Welcome to Outside School Hours Care at Whitsunday Anglican School. Whitsunday OSHC is a fully licensed Outside School Hours Care service.

Your qualified carers are: Mrs Cheree Pigott (Educational Leader/Coordinator), Mrs Suzannah Padgett (Coordinator) and Mrs Susan Fuller (Assistant)

Our priority is nurturing your child’s individual needs and we endeavour to provide a care service experience in an inviting environment that complements their learning at home and school, extends your child’s imagination and enhances their abilities.

Ours is a play-based learning environment where children make friends and develop relationships with other children across all ages. Their interactions enable them to develop life skills and values within the school ethos that support their education experience and personal character for life-long learning.

Please read through the information enclosed within this welcome pack to familiarise yourself with the operation of our service. It also has information about government assistance for accessing the services.

Whitsunday OSHC is registered with DEEWR for Child Care Benefit and Child Care Rebates. Please advise Centrelink of the commencement of care with our service. We suggest requesting ‘pay direct to service’ for your rebates in order to reduce your ‘gap’ fees which are payable weekly or can be added to your school account at the end of each month.


The WAS OSHC website has all relevant information that is included in this pack, including the handbook, policies and documents required. It is also updated with Vacation Care information for each term with booking letters and the current program. Vacation Care booking requests are due at the end of week 7 each term.

Prior to the commencement of care, please complete and return the Enrolment Forms (ensure your Centrelink Customer Reference Numbers are included on the forms) Direct Debit Application Forms and highlight the Flexible Care Calendar if your care requirements are not consistently regular on a weekly or fortnightly basis.

For any further inquiries and an orientation prior to enrolment please contact Mrs Cheree Pigott on 0418 745 389.
Out of School Hours Care

School Hours Care (OSHC) operates...

1. **ENROLMENT**

   Students are enrolled at the commencement of OSHC with all personal details and contact information. It is **imperative** that the following information is provided so that we can help your child and yourself as required:
   
a. Centrelink Customer Reference Number (CRN) for the child and one parent. (If the CRN is not provided then your information cannot be linked to the Centrelink database for Child Care Benefit (CCB) or 50% Child Care Rebate (CCR) payments.)
   
b. Care times required
   
c. Medical Information – including symptoms, treatment and minor medical anomalies
   
d. Emergency contact details
   
e. Parent’s Date of Birth – must be correct for payments to go through.
   
f. Custody information

2. **ATTENDANCE and ABSENCE**

   a. ALL students **MUST BE SIGNED IN/OUT** of the Service by a responsible adult with the correct time, signature and full name (printed). Students who are not booked or signed into the Service are **NOT PERMITTED** to become involved with the OSHC activities or play before or after school.
   
b. Your child is expected to attend on the days that you have permanently booked.
   
c. If your child is NOT at after school care we will go looking for them!
   
d. If you have booked your child into after school care then collect your child early from class **please let us know** so we do not spend time looking for them.
   
e. If you have booked every day ‘just in case’ you may need it, please be advised you will be charged a $10 ABSENT FEE for the each day your child is booked in and does not attend.
   
f. On the days that your child is absent you will incur a $10 ABSENT FEE if you have advised us prior to 10.00am.
   
g. If you do not advise of your child’s absence by 10.00am on the day of absence, you will be charged FULL FEES for the session that your child is booked.
   
h. If your child will be away for a prolonged period of absence such as holidays, please advise us in writing prior to the period of the absence.

3. **EARLY ARRIVAL/LATE COLLECTION**

   a. The first session of the Service operates from 7:30am-8.00am, the afternoon session from 3.00pm-6:00pm.
   
b. If you arrive at school prior to 7:30am you must wait with your child as staff are not responsible for an unattended child.
   
c. If you arrive at school prior to 8.00am you must wait with your child or otherwise your child may be signed in to Before School Care ($5 fee applies)
   
a. If your child is booked into an afternoon EARLY SESSION and you do not collect your child prior to 4:30pm you will be charged for a FULL SESSION.
   
b. If you collect your child after 6.00pm you will be charged a LATE FEE of $15 per 5 minutes or part thereof. (e.g. 15 minutes late =$45 late fee)
   
c. If your child is not collected from school by 3:25pm in the afternoon your child may be placed in After School Care. ($10 fee applies)
   
d. Please call the OSHC Coordinator 0418 745 389 to advise if you will be running late (i.e. after 6.00pm) as a courtesy so that staff may make alternative personal arrangements if necessary.
**OSHC is a registered care service under the Legislation of the Education and Care Services Act 2013**

**SCHEDULE OF FEES FOR WAS OSHC**

Session times and fees are outlined in the table below.

