until they receive their valid School Opal card. If outside Greater Sydney, parents should contact their local bus operator to discuss their travel needs.

Bus operators are flexible and understanding, particularly at the start of the school year, and will ensure students can travel safely to and from school. But to best support our operators we encourage all students to have a valid ticket, as early as possible, from the start of the school year.



Please also remember that students using Opal cards must tap on and tap off in line

with the Student code of conduct and Opal terms of use.

Further information can be found at <a href="https://transportnsw.info/travel-info/using-public-transport/school-travel">https://transportnsw.info/travel-info/using-public-transport/school-travel</a>

### **BIRRONG GIRLS HIGH SCHOOL CALENDAR**

#### October:

Wednesday, 20th

 Return to school information session for parents/carers at 6pm (online). You are invited to ring the school to register.

Monday, 25th

Years 7-11 return to face-to-face learning

Monday, 25<sup>th</sup> to Friday, 29<sup>th</sup>

Year 10 Yearly Exams

### November:

Wednesday, 3rd

■ P&C meeting, 6pm

Tuesday, 9th

■ HSC exams commence



### BIRRONG GIRLS HIGH SCHOOL PARENTS & CITIZENS ASSOCIATION

Parents are invited to the P & C MEETING on Wednesday 3 November 2021 at 6pm

### **BGHS LIBRARY**

# CLICK & COLLECT

Borrowing library books is now a delivery service for all BGHS students and staff. Just login to Oliver, use the reservation system for books you would like to read and Library staff will deliver your reservations to you in class. This is a COVID safe solution for you to continue to borrow books.



### **UPDATE #6 - 11 OCTOBER 2021**

As we prepare to welcome students back to the classroom and onto our buses, we would like to take this opportunity to provide a quick update on how we will support this transition over the next few weeks.

From 18 October 2021, we will return to a full timetable, including the resumption of all school services. This will mean that our buses will be ready to support the staggered return to schools.

We can confirm the following safety measures are being followed:

- Our Drivers remain compliant with the Public Health Orders and are committed to supporting the community.
- Masks remain mandatory for all drivers and increased cleaning regimes will continue.
- Our exclusion zones remain in place on board to help maintain space between our drivers and customers.
- All of our public route services have now been increased to a total customer limit of 27 people.
   Available seating will continue to be identified by the familiar green dots that say 'sit here'.
- However we can confirm that this limit will not apply to school students and priority will be given to them where possible. We are still bound to ensure no child is left behind. Additional monitoring will be undertaken to address any issues that arise.

In line with Government instruction, we also encourage people to avoid peak hour travel, allow additional travel time or make alternative travel arrangements if possible. Similarly, we ask that parents also consider alternative transport options for their children to ensure they are not impacted by these changes.

Be assured, your students safety and wellbeing is paramount and we look forward to welcome our school communities back on board in the coming weeks.

If you have any concerns during this time, please do not hesitate to contact our School Engagement Team on tdnsw.schools@transdev.com.au or by phone (02) 8700 0555.

Yours sincerely,

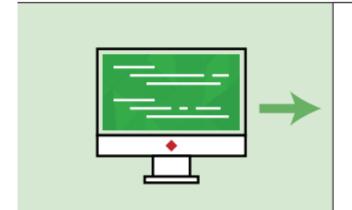
Robert Macey Managing Director

7



### OUR SCHOOL TUCKSHOP IS NOW ONLINE!

Download the free app or access www.myschoolconnect.com.au



## I. REGISTER YOUR ACCOUNT

Register on any device, simply login to www.myschoolconnect.com.au and click on "Create Account", follow the prompts to add your email and password.

### 2. ADD YOUR STUDENT

And make sure that you select your school and classroom details.





### 3. SELECT "TOP UP"

To add money to your account via Credit Card or Paypal, you can choose Direct Deposit but allow 3-5 working days to process prior to ordering. You can also pay as you go, simply skip the pop up screen for adding funds and start ordering.

(Please note Merchant Fees applies to Credit Card or Paypal Transactions)



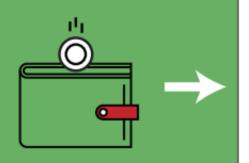
### 4. ORDER

To start ordering lunches simply select your Student and click "Buy Now", and you can order for the day, week. It's that simple!

### 5. CHECKOUT

Once you have completed your order, view your order summary in the "cart" and proceed to "checkout". Select your preferred form of payment and submit, all orders are confirmed via email.





### NOTE ON PAID ORDERS

Note that only paid orders will be sent to your canteen, not those still sitting in your cart. To start ordering lunches simply select your Student and click "Buy Now", and you can order for the day, week. It's that simple!





