

## Frequently Asked Questions

### **What are the school operating hours?**

The school commences at 9:00am and ends at 3:05 pm. Teacher supervision begins at 8:30. Until that time children should not be at school unless they are attending the Before and After School Care Centre.

### **When does the Office open?**

The Office operates from 8:30am – 3:30 pm only; however, there is usually someone to answer calls from 7:30 – 4:00pm most days.

### **How can I contact the school outside of operating hours?**

The preferred method to contact the school is via email. The school email address is [mtcolah-p.school@det.nsw.edu.au](mailto:mtcolah-p.school@det.nsw.edu.au)

### **How does my child get a bus pass?**

All infants children (K-2) and primary child who live outside a 2.6km direct route are eligible for a bus pass. Application forms can be pickup up from the front Office.

### **How do I get a replacement bus pass?**

Replacement bus passes need to be obtained from TransDev or Shorelink **NOT** the school. The phone number is 9457 8888.

### **Who do I call if I have problems with the school bus?**

TransDev or Shorelink is the company that operates the school buses. They are in radio contact with the drivers and can be contacted on 9457 8888. If you are still having trouble please call the school on 9477 3627.

### **What happens if my child is injured at school?**

Children are sent to the office for first aid. Parents are phoned if there are concerns or if there has been any type of injury to the head. Should an ambulance need to be called parents are notified immediately. A staff member will accompany the child to hospital should a parent not be available. Children who are unwell should be kept at home. Please ensure that emergency contact details are kept up to date at the school office.

### **Where can I park at school?**

The road signs around the school have been put in place to ensure the best possible access to the school for parents and children travelling by car. In the interest of safety for our students, parents are required to adhere to the parking regulations as set out on the signs erected on the roads surrounding the school. A Kiss and Drop Off Zone is located in Telopea Street. **THE CAR PARKS WITHIN THE SCHOOL ARE FOR STAFF ONLY AND ARE NOT TO BE USED BY PARENTS DROPPING STUDENTS OFF AT SCHOOL.** Parents who volunteer to work in the canteen may park in the rear car park while they are working in the canteen. Pedestrian access to the school is via the pathways located in Telopea Street, Pierre Close and Cowan Road.

### **How do I place a lunch order?**

Our school canteen is run by parent volunteers 5 days a week and provides children with a healthy variety of food and drinks. Lunch can be ordered at the canteen and this is done by writing your child's name, class, order and enclosed amount of money on the front of a paper bag. You need to place the money inside the bag. Lunch orders need to be deposited in the locked box at the canteen before the 9:00am bell by either yourself or your child.

Spare canteen pricelists can be found in the office foyer and on the website. The correct money is preferred. Before the bell goes for lunch, the classroom monitors will collect the lunch basket and

the orders will be distributed in the classroom. If an iceblock has been ordered, the child needs to keep their order bag and return to the canteen at the end of eating time to collect their iceblock.

#### **Can my child ride their bike or scooter to school?**

Only children from 10 onwards should ride their bike or scooter to school. Children observed riding in a dangerous manner or not following road rules (including not wearing a helmet) will not be permitted to ride to school. Students are not permitted to ride within the school grounds. The school policy can be found on the school website.

#### **What should I do with notes and money?**

Notes containing money should be placed in an envelope, clearly labelled with your child's name, class and a description of the event. These should be posted in the green locked mailbox found at the front of the classroom (unless otherwise stated).

#### **What do I do if I don't receive a newsletter?**

Spare newsletters are placed in the school foyer. Parents are welcome to come and pick up spare newsletter at any time during normal school hours.

#### **What must I do if my child is absent?**

If your child is absent then a note, clearly explaining why they have been away, needs to be returned to the school within three days of them returning. If your child is likely to be away for more than three days then school should be informed.

#### **What should I do if my child is late to school?**

If your child arrives after the bell or you need to collect them before the bell then you need to fill out and receive a partial absent note. Should there be continual lateness then the Principal is obliged to contact the Department's Home School Liaison Officer.

#### **We are going away on a holiday, what should we do?**

If the holiday is going to exceed 10 school days then an exemption form needs to be completed prior to the holiday. Exemption forms may be obtained from the school office. Additionally you need to speak to the teacher to see if your child needs an individualised program while they are absent.

#### **How do I get information to my child?**

If you call the school on 9477 3627 the Office will take your message and organise for the information to get to your child.

#### **How do I organise a meeting with my child's teacher?**

Teachers have two hours a week Release From Face-to-teaching to talk to parents. You may contact them by note or leave a message at the Office with some background information and they will contact you to make a suitable time for an appointment. Trying to talk to teachers when the bell goes or when they are supposed to be on duty is not a satisfactory time to talk to teachers.

#### **How can I get involved with the school?**

The two main ways of becoming involved is through working in the classroom or through the P & C. At the beginning of the year teachers often ask for volunteers to help in the classroom. All volunteers need to fill out a Child Protection Declaration before they work in the classrooms.

The P & C is another effective way to become involved in your child's education. The P & C meets the third Tuesday of every month in the staffroom at 7:30 pm.

#### **What do I do if my child has lost an item of clothing?**

All lunch boxes, drink bottles, hats, jackets or other items of clothing are taken to the lost property area located near the staffroom. Parents are free to go to the lost property area at any time during

normal school hours. Arrangements can be made for working parents who wish to access lost property. Twice a term unclaimed items of clothing will be forwarded to the clothing pool for resale. Due to hygiene concerns drink bottle and lunch boxes will be placed in the rubbish bins.