



John Palmer Public School

Integrity. Excellence. Innovation

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Dear Parents and Caregivers

Welcome to all the new families entering John Palmer Public School gates for the first time this year and welcome back to all the families who have returned to JPPS.

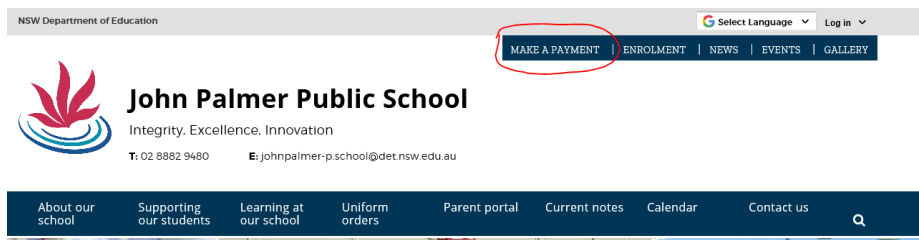
Firstly, thank you to all the families who paid their Voluntary School Contribution last year. Your payments contributed toward enhancing the educational opportunities for our students. An app message asking for Voluntary School Contributions for this school year will be posted in Term 1.

Throughout the year, there will be app messages for excursions, incursions, voluntary school contributions, subject contributions etc, which may require you to make a payment. A digital form is always attached for you to complete and submit, along with your payment option. This is our preferred way for payment and permission as it is a more cost effective and environmentally friendly way to go.

Online Payments:

This is the preferred method of payment. A link to make an online payment is included on the digital form. After payment is made, simply tick the box on the excursion permission digital form that you've made the online payment and record your online receipt number. There is no need to send in the actual receipt. That is for your reference only. Submit the digital permission form through School Enews app.

Alternatively, to make your Online Payment go to <https://johnpalmer-p.schools.nsw.gov.au/>



Complete all the fields that are asterisked about your child and any other particulars that you will find detailed on the excursion message.

The office then receives an electronic receipt the next morning of your transaction if it is made **before 6 pm**. Please always abide by cut off dates for excursions and do not send payments through Online Payments after the cut off. Payments made after the cut off dates in most circumstances will be put in 'Fees in Advance' (see below). Please call the office first before making a late payment.

Cash and Cheque Payments:

The only time you will need to provide an envelope is if you are paying by cash or cheque. Hopefully, you will take advantage of our preferred method of payment which is **online**; however, if you do wish to pay with cash or cheque, please make sure your child's FIRST and LAST name is written on the front of your envelope. This is very important. Many envelopes arrive at the office with only a child's first name and then it takes more time to search for the owner of the payment.

The class must be your child's full class name eg. 5C Yellow. Please ensure that you write what the payment/payments are for on the envelope as well.

Please staple the completed permission note (if available) to the outside of the envelope with the payment if paying by cash or cheque.

It is preferable to complete the digital permission form on the school app and submit it online.

Fees in Advance:

What are 'Fees in Advance'? This is usually a refund put in to your family's account. An Administration Officer will make a phone call to you and explain that you have perhaps; made a payment in error, made a payment to the school when it should have been a P&C Payment or made an over payment.

The funds are then electronically placed into what are called 'Fees in Advance'. YOU WILL ALWAYS GET A RECEIPT FOR MONEY WHICH IS DEPOSITED INTO FEES IN ADVANCE. The money sits on our system electronically, ready for you to use for a future payment. If this is the case, and you've been told you have Fees in Advance, you can tick the box on the digital form and use the money you have sitting there on your account at any time. You can use it for any child in your family, or for more than one child, or a part payment.

The following is an example: You paid online for a P&C event which was \$5. The office will call you informing you that you'll have to send in \$5 cash for the P&C event but you now have \$5 sitting in your family's 'Fees in Advance'..... Two months later, your child is going on an excursion which cost \$20. You can tick the 'Fees in Advance' box and the 'Online Payment' box on the permission note and pay \$15. Your child's receipt will have \$5 fees in advance and \$15 online payment with a total payment of \$20.

Keeping you safe:

For privacy and financial security reasons, credit card numbers must never be put on the outside of envelopes or on excursion notes, etc. This is a Departmental Policy made in order to protect you. You may still come to the office and pay with your credit/debit card over the counter. However, paying online may be the best option for you. This secure site does not reveal your credit card number on any of our bank documentation.

If you don't want to use the online service and you would like to pay by EFTPOS, please come into the office and **pay before 2 pm**. You can complete your child's digital excursion note on the app and we will give you a customer copy of the transaction.

Payments cannot be accepted for...

- P&C Payments are not to be included in any part of a school payment or paid on our Parent Online Payment system. Please keep P&C payments separate and place them in the red P&C Box in the office foyer.
- Canteen Payments are not to be included in any part of a school payment or paid through the school online system. The canteen use <https://cashless.school/> for online ordering and payments. Please keep canteen payments separate and clearly marked Canteen, or hand them directly to the school canteen.

Let's talk about absences:

1. You will receive a text message at approximately 10:00 am if your child has been marked absent at school.
2. This text message will go to the first contact person in the system. Please ensure that we have the correct phone numbers.
3. Reply to that message promptly, giving us the reason why your child is absent.
4. If you have more than one child absent from school, please respond to each text message that you receive.
5. If you receive a text saying that your child is absent and you know that your child is on an excursion or at a school sports event, please just reply with 'he/she is on the excursion' or 'he/she is at PSSA'. We will confirm that your child is on the bus by phoning the teacher on the excursion. There is no need to call the school. We will call you if there are any issues.

Important...

- ☆ Please only send a text in reply to a message you receive on the day.
- ☆ DO NOT store this number on your phone. It is an automated number assigned only for that day's absence. Using it as a text service informing us of another absence at a later date will not work.
- ☆ You can inform us of an absence in advance by using the app or writing the teacher a note.
- ☆ If you would like to speak to the office staff regarding the absence, please phone the school number: 8882 9480 and not the number you see on the text.

Do we have your current email address?

From time to time we will be using email accounts for communication. It is important that you notify the school if your email address changes.

Parent Portal:

Remember to register on our **Parent Portal**. This contains information about your children's attendance, academic reports and important messages from the school.

New families will receive a letter or email with instructions on how to create an account and use the Parent Portal.

Our App:

Download our School Enews App from the iTunes store (Apple) or the Google Play store (Android).

This is our main form of communication for the school where payments and permission can be submitted digitally, and important messages are posted.

If you have any problems downloading the app, phone or visit our friendly office staff and they will be able to help you.

Our Facebook Page:

If you're on Facebook, why not add the John Palmer Public School Facebook page. We regularly post to this page when celebrating school and student achievements. Please check that it is the official school page associated with JPPS.

Please don't hesitate to contact the office if there are any questions about payments, absences or anything administration related.

Regards,

The School Administrative Team

Phone: 02 8882 9480

Email: johnpalmer-p.school@det.nsw.au