



# WEST END STATE SCHOOL PARENTS & CITIZENS' ASSOCIATION

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## 2021 WESS OSHC Information and Parent Agreement Letter

**Please read carefully as guardians are required to agree to all information enclosed in this Enrolment Pack.**

Welcome to the West End State School Outside School Hours Care Service.

Enclosed are important Enrolment Forms that must be completed and returned to us before we can accept your child into the care of our service.

The forms are comprehensive and designed to provide us with vital information about your family, which assists us in better caring for your child. Please take the time to read the Enrolment Forms carefully and answer all questions fully and accurately. The more information you can provide the better. Additional information about your child or family can be provided on blank pages if necessary, provided they are signed and dated by you. If you need help, please see the OSHC Coordinator.

It is important that the Service always has up-to-date information, so each family needs to re-enrol each year. However, if any of your details or circumstances changes at any time during the year, please let us know in writing as soon as possible. **Bookings are not guaranteed; please see below for more information.**

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Further information is also available on our website:

<https://wesspandc.org/Outside-School-Hours-Care/>

Please don't hesitate to contact us if you have any other questions.

Kind Regards,

*Iris Tsai*

*Coordinator*

*West End State School Outside School Hours Care*

*West End State School Parents & Citizen's Association*

## WESS OSHC Team

**Iris** – Coordinator

Qualification: Bachelor of Education and Business

Main Responsibilities: Nominated Supervisor, Staff Management, Assessment and Rating

**Katerina** – Program Coordinator

Qualification: Diploma of Children’s Services

Main Responsibilities: Educational Leader, Staff Management, Compliance

**Elaine** – Enrolment Coordinator

Qualification: Bachelor of Education

Main Responsibilities: Enrolment, Accounts, Bookings and Child Care Subsidy Management

**Mia** – Assistant Enrolment Coordinator

Qualification: Bachelor of Early Childhood Education

Main Responsibilities: Enrolment, Accounts, Bookings and Child Care Subsidy Management

*If you have any questions or need help when arriving at the service please speak to a staff member in a blue shirt, these are our senior staff members. Check our staff board for a list of all staff and qualifications.*

## Service Operating Hours

<b>General Office Hours</b>	9:00-2:30 and 3:30-5:30 WESS OSHC Office will be closed between 2:30 and 3:30 each day as children are arriving at the service. Apologies for any inconvenience.
<b>Before School Care</b>	7:00am-8:40am - Grade 4-6 are signed out at 8:25am to start school
<b>After School Care</b>	2:45pm-6:00pm <ul style="list-style-type: none"> <li>Senior Children (Grade 4-6) start at 2:45pm</li> <li>Prep and Junior Children (Grade 1-2) start at 3:00pm</li> </ul>
<b>Vacation Care/Pupil Free Days</b>	7:00am-6:00pm
<b>Christmas Holidays</b>	Closed for two weeks over Christmas/New Year period (dates to be advised)
<b>Public Holidays</b>	CLOSED – with no charge to your account
<b>Weekend</b>	CLOSED – including phone and emails

## Booking Information

### Permanent BSC and ASC Bookings

- A permanent booking is repeated every week/fortnight for a minimum of 4 continuous weeks.
- Single days cannot be cancelled, all absences will be charged.
- 7 days’ notice to make a change to your booking with Change of Booking Form.
- 14 days’ notice to cancel your bookings with Cancellation of Booking Form.
- 14 days’ notice to suspend your bookings with Temporary Suspension of Booking Form.
- 14 days’ notice to terminate your account including bond refund with Termination of Account Form.
- All changes will be given a confirmation email.

### Casual BSC and ASC Bookings

- Casual booking requests cannot always be granted as the service needs to ensure compliance.
- **All casual bookings must be made by email or text – verbal requests will not be accepted.**
- Casual requests can be made one month in advance but no longer.
- Before School Care casual bookings cancellations must be made **before 5:00pm** the day before care is required.
- After School Care casual bookings cancellations must be made **before 11:00am** the day of the booking.
- If bookings are not cancelled with appropriate notice your account will still be charged.

