

# WELCOME TO OSHC



Primary OSHCare pride ourselves on providing your child/ren with **fun, play-based learning experiences** before and after school as well as during the school holidays. Whether your child attends OSHC daily or only occasionally, each visit is an **exciting and engaging adventure!**



## COMPELLING PROGRAMS

We'll empower your child to explore, navigate, experiment and engage in a diverse range of experiences.



## EDUCATORS WHO CARE

Our educators will embrace your child's journey: caring deeply, thinking creatively and inspiring them to thrive.



## FUTURE READY

We focus on building knowledge, skills and behaviours that help prepare your child for whatever the future may hold.



## UNIFIED PARTNERSHIP

As an integral part of the school community, together we'll create a fun and engaging environment for your child to flourish.



## FABULOUS FOOD

We fuel curious minds and growing bodies, helping to shape your child's understanding of health and wellness positively.



## PEACE OF MIND

You can be confident that your child is safe, happy and given every opportunity to fulfil their potential.



# KEY SERVICE INFORMATION

## St Ives OSHC

PROGRAM	TIMES	FULL FEE	FEE AFTER 85% CCS**
<b>BEFORE SCHOOL CARE</b>	7:00 AM - BELL TIME	\$12.00*	\$2.31
<b>AFTER SCHOOL CARE</b>	BELL TIME - 6:30 PM	\$20.00*	\$3.85
<b>VACATION CARE</b>	7:00 AM - 6:30 PM	\$50.00	\$9.63
<b>DAILY PACKAGE</b> Before & After Care on the same day	\$30.00	<b>WEEKLY PACKAGE</b> Before & After Care 5 days per week	\$140.00

*Fees & hours of operation as at Term 1, 2021 and may be subject to change | \*Casual Before and After School Care bookings are an additional \$2.00 per session  
\*\*Child Care Subsidy can provide up to 85% off your child care fees*

### ENROLMENTS

Enrolling with Primary OSHCare is easy, just head to our website [primaryoshcare.com.au](http://primaryoshcare.com.au). Your child's enrolment must be confirmed before attending their first session with us.

### BOOKINGS & CANCELLATIONS

#### PERMANENT BOOKINGS

All permanent bookings must be made with your Service Coordinator. Fees are payable for each session booked, regardless of attendance. This includes absences due to public holidays which fall on week days or changes/ cancellations without 48 hours prior written notice.

To avoid any out of pocket costs, 48 hours advanced notice must be given in writing to the Service Coordinator for any changes or cancellations of permanent bookings. St Ives OSHC offers packages for families with permanent bookings. For more information please speak to your Service Coordinