WHPS UNIFORM SHOP FAQ SHEET
Prepared for parents & prospective volunteers of the Wheeler Heights Public School uniform shop.

WHERE ABOUTS IN THE SCHOOL GROUNDS IS THE UNIFORM SHOP LOCATED?
We are located underneath the Kindergarten classrooms in block E, at the C & D deck end of the building. Follow the signposts throughout the school or ask one of the students and they will guide you to us.

WHEN IS THE SHOP OPEN?
The shop is open on Friday’s from 8.30am until approximately 9.30am

HOW CAN I CONTACT YOU?
Our email address is whpsuniform@gmail.com

CAN I ORDER SOMETHING IF I CAN’T GET TO THE SHOP IN PERSON?
YES! Online ordering is available through www.flexischools.com.au Order cut off is 4:30pm Thursday each week. We receive orders in our system at 5:00pm Thursday, for processing Friday morning.

WHAT IS THE CUT OFF EACH WEEK FOR ORDERING VIA FLEXISCHOOLS?
Your order needs to be placed by 4:30pm Thursday for us to receive and process it on Friday morning.

HOW WILL I RECEIVE MY ORDER?
Orders placed before 4:30pm Thursday, are picked Friday morning and delivered student’s classroom that day. The teachers hand the orders out to the students to take home.

WHAT IF I PLACED AN ORDER BUT DIDN’T RECEIEVE ANYTHING ON FRIDAY?
One of these things may have happened:

1. Your child’s teacher may not have given the order to your child, in which case you will probably get it on Monday. We suggest you advise your child to expect an order on Friday – they can prompt the teacher to pass it on.
2. If you placed your order after 4:30pm Thursday, we will not have received it in our system. If that was the case your order will be prepared the following Friday.
3. Sometimes items are unavailable / out of stock. In which case they will be supplied when available.
   We will text or ring you on Friday morning to advise you when this happens.

I RECEIVED MY ORDER, BUT SOMETHING WAS MISSING. WHAT DO I DO?
If you have not received text or phone call as above, please contact us whpsuniform@gmail.com and let us know as soon as possible and we will follow it through.
Sometimes items are unavailable / out of stock. In which case, it will be delivered in the normal manner once it’s available. We do our best to keep parents informed when this happens.

I DON’T WANT TO WAIT FOR AN ITEM WHICH IS OUT OF STOCK. HOW DO I GET A REFUND?
All FlexiSchools orders are refunded to your Flexischools account. Please advise us whpsuniform@gmail.com with the Flexischools order number, item and value for refunding and we will arrange with Flexischools to refund it. There are no cash refunds for Flexischools orders.

ONE OF THE ITEMS I ORDERED IS THE WRONG & I NEED A REPLACEMENT. WHAT DO I DO?
As long as the item is still in original condition (tags on and unworn/washed) return it back to the uniform shop and we will swap it for the correct size / item.

I CAN’T GET TO THE UNIFORM SHOP TO RETURN/EXCHANGE MY ITEM. WHAT DO I DO?
Your child, another parent or relative can come in to the Uniform Shop on your behalf. Or contact us whpsuniform@gmail.com and we will arrange to collect it from the office the following Friday.
WHAT IF NONE OF THESE ARRANGEMENTS ARE SUITABLE FOR ME?
Please contact us by email at whpsuniform@gmail.com so we can try to arrange a more suitable option for your situation.

CAN I BUY SECOND HAND ITEMS ON FLEXISCHOOLS?
As we are unable to monitor stock & sizes available, 2nd hand items are only available to purchase from the shop on a Friday morning.

DOES THE UNIFORM SHOP SELL MY SECOND HAND UNIFORMS ON CONSIGNMENT?
We do not sell 2nd hand uniforms on consignment but we gladly accept your unwanted uniforms as a donation.

I WOULD LIKE TO VOLUNTEER AT THE UNIFORM SHOP. WHAT DO I DO?
THAT’S GREAT! We really appreciate all & any volunteer help in the uniform shop. Email us at whpsuniform@gmail.com with your name, email address & contact phone number and let us know any dates that you are or are not available, and we will roster you on in the next term.

DO I NEED TO COME IN FOR TRAINING BEFORE MY ROSTERED SHIFT?
Training is done ‘on the job’, however we encourage new volunteers to come in on a spare Friday to meet the Convenors and other volunteers and to get an idea what is involved & become familiar with what we do. This way, you’ll feel more comfortable when you do your first shift. Don’t worry, we will help you out along the way and you won’t be dropped into the deep end 😊

HOW MANY SHIFTS WILL I HAVE TO DO PER TERM?
You can volunteer for as many shifts as you would like to do. We encourage each volunteer to commit to at least 1 shift per term. If you’re able to do more than 1 shift, even better. We find that the more often you work, the more familiar you become with the role. But it’s entirely up to you.

WHEN WILL I KNOW WHEN MY SHIFT IS?
Before a roster is prepared, volunteers are contacted to check availability for the coming term. A roster is prepared prior to the beginning of each term, based on volunteers’ availability. You tell us when & how often you are available on a term by term basis. You can even request to be rostered on with a friend.

I HAVE YOUNG CHILDREN. CAN I BRING THEM WITH ME WHEN I’M VOLUNTEERING?
We are happy for you to bring the kids, as long as the kids are happy to be in the uniform shop and are able to sit and play quietly for the hour you are working. We have a small area where your children can sit which is within the shop itself.

SOMETHING HAS COME UP ON THE DAY THAT I AM ROSTERED ON, WHAT DO I DO?
If you know in advance you are unavailable to do your shift, email the other uniform volunteers and request / arrange a swap with someone else. If you are unexpectedly unavailable on the morning of your shift, please send a text to 0401 000 898 as early as possible to allow us to arrange cover.

HOW IS THE UNIFORM SHOP RUN? IS THERE A COMMITTEE AND HOW CAN I GET INVOLVED IN IT?
The Uniform Shop is a sub-committee of the WHPS P&C Committee. The Uniform Committee consists of a Convenor, Co-Convenor, Secretary, Treasurer and 3 General members. Positions on the committee become available at our AGM, which is usually held every August. All members and volunteers are encouraged to attend this meeting to vote on the positions and discuss any other Uniform Shop business.

Thank you for reading this information sheet. Please consider volunteering in the Uniform Shop; it’s a great way to meet other parents & make new friends.