

Terms and Conditions for Girraween OSHC

Parent: _____

Fee Structure from 5th June 2019

The fees for providing care are:

After School Care

Permanent Full Time \$90 weekly per child

Permanent Part Time \$22.50 daily per child
(1 or more set days per week)

Casual \$27.50 daily per child

Before School Care

All bookings \$10 daily per child

Vacation Care

Weekly \$250 weekly per child

Casual day \$65 daily per child

Pupil Free Days

All bookings \$50 daily per child

Additional Fees

If children are not collected by 6:00pm a late fee will be charged to the parent as follows:

- (a) \$1.00 per minute per child for the first 5 minutes
- (b) \$2.00 per minute per child for thereafter

Fees: Fees are subject to change as decided by Girraween School Council and Girraween OSHC based on running costs and inflation. All fees will be reviewed at the end of each financial year. Parents will be given a minimum of 30 days' notice of any fee changes.

Girraween OSHC offers a half price/holding fee. It is available in the Before School Care and After School Care programs for an absence of one week or more. This is applied for via the parent communication book or email and will only be offered to parents with up to date fees.

Parents are obliged to pay for days booked even in the case of absence where notice of two or more weeks' notice is not given. This includes public holidays that fall within a child/rens booking.

Due to staff to child ratios and a high demand for services, permanent bookings cannot be swapped or changed on a casual basis, however if extra casual days are needed they will be charged at a part time fee for that service. Extra days will only be available if accounts are up to date and if staff to child ratio allows for that day. We ask that families give two or more weeks' notice where possible due to staff requirements.

Permanent bookings can be changed with two or more weeks' notice if numbers permit, previous bookings would no longer stand if the booking has been changed. In cases of casual bookings we still require two or more weeks' notice due to staffing and taking a position that may otherwise have been filled by another family. We ask that families only book casual days when they are certain of their care requirements.

Girraween OSHC can offer emergency care above ratios, in accordance with regulation 123 (5) which include but are not limited to

- 1 A child is determined to be in need of protection under a child protection order.
- 2 The parent of a child needs urgent health care that prevents them caring for the child.

In the case of emergency care being provided, Girraween OSHC is required to inform Quality Education.

Hours of Operation:

After School Care	2:30pm-6:00pm daily during the school term
Before School Care	6:30am-8:30am daily during the school term
Vacation Care	7:00am-6:00pm week days during the school holidays
Pupil Free Day	7:00am-6:00pm

Closed Public Holidays, weekends, and two weeks over Christmas/New Year (Dates advised one term in advance each year)

Enrolment Requirements

- The Parent shall complete an enrolment form prior to their child commencing care
- The Parent must disclose all relevant information about the child including but not limited to: medical, allergies, cultural requirements and behavioral issues
- The Parent must notify Girraween OSHC in writing of changes to the Parent's contact details or for different persons permitted to collect the child. This is to ensure the parents can be contacted immediately in case of an emergency

- It is the Parents responsibility to sign their children in and out for Vacation Care; sign in for Before School care (as they drop children off) and sign out for After School care when they pick children up. Staff are responsible for signing children in for After School Care as they arrive from and out for Before School Care as they go to school, this is a government requirement.

Payments and Invoices

The Parent will be sent statements of fees once a week. This will include the required 2 weeks in advance.

Girraween OSHC is able to apply the government child care subsidy (CCS) to a family's account. For this we require a customer reference number (CRN) for the parent/guardian and each child. Please list them on your enrolment form. When your form is processed by us, we will link in your CRN to Centrelink. You will then need to go into my.gov and confirm your child's enrolment for CCS to be applied. If this step is done after your child has started at Girraween OSHC, please inform us as we may need to resubmit previous attendances. We encourage families to use the weekly statement as a confirmation of care as well as monitoring CCS payments. **We do not get any alerts for CCS stopping or adjusting so please email us if you note any issues on accounts.**

Families receive 42 allowable absences from Centrelink every financial year. An allowable absence is a day a child is absent but is still able to claim the government subsidy. Public holidays are charged if your child is booked in and this is counted as an allowable absence.

OSHC has the following payment facilities:

- Direct Debit (preferred) via bank account: BSB: 035302
Account: 149871
Name: Girraween OSHC
Reference: Child's Name
- Eftpos/Credit Card
- Cash
- Cheques

If a Families account is in arrears for 30 days parents are required to go on a payment plan that will include their weekly fees plus 50% extra of that fee.

Example: if weekly fees for OSHC are \$80, a payment plan would require \$40 additional dollars totaling \$120 per week until account is at zero balance.

Parent accounts need to be at zero balance to attend Vacation care except under the discretion of Director or 2IC.

Parents will be informed in writing that if overdue fees are not paid and are 60+ days in arrears it may result in the child no longer being able to attend OSHC until account is again at zero balance. The child's booking will not be guaranteed if care is ceased due to unpaid fees. If account still remains unpaid a **debt recovery service may be engaged at account holders cost to recover fees.**

Girraween OSHC offer reasonable payment plans and in cases of genuine financial hardship, arrangements can be made with Director. Please email or phone for an appointment if required.

Standards of Behaviour

For the safety of all children who use our OSHC, our service expects that all children will act in a safe manner. Whilst participating in the OSHC services activities and excursions, our aim is to provide a relaxed and safe environment for the children and their families and guide children's behavior to be appropriate and safe to the children and staff. It is essential that the children attending OSHC do not cause the supervision of other children to be compromised by constant incidents of inappropriate behaviour. Please see our parent handbook or policy for more information.

If the child's inappropriate behavior continues then the parents and staff will need to identify, if possible, the cause of the inappropriate behavior and to plan strategies for improving it.

If inappropriate behavior continues, the parents will be requested to remove the child from the Service until the child is prepared to make a commitment to act in a safe manner and not compromise the supervision and safety of all children.

Terminating Care

Please inform the service two or more weeks in advance if care for your child/ren is no longer required. Failure to do so will result in a two week's fees being charged regardless of attendance. This may impact the amount of CCS that is applied to an account as CCS is not applied on absent days when care has ceased.

Priority of access will be given to children under FACSIA's guidelines. In the event of this occurring families that are inconvenienced will be given two weeks' notice.

Sunscreen

We are seeking permission to give your child/ren sunscreen to apply before they are taken on excursions or outside for play.

Photos

Throughout the year we take photos of the children playing, doing activities or on excursions. By giving us permission we will be allowed to use these photos in our newsletters, the school newsletter, displayed within the service or for programming

PG Rated movies

At the center movies may be watched throughout the day depending on the program or as an excursion to the movies. By giving us permission we will be able to give your child a greater range of movies to watch as more and more children's movies are coming out with the PG rating.

Insect Repellent

We can have had a lot of problem with mosquitoes throughout various times of year; we are seeking permission to apply insect repellants on children if necessary. Brands include but are not limited to Rid, Aeroguard and Skintastic.

We are able to store individual insect repellent and sunscreen if required, these preferences will be listed on our Children's Allergies, Conditions and Important Information.

Child/ren's Full Name:

Have sunscreen applied	YES	NO
Have their photo taken and used within the service and school programs, website, posters and newsletters	YES	NO
Watch suitable PG movies	YES	NO
Have listed insect repellents applied as needed	YES	NO

Please sign to indicate you agree with our terms, conditions and permission preferences.

SIGNATURE: _____

NAME: _____

DATE: / /20