

# Outside School Hours Care Program

## Success OSHClub – Key Service Information Sheet

**Service contact details:** Ph: 0404 661 663 Email: [success@oshclub.com.au](mailto:success@oshclub.com.au)

### **Welcome to OSHClub Before School, After School & Vacation Care provider**

OSHClub works in partnership with Success Primary School to provide Outside School Hours Care (OSHC) services to the school community. We pride ourselves on providing children with a fun, learning experience. From exciting activities and healthy, nutritious food, to caring, motivated team members, the service meets all your children's needs.

### **What happens at OSHC?**

We provide fun activities for all ages including arts and craft, games, sports, drama, board games, dress ups and fun with friends. On request from parents, children can also participate in homework club. The service provides breakfast at Before School Care and afternoon tea at After School Care. Children can also participate in cooking activities.

### **Our team**

Your child/ren are in the care of qualified and experienced team members that have a current Working with Children check. Our Coordinators are trained in First Aid, CPR, Asthma and Anaphylaxis.

### **What to bring**

Make sure your children wear/bring appropriate footwear and clothing, including a hat.

### **Where is the service located?**

The OSHC service is located on site at Success Primary School. All children attending the service must be dropped off in the morning or collected in the afternoon by an authorised person and signed in and out of the service each session. Children in Year 1 can walk straight to/from their classrooms. OSHClub team members will pick up and drop off the Kindy students, escorting them to the service at the start of the year.

### **How to enrol**

An online OSHClub enrolment form must be completed via [oshclub.com.au](http://oshclub.com.au) prior to your child's first attendance. Once enrolled with OSHClub, log into your account to book the sessions you require.

### **Making bookings\***

We offer permanent and casual bookings at the same affordable price to accommodate the needs of our families. Once enrolled, bookings can be made online at any time, up to 24 hours prior to the session of care. Bookings made within 24 hours will incur an extra charge of \$3.30 per session per child.

Bookings made within 5 working days for a Vacation Care session will incur an extra charge of \$10.00 per day per child. These additional charges are to support the engagement of additional staff at short notice, and ordering additional transport for excursions if required.

Late bookings made within 24 hours of the session can only be made by calling the program directly or our Customer Service and Billing Team on 1300 395 735.

### **Cancellations**

24 hours' notice is required for cancellation of a before and after school booking and 7 days' notice is required for cancellation of a Vacation Care booking to ensure you will not incur out of pocket costs. In the case of illness please provide a medical certificate. Cancellations can be made through the following means:

- Online through logging into your account at [oshclub.com.au](http://oshclub.com.au)
- Contacting the Customer Service and Billing Team on 1300 395 735
- Sending an SMS to the Coordinator of the program. Include the following details to ensure your request can be processed:
  - Child's name e.g. Scott & Katie Smith; Service e.g. Example Primary School
  - Session and date you wish to cancel e.g. After School Care on 20 November 2017

*\* Please note that cancelling online can take up to 24 hours to process. Where no notice is given, full fees will be charged.*



## Fees and session times

Most families are eligible for the non-means tested Child Care Rebate (CCR), which rebates 50% of the cost of care, and many are eligible for the means-tested Child Care Benefit (CCB). The full fee applies for families who do not apply for, or are not eligible for CCR and CCB. The following table outlines examples of the 'gap' fee payable at various income levels, for one child, per session. To establish what level of CCB you may be entitled to, please contact the Family Assistance Office on 136 150.

One Child / Session				
Weekly Income	\$770	\$1,153	\$1,923	\$3,077
<b>Before School - 7.00am to 8.45am</b>				
After CCB	\$14.60	\$15.56	\$17.92	\$21.00 (Full Fee)
After CCB & CCR	\$7.30	\$7.78	\$8.96	\$10.50
<b>After School - 2.55pm to 6.00pm</b>				
After CCB	\$17.74	\$19.43	\$23.59	\$29.00 (Full Fee)
After CCB & CCR	\$8.87	\$9.72	\$11.79	\$14.50
<b>Vacation Care - 7.30am to 6.00pm</b>				
After CCB	\$20.62	\$26.38	\$40.54	\$59.00 (Full Fee)
After CCB & CCR	\$10.31	\$13.19	\$20.27	\$29.50

*The fees and rebate levels are subject to change each financial year and are based on the hours of operation as shown above. Child Care Benefit is available for families with a combined annual income of less than \$130,000, or \$145,000 if multiple children are in care, subject to Family Assistance Office assessment. Late pick up fees of \$2.00 per minute per family apply. \*Incursions and excursions during Vacation Care program incur an additional cost.*

## How to pay

Fees can be paid by credit card (VISA or MasterCard) or by direct debit from your nominated bank account. Your account will be automatically charged every two weeks for your attendance fees. As part of the online enrolment process, you will be required to complete an online Ezidebit Direct Debit form. Please note that a penalty fee of \$9.90 will be charged by Ezidebit to your credit card or bank account if a transaction is declined.

If you have any questions regarding your account, please contact our Customer Service and Billing Team on **1300 395 735** or email [oshaccounts@junioradventuresgroup.com.au](mailto:oshaccounts@junioradventuresgroup.com.au) (8am – 6pm Monday – Friday)

## Complaints

Any complaints or concerns regarding this service should be directed to the Coordinator. If you would like to escalate your complaint, please contact our **Customer Service and Billing Team on 1300 395 735**. If you remain unhappy with the way your complaint or issue was handled, please contact the Department of Communities, Education and Care Regulatory Unit on (08) 6551 8333 or by email at [ecru.dlgc.wa.gov.au](mailto:ecru.dlgc.wa.gov.au). Further information is available at their website on [www.dlgc.wa.gov.au](http://www.dlgc.wa.gov.au).

## Policies

All policies and procedures are available at the service. Please discuss any questions or concerns with your Coordinator.