### Vacation Care and Pupil Free Day Bookings

- Vacation Care and Pupil-Free Days booked separately to BSC and ASC.
- Booking forms sent-out 2-4 weeks before Vacation Care, via email.
- Pre-booked/Early-Bird Rate takes 7 days’ written notice to cancel.
- Casual Rate takes 24 hours’ written notice to cancel.
- Excursions/Incursion bookings are NOT refundable.

## Waitlists and Bookings

WESS OSHC is licenced to have 215 children each session, based on the amount of space available within the school grounds. Unfortunately, due to the high number of children attending the school our service has limited bookings in After School Care. If the bookings you have requested are unavailable your family will be placed on a waitlist and contacted as soon as a space is available. We understand that this can be frustrating and apologise for the inconvenience this may cause. WESS OSHC works with a priority of access and takes all families circumstances into consideration when offering bookings.

## Sign In / Out Procedures

Signing your child in and out of the Service correctly is a legal requirement.

- Your child must be signed in every time they attend Before School Care by a parent or guardian.
- Your child must be signed out every time they attend After School Care by a parent or guardian.
- Your child must be signed in and out every time they attend Vacation Care by a parent or guardian.
- We use an electronic sign-in/sign-out system – please let us know if you or a family-member will have difficulty with this.

## Fee Information

### Account Bond

- All families are require to pay a bond of \$100 per child (maximum \$200 per family) upon enrolment paid by EFTPOS or Credit Card only
- Bond does not go towards any fees
- Termination of Enrolment Form and two weeks' notice is required to end all bookings & close account
- Bond is refundable once account is terminated
- If there are any outstanding fees when the account is terminated, the bond will be used to cover these fees or forfeited

Care Fees – *If eligible, fees may be covered by Child Care Subsidy*

Before School Care (BSC)	Cost
Permanent Booking	\$16.00 per child, per session
Casual Booking	\$18.00 per child, per session
After School Care (ASC)	Cost
Permanent Booking	\$21.00 per child, per session
Casual Booking	\$24.00 per child, per session
Vacation Care/Pupil Free Days (VAC/PFD)	Cost
Pre-Booked/Early Bird Rate	\$45.00 per child, per session + excursion/incursion costs
Casual Rate	\$50.00 per child, per session + excursion/incursion costs
Late Pick-Up Fees <i>See below for Late Pickup Procedure</i>	Cost
6:00pm-6:10pm	\$1.00 per minute for the first 10 minutes
6:10pm-6:30pm	\$10 for above charge + \$30 flat rate totalling <b>\$40</b>
After 6:30pm	\$40 for above charge + \$40 flat rate totalling <b>\$80</b>

*Please note that fees are subject to change with 1 months' notice.*

## Fees and Payments

- All fees/bookings are charged one week in advance on Monday the week before care is provided and statements emailed on Monday afternoon.
- You will receive a statement, even if your account is at a \$0.00 balance, or in credit.
- Fees are due on or before the Friday of the week before care is provided.
- Account holders will receive email or text message reminders of any outstanding fees over the week.
- The Service may temporarily suspend bookings if fees are overdue.
- Any extra money paid towards your fees becomes a credit on your account.

### Payment Options

1. **B-Pay:** On the final page of each weekly statement, each family is provided with a unique B-Pay Customer Reference Number.
2. **Direct Deposit** into WESS OSHC's bank account:
  - BSB: 064 131
  - Account number: 1003 3415
  - Please use your child's first and last name as a reference for your payment.
3. **Credit Card Payment Agreement** – please see office-staff for the appropriate form.
4. **EFTPOS** – available at the OSHC office or call to make a credit card payment. We accept Visa, Master card and all Debit cards.

*WESS OSHC does not offer a direct debit system or cash/cheque payments.*

## Child Care Subsidy

The Child Care Subsidy is implemented by the Federal Australian Government to assist eligible families with the cost of child-care. When applying for CCS, you will have to do the following:

1. Create a myGov account.
2. Link your Centrelink account to your myGov account.
3. Complete any eligibility testing.
4. Confirm your enrolment with WESS OSHC (this cannot be done until your enrolment has been processed and bookings made).

