Here are the answers to some frequently asked questions:

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>When do students start back in 2018?</td>
<td>The whole of college starts school on Monday 22nd January 2018</td>
</tr>
</tbody>
</table>
| When is the Uniform Shop Open?                                          | Monday 15th January to Friday 19th January 9am to 12pm and 3pm to 6pm (except THUR 4pm to 7pm)  
Monday 22nd January 7am to 10am  
Tuesday 23rd to Thursday 25th January 8am to 11am  
Friday 26th January – CLOSED  
NORMAL TRADING HOURS RESUME 29TH JANUARY 2018  
Monday 2.00pm- 3.30pm  
Tuesday, Wednesday, Thursday 8.00am to 8.30am  
For any further questions please contact: Phone: 3900 8325 Email: whscuniforms@gmail.com  
http://whscuniforms.wix.com/whsc-uniform-shop |
| When is the School Office open?                                          | The school office re-opens on Monday 15th January 2018.  
Office hours are 8.00am to 4.00pm Monday to Friday                                                                                                                                                      |
| What is the Student Resource Scheme?                                    | Prep to Year 6 $125.00  
Year 7 to 9 $275.00  
Year 10 to 12 $295.00  
The Student Resource Scheme Flat Fee is an annual fee, which includes textbooks and school supplied resources. Please note that the Flat Fee amount is the balance payable after the total resource fee has been offset by the Government Textbook and Resource Allowance. The Flat Fee amount is approved by the P & C Association each year. Camps and excursions that your student may participate in are not included in the flat fee, and you will be invoiced separately for these. **Students must be financial in the Student Resource Scheme to be eligible to attend camps and excursions.**  
A sporting and academy levy will also apply to all students that are participating in the sporting and academy programs of $40.00 for Years 4 to 6, and $50 for Years 7-12.  
Additional fees for Certificated/VET subjects from year 10 to 12 may also apply. If a student changes or leaves a subject, there may be some charges that are non-refundable  
All potential fees are now detailed on the back page of the Student Resource Participation Form to help you budget for the expenses in 2018.  
The Student Resource Scheme is also attached to this email and will be sent again 15th January 2018. This form can be completed and returned via email to admin@whiteshills.eq.edu.au and will then be invoiced in Week 1 of 2018.  
If you haven’t received your student invoice, you can view your invoices, payments, receipts or credit notes at QParents. |
| How can I make payment?                                                 | Education Queensland’s preferred method of payment is BPoint.  
The link to the BPoint portal is on the bottom of all invoices for online payments. You can also make phone payment using credit/debit card via BPOINT 1300 631 073. Please quote CRN and invoice number from the BPOINT box on the invoice. Bpoint can also be set up for automatic ongoing direct debits.  
Please see attached information on all Bpoint options. |
Payments can be made directly to the school via direct deposit into our school bank account. Automatic periodic bank transfers are welcome!

- **Account Name:** Whites Hill State College
- **BSB:** 064-104
- **Account Number:** 00090061
- **Reference:** Use the student’s EQ ID No (found on invoice) and what the payment is for. E.g. 123456789Q SRS, E.g. 123456789Q Yr 7 camp

If the student number is not included in the payment reference, and the student cannot be identified, then the CBA may charge a $25.00 search fee.

Payments of cash or credit/debit card are accepted in person at the finance desk.

Education Queensland’s policy no longer allows us to take over the phone credit/debit card payments, nor store credit card details for payment.

<table>
<thead>
<tr>
<th>When is the Finance Office Open</th>
<th>The School finance office re-opens on Monday 15th January 2018. Finance Office hours are 8.30am to 1.45pm Monday to Friday. The office will be closed on Friday 26th January 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where can I buy student stationary requirements?</td>
<td>Parents can purchase required items directly online from <a href="http://www.schoolandoffice.com.au">www.schoolandoffice.com.au</a>. See attached booklists for ordering information. Order forms can also be handed into the Uniform shop.</td>
</tr>
</tbody>
</table>
| What is the Text Message Service number and why is it used? | The text message service number is 0428 632 704. Use of your mobile phone number via the SMS text message system will be used by the College for the following reasons:  
  - To advise of student unexplained absence (this information is automatically generated from One School roll marking)  
  - To advise of student unexplained lateness (student arriving at school late without a note or explanation from home)  
  - To advise of upcoming College events  
  - To advise of urgent messages regarding unforeseen events  
  Please ensure we have your current mobile number and you notify us of any changes immediately. |
| Laptop Program for Year 10-12 Students | Year 10, 11 and 12 students that are a part of the Laptop Program will be sent an invoice on Monday 15th January 2018. Payment arrangements can be made through the office to pay this over two terms. **Failure to pay will result in the laptop being recovered and held at school until full payment has been made.** |
| How often/when does the newsletter go out and how do I access this? | The newsletter is published once a month and is available via subscription from our website. The link to subscribe is below: [https://whiteshillsc.eq.edu.au/Calendarandnews/Newsletters/Pages/Newsletters.aspx](https://whiteshillsc.eq.edu.au/Calendarandnews/Newsletters/Pages/Newsletters.aspx) |