### SKIP THE CANTEEN LINE WITH





I. DOWNLOAD THE MY SCHOOL CONNECT APP



2. SELECT MY SCHOOL TUCKSHOP



3. ORDER YOUR LUNCH



4. SKIP THE QUEUE!



WWW.MYSCHOOLCONNECT.COM.AU

MY SCHOOL CONNECT HAS A 7 DAY A WEEK SUPPORT LINE, CONTACT 1300 030 915





IS OUR NEW ONLINE PROVIDER!



I. DOWNLOAD THE MY SCHOOL CONNECT APP OR VISIT MYSCHOOLCONNECT.COM.AU



2. CREATE YOUR ACCOUNT



3. ADD YOUR STUDENT INFORMATION



4. TOP UP YOUR ACCOUNT



5. START ORDERING!





### Did you know that you can make payments to your child's school online?

We have launched a new online payment portal linked to your school's website to make it easier for you to pay for school related payments. This is a secure payment page hosted by Westpac.

#### What expenses can be paid online?

- Voluntary School Contributions
- Subject Contributions
- Excursions
- Sport
- Creative and Practical Arts
- Sales to Students
- Other

#### When?

This payment method will go live on 18 October 2021.

#### How?

Log onto School site at https://birronggir-h.schools.nsw.gov.au

Click on "Make a Payment" and follow the prompts to make a payment via Visa or MasterCard.

### Make Online Payments

It is now possible for parents to make online payments to the school for amounts owing for students, via a secure payment page hosted by Westpac. Payments can be made using either a Visa or MasterCard credit or debit card, and can be made via computer, tablet or mobile phone. The payment page is accessed from the front page of the school's website by selecting \$ Make a payment.

Items that can be paid include voluntary school contributions, subject contributions, excursions, sales to students and creative and practical arts activities (these include band, drama and dance). There is also a category called 'Other' to cover items not covered in the previous headings, 'Other' can be used to make a complete payment of a school Statement of Account.

When you access the \$ Make a payment you must enter:

- the student's name
- class
- date of birth

These details are entered each time you make a payment as student information is not held within the payment system.

This is a secure payment system hosted by Westpac to ensure that your credit/debit card details are captured in a secure manner, these details are not passed back to the school.

You have the ability to check and change any details of the payment before the payment is processed. Receipts can be emailed and/or printed.

Details of the payments are passed daily to the school where they will be receipted against your child's account. As a receipt has been issued from the payment page a further receipt will not be issued by the school.

For any enquiries regarding the online payment process please contact the School Administration Office.







# Parent Online Payments Parent/Carer Instructions

January 2018

### **CONTENTS**

How do I access online Payments?	1
How do I make a payment?	1
Frequently Asked Questions	2

### HOW DO I ACCESS ONLINE PAYMENTS?

The **\$ Make a payment** link can be found on the ribbon on the school's website. By selecting this link you will be taken to a secure Westpac payment page. You will no longer be in the school's website.

The payment process is intuitive and follows the format of many other online payments that are used every day.

### HOW DO I MAKE A PAYMENT?

From the initial payment page payers will complete the details, some of which are mandatory (**marked with** \*), before confirming the payment details and completing the payment. A receipt can be printed from the payment page and/or be emailed to the payer.

The payment screens are:

- Entering payment details
- 2. Entering credit card details
- 3. Confirmation of payment details and
- Online Payment Receipt.

### **Entering Payment Details**

The payment details screen captures student and payment details. This allows for identification of the student that the payment applies to and what the payment is for.

This is critical to ensure that the right student is credited for the right items.

The preferred method of ensuring the correct student is credited for the right items is to enter the students class or year AND date of birth.

The payment details should come from the school Statement of Account or listing that the school issues. There can be more than one payment line for all items except voluntary school contributions. The items are:

- Voluntary school contributions (1 payment line), use this for general contributions or donations
- <u>Subject contributions</u> (up to 10 payment lines), use this for contributions for specific subjects e.g. Visual Arts, Industrial Technology, etc.
- <u>Excursions</u> (up to 5 payment lines), use this for specific excursions e.g. Zoo;
   Opera House, etc.
- Sport (up to 5 payment lines), use this for any sporting activities e.g. carnivals and weekly sport activities, etc.
- <u>Creative & Practical Arts</u> (up to 5 payment lines), use this for drama, dance, craft levies, etc.

- <u>Sales to Students</u> (up to 5 payment lines) use this for anything purchased by a student that becomes the property of the student
- Other (up to 5 payment lines) this may be used for paying total amounts owed by a student e.g. total of the student's Statement of Account.

### IF YOU ARE UNSURE OF WHICH BOX TO CHOOSE PLEASE CONTACT THE SCHOOL AND ASK FOR CLARIFICATION.

When any option is chosen by selecting the tick box, a payment description and payment amount must be included. Deselect an option by selecting the tick box again.