For more information about the CCS please go to [education.gov.au/childcare](https://www.humanservices.gov.au/individuals/enablers/how-your-income-affects-ccs) and <https://www.humanservices.gov.au/individuals/enablers/how-your-income-affects-ccs> OR <http://guides.dss.gov.au/family-assistance-guide/1/1/a/05>

- Centrelink will remove CCS to any bookings where a child is absent at the beginning of their bookings.
- Centrelink will remove CCS to any bookings where a child is absent at the end of their bookings until their last physical attendance.

## Late Pick-Up Procedures

- If you are running late, contact the Service and let us know when you will be able to pick-up your child.
- Two staff-members will stay back with your child.
- If staff-members are unable to contact anyone on your Emergency Contacts list, and no-one contacts the Service by 6:30pm, staff will then be required to contact the police in order for them to collect your child.
- A late pick-up fee will also be charged to the account (see fees above).
- Late-fee will be charged according to the Service clock/electronic sign-out system.
- Due to legal licensing requirements, if a child is picked-up late on three or more occasions in one year the Management Committee will be notified and a letter of warning will be sent to the parent/caregiver from the Coordinator.
- Continued or deliberate lateness may result in the child's enrolment at the Service being suspended.

## Child Absences

- The Service has a strict legal duty-of-care to make sure all children who are booked-into after-school care arrive or their absences are accounted for.
- The Service and school are separate legal and business identities – as such, the Service **ALWAYS** needs direct confirmation of absence from a parent/authorised person.
- If a child does not arrive, the Service will contact the parents/guardians by phone-call and text.
- If we cannot contact a parent, the Service may be required to call the Police, who may conduct their own welfare check.
- All absences for permanent bookings are to be charged and paid for in full.
- All absences for casual bookings are to be charged and paid for in full, unless cancelled in time.
- Under the Child Care Subsidy, eligible families get 42 absences per year that are covered by CCS. After those 42 absences days have been used-up, all absences afterwards are charged at full price. Centrelink records absences per the child not the parent/family. If families have separated accounts with WESS OSHC absences will be shared. Child absences will also carry over from other child care centres.

## Extra-Curricular Activities (ECA)

- WESS OSHC does not organise any Extra-Curricular Activities (for more information, contact the P&C for swimming activities, and the school-office for all other activities).
- The Service is able to escort children going to and from Extra-Curricular Activities (ECA), while also attending OSHC. The service is only able to escort to Extra-Curricular Activities (ECA) conducted on school premises.
- If your child also wants to leave the Service early during before-school care, parents will also need to complete an 'Early Release Form'. Children cannot be release before 8:15am as per school policies and Prep children cannot be release early at all.
- Parents will need to sign an ECA Permission Form each term.

## Service Program and Routines

The Service offers a program format that allows for both planned and spontaneous activities. The planned program caters to and builds-on children's developmental stages, ages, skills, abilities, interests, and cultural heritage, through a variety of stimulating and challenging recreational activities, as well as providing an area for children to do homework, read, or simply chill-out.

Children are encouraged to participate in all the activities within the limitation of their skills and abilities and with sensitivity to any cultural considerations, and are regularly surveyed for their ideas, interests, and feedback. A copy of the weekly program of activities and routines is displayed on the notice board above the parents' corner in the multi-purpose room for viewing.

A copy of the Program and Menu will also be uploaded to the WESS OSHC website weekly.

## Before School Care

### Breakfast until 8:00AM

- Includes toast with spreads, cereal (rice-bubbles, corn-flakes, Weet-Bix), yoghurt, juice (apple, orange, and apple & blackcurrant), and milk.

### Program from 7:00AM-8:30AM

- Free-play with board-games, card-games, drawing, reading, relaxing, and construction-blocks in the multipurpose-room and hall.
- An easy, self-directed craft in the multipurpose-room.
- Active free-play on the oval.
- Preps are walked to their class-rooms.