<table>
<thead>
<tr>
<th>Session</th>
<th>Times</th>
<th>Fees</th>
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</thead>
<tbody>
<tr>
<td>BSC</td>
<td>7:30am – 8:00am</td>
<td>$5</td>
</tr>
<tr>
<td>*ASC Full Session</td>
<td>3:00pm – 6:00pm</td>
<td>$25</td>
</tr>
<tr>
<td>*ASC Early Session</td>
<td>3:00pm – 4:30pm</td>
<td>$15</td>
</tr>
<tr>
<td>*ASC Late Session</td>
<td>4:30pm - 6:00pm</td>
<td>$15</td>
</tr>
<tr>
<td>Vacation Care</td>
<td>7:30am – 5:30pm</td>
<td>$55 day</td>
</tr>
<tr>
<td></td>
<td>+ additional costs for excursions/incursions^</td>
<td></td>
</tr>
<tr>
<td>Late collection from drop off area</td>
<td>3:30pm – 4:00pm</td>
<td>$10</td>
</tr>
<tr>
<td></td>
<td>sessional rate will be incurred if collected after 4:00pm</td>
<td></td>
</tr>
<tr>
<td>LATE FEES</td>
<td>ASC -after 6:00pm</td>
<td>$15 per 5 minutes, or part thereof; per child</td>
</tr>
<tr>
<td></td>
<td>Vacation Care – after 5:30pm</td>
<td></td>
</tr>
</tbody>
</table>

*Absences for permanent ASC bookings due to contagious illness will be charged at 50% and require notice prior to 10am or full fees apply

^ Vacation Care absences must be advised prior to 8am

Children who are signed into After School Care sessions due to late collection from the drop off zone will incur a flat charge of $10 then sessional rate if collected after 4:00pm.

**CANCELLATION NOTICE:**

Permanent weekly and fortnightly ASC bookings must provide 24 HOURS NOTICE for absences (other than contagious illness) to prevent absent charges being incurred.

Vacation Care bookings (and excursions/incursions) require ONE WEEK NOTICE of cancellation in writing directly to the Coordinator or full fees (and excursion/incursion costs) will apply. If your child is absent due to contagious illness 50% absence fee will apply and full excursion/incursion costs will apply due to confirmation of numbers.

**SNACKS:**

All After School Care sessions include a nutritious snack including fresh seasonal fruit and a late ‘top up’ snack attack for those attending full sessions.

Vacation Care: Children should bring enough food to keep them sustained for a full day and allow additional snacks if vigorous activity is expected during excursions.

Your child will be cared for by qualified carers in a clean, safe environment with a focus on inclusion and respect for self and others.

Whitsunday Anglican School Outside School Hours Care (OSHC) is an Approved CCB Service. It is important to remember that the Child Care Rebate is NOT INCOME TESTED. This means eligible families are entitled to 50% Child Care Rebate even if your income is too high to receive the Child Care Benefit.

**NB:** Please ensure your Family and Child’s CRN (Customer Reference Number) is included on your enrolment forms.

If you have any questions regarding your child’s attendance or your child requires special dietary considerations due to individual circumstances please contact Cheree Pigott on 0418 745 389 for a confidential discussion.
OSHC Daily Routine

1. Bag and satchel NEATLY in the racks
2. Sit and chat with my friends until the room is open
3. Roll Call
4. Homework Time/ Quiet time
5. Put our books IN our bag - zip it up
6. WASH our HANDS with SOAP
7. Afternoon Tea - manners in! RUBBISH in the BIN!
8. Washing plates, wiping down tables
9. Sunscreen and hats on
10. PLAY TIME!!!!!!
Dear Parent/Guardian,

OSHC Payment of Fees

The fee policy at Whitsunday Anglican Combined OSHC is that all accounts must be paid within 7 days of account being received by email.

The preferred method of payment for fees at our centre is through Ezidebit. This will ensure families accounts remain within the centre fee policy guidelines and also maintains the security of your child’s booking at our Centre.

Ezidebit forms are included which will need to be completed and returned to our office prior to commencement of care services to secure your enrolment at the centre.

Alternatively, payments can be made directly into our account:

BSB: 034-195
Account: 273732
A/C Name: Outside School Hours Care

If you have any queries or need assistance completing these forms, please do not hesitate to contact me.

Yours faithfully

Cheree Pigott
Coordinator