### FREQUENTLY ASKED QUESTIONS

### Why do I need to enter Date of Birth?

In some schools there are students with the same name in the same class or year. The date of birth assists the school in distinguishing which student the payment relates to.

**NOTE**: The preferred method of ensuring the correct student is credited for the right items is to enter the student's class or year AND date of birth

### 2. Why do I have to enter the student's details each time I make a payment, isn't it stored in the system?

When you make a payment you are in a secure Westpac website, for privacy and security of data no student details are maintained within the Westpac site. You must enter the details with each payment.

### 3. The screen keeps displaying the data I have just completed, it is not moving on?

Scroll through the whole screen, any errors will be shown in RED, you cannot progress until you resolve the error.

### 4. 4. I don't know the student registration number, what is it?

The student registration number is **optional**. Some schools use this on advice to parents, but not all schools.

### 5. What is the Ref or Invoice number, I don't know it?

Schools do not produce invoices. The Statement of Account produced for outstanding fees does not generate a number.

In Quickstream the Ref or Invoice number field is not to be used.

### 6. Why can't I deposit directly to the school's bank account?

Schools are not permitted to share any school bank account details.

### 7. Why can't I use BPay?

The BPay option is not available on the school bank account.

### 8. Does the school see my credit card details?

The credit card details are masked on any reports to the school. e.g. 411111xxxxx4111

### 9. Can I use a debit card or PayPal for payments?

Payments can only be made using Visa or MasterCard credit or debit cards.

American Express, Diners Club or EFTPOS cards are not accepted. PayPal is not a payment option.

If a payer only has an *EFTPOS debit card* then the schools EFTPOS terminal, cash or cheque are alternate methods of payment.

### 10. I have made a payment in error, how can I cancel it?

Contact the school and request that they cancel the transaction. This can be the same day that the transaction was processed or at a later date.

### 11. If I select \$ Make a payment on the school's website and the screen does not change who should I contact?

Contact the school office and request to speak to the School Administration Manager.

### 12. I haven't used online payments before, is it difficult?

The payment process has been developed to be very user friendly. It follows the format of many other online payment screens that you may have used.

### 13. Can I pay for multiple students?

When paying for more than one students the "Make Another Payment" option should be selected on the Online Payment Receipt screen.

There is no option to add multiple students to a single payment as the details on the initial screen relate to one particular student only.

You can still make payments in the usual manner ie at the school office using cash, cheque and some schools accept EFTPOS.

### 14. I am having difficulties using online payments with my Mac

Try updating your browser to the latest version.

### 15. My session has timed out

If you are delayed when making a payment you will be logged out and will need to recommence the process.

Home

UNIFORMS

Children's siz	· Bui	Boys (cm)					X	un]	×I	-1	끿	200	3.00	4XL	SXL
	421	101	001	10	12	74	16	18	20	77	24	35	28	30	32
height cm	108	120	130	140	150	155	160	165	170	175	180				
chest cm	9	64	89	72	26	80	98	90	95	100	105	110	115	170	125
neckcm	28	30	32	34	35	36	38	40	41	42	43	\$	45	46	47
waist cm	46	58	09	49	68	72	92	82	87	92	97	102	107	112	117
hipcm	62	99	70	74	78	84	8	98	100	105	110	115	120	125	130

130 48 122 135

Children's s	guizin	· Girls (cm)					위	ent	ΣI	_1	뢰	200
	41	101	col	위	12	14	16	129	20	22	24	21
neight cm	108	120	130	140	150	160	165	170				
bust cm	9	64	89	74	8	858	06	95	100	105	110	115
neck cm	28	30	32	34	35	36	38	40	41	42	43	44
waist cm	56	90	09	62	64	99	70	75	8	85	06	58
nio cm	62	99	72	78	8	90	95	100	105	110	115	120

Adult sizing - Boys (cm)			SI	e/18	Σį	-18	刺	N	331	4XI	5XL	
			77	82	87	92	22	302	107	112	117	122
chest cm			88	06	95	100	105	110	115	120	125	130
waist cm			77	82	87	92	65	102	107	112	117	122
hip cm			96	95	100	105	110	115	120	125	130	135
Adult sizing - Girls (cm)			XS	IA)	M	4	NI,	1337	BAL	4XL	SXL	
	6A	84	10A	AZA	144	164	184	224	22A	24A	26A	
bust cm	80	85	90	56	100	105	110	115	120	125	130	
waistom	09	65	70	75	90	82	96	35	100	105	110	
	0.00	OB	80	100	105	110	115	120	K	130	135	

Girls (cm)			XS	un)	Σ	-	NI.	107	3XL	4XL	Ling.
	5.4	88	104	AZA	144	26A	184	ASS	23A	24A	26
	80	88	06	95	100	105	110	115	120	125	13
	09	65	70	75	90	85	96	35	100	105	110
	85	90	95	100	105	110	115	120	125	130	13