## After School Care

### 2:45PM-3:30PM

- Children Sign-In: Any children that don't sign-in by 3:15pm are accounted for by a senior staff-member.
- Group-Meeting: Going over the activities that day, as well as any important child reminders.
- Afternoon-tea: Consists of three components, including: a sandwich or wrap, with a range of fillings and spreads; fresh, seasonal fruit and vegetables; and a third 'treat' that changes every day.

### 3:30PM-4:30PM

#### Prep-Program:

- A combination of an active-play option, a craft/sensory option, construction-blocks, home-corner and dress-ups, free-play, and access to quiet rest and reading areas.

#### The Junior and Middle Programs (Grades 1-2 & 3-4):

- Sports options on the oval, one arts-&-crafts option in the hall, and free-play with construction-blocks, as well as access to home-corner, dress-ups, and reading and rest areas.

#### The Senior Program (Grades 5-6):

- A variety of sports options on the oval (both self-directed and staff-directed), one arts-&-crafts option in the hall, and free-play with construction-blocks, as well as access to home-corner, dress-ups, and reading and rest areas.

### 4:30PM-5:30PM

- Active free-play on the playgrounds and oval
- Quiet free-play in the multipurpose-room and hall

*For a more detailed description of our day to day activities for the Prep, Junior and Senior Children please see the program board in our Multipurpose Room.*

I \_\_\_\_\_ agree and understand to the information outlined in the WESS OSHC Information and Parent Agreement Letter.

Parent/Guardian Name:	Parent/Guardian Signature:	Date:
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**Please read before signing this agreement. WESS OSHC claims no responsibility for not reading these terms and conditions before agreeing to them.**

I confirm that as the Parent/Legal Guardian of the child(ren) named within this WESS OSHC Enrolment Form, have read, understood, and agree to abide by the following terms and conditions:

1. The information given by me on this Enrolment Form is true and accurate to the best of my knowledge. I have made full disclosure of all relevant information necessary to enable the Service to fulfil its duty of care to my child and others at the Service. I shall advise the Service promptly in writing of any changes to the information provided by me on this Enrolment Form or any accompanying Medical Action Plans, Court Orders, and so forth, which may have a bearing on the health, welfare, care and safety of my child or any other persons.
2. I understand that this enrolment form is a Compliant Written Arrangement between myself as the legal guardian and West End State School Outside School Hours Care, which is required for Centrelink purposes.
3. I understand that the opening hours for the service and that the service closes promptly at 6:00PM sharp. I shall adhere to the collection of my child by myself or another authorised adult, prior to closing time. I accept and understand the Late Pick-Up Procedure.
4. I understand that the fees of the service are Before School Care Permanent \$16.00 per child and Casual \$18.00 per child; After School Care Permanent \$21.00 per child and Casual \$24.00 per child; Vacation Care Early Bird \$45.00 per child + excursion/incursion expense and Casual \$50.00 per child + excursion/incursion expense.
5. I will regularly collect invoices from the Service, and attend to prompt payment of Enrolment Bond, any fees incurred, and additional Vacation Care Excursion costs where applicable.
6. I understand that fees must be paid by the end of the week before care is provided (with exceptions for Vacation Care, which must be paid on specific due dates). I understand that any unpaid fees may jeopardise my child's placement at the Service, including waitlist position, resulting in a suspension of bookings. Additionally, I understand that it is my responsibility to inform the Coordinator if I am experiencing any financial hardship that may make it difficult to fulfil my financial obligations to the Service, and that any fee payment extensions or payment agreements are granted at the sole discretion of the Coordinator.
7. I understand that all fees are payable, even if my child is absent from a booking that has not be cancelled or temporarily suspended with consideration for the prescribed notification period. I understand that I cannot make 'one-off' cancellations of a permanent/recurring booking.
8. For guardians eligible for the Childcare Subsidy (CCS):
  - a. I understand that under the CCS system, it is my responsibility to complete all necessary documentation and steps required to be eligible for and access the CCS, and that failure to do so and will affect my CCS. In such cases, the service is not at fault and families are responsible for outstanding fees.
  - b. I understand that my child is eligible for 42 CCS-covered absences per financial year. I understand that these absences are carried over from other childcare service including other OSHC, kindergarten or preschools and also other WESS OSHC accounts that my child is enrolled in, ie: families with separated accounts. I understand that after I have used up all of these absences, any additional absences will NOT be CCS-covered, and charged to my account at the standard rate for the remainder of the financial year.
  - c. I understand that CCS will not be applied to any bookings until my child physically attends and is signed in to the service as Centrelink will consider this as "reservation bookings".
  - d. I understand that the service has no control over my CCS entitlements and that it is my responsibility to contact Centrelink should my entitlements appear incorrect. I understand that the service is not at fault if my CCS entitlements are removed or altered.
  - e. I understand that if my child does not attend the service for 13 weeks Centrelink will cease their CCS Enrolment and I may need to contact Centrelink, confirm my bookings on myGov before CCS can be reapplied to future bookings. I understand that the service has no control over ceased CCS entitlements and are not at fault should CCS not apply to bookings.
  - f. I understand that if my child is absent on the last days of their bookings, Centrelink will retroactively remove CCS on all bookings after their last physical attendance, and this removal of CCS may take up to 8 weeks or more to show on my account. Parents are liable for these outstanding fees.
9. All fees are subject to change at the P&C Executive's discretion. All families will be given 4 weeks' notice of any changes in fees.
10. I shall advise the Service in writing of any changes of my bookings, with consideration for the notification time, using the appropriate forms. I understand the Enrolment Bond may be forfeited if two weeks written notice is not received by the Service prior to termination of my enrolment/bookings, and a debt collection agency may be employed to recover the full balance of any unpaid fees owing by me.
11. I shall advise the Service promptly of any absences on booked days, which will be charged in full if Permanent Bookings. I shall keep my child at home if they are suffering from any infectious or contagious illness until a written clearance is obtained from a medical practitioner.
12. I understand that my child may participate in sport or other activities as part of the service program, which is available on the program board in the parent area and can be emailed on request. I understand that sport, games and craft pose an inherent risk and that risk assessments are completed by the service and available upon request. It is the responsibility of the parents/guardians to supply any protective gear (including mouthguards, shin pads, etc.) if they feel necessary.
13. Where parents/guardians cannot be contacted, the Coordinator of the Service as agent for the Parent/s, shall have the discretionary power to provide such medical attention as deemed necessary. I will pay all medical costs incurred on behalf of my child.
14. I release the Service from any liability to my child or myself in relation to any injury or illness that my child may suffer, and for loss or damage to property, in connection with the Service's activities, except to the extent that the liability arises as a result of the negligence of the Service.
15. I understand when enrolling, my email address will be added to the WESS OSHC mailing list to receive all service news, notifications and updates through MailChimp. Should families wish not to receive these emails they may unsubscribe.
16. The information collected on this form is required by the Service for administrative purposes, and may be shared with West End State School and/or the P&C; however, use and sharing of the information will be kept confidential and only relate to the health, welfare, care and safety of my child, and will not be used for any other purposes. However, it may be provided to federal or state government if requested.
17. I understand that in the interest of child safety it is a condition of entry to the service that all persons MUST provide photo identification upon request, WESS OSHC will make a photocopy of this identification to keep on file.
18. I agree and understand that I have had adequate access and opportunity to review information regarding the Outside School Hours Care Service, including: The Agreement Letter, the Parent Handbook (available via email by request), and the Policies and Procedures in the Parent area of the Service.
19. I agree to all of WESS OSHC policies, which are available on request, including but not limited to, booking policy, parent and visitor code of conduct and fee policy.
20. I have read and understood the Parent Agreement Letter as outline on the previous pages.

Parent/Guardian Name:

Parent/Guardian Signature:

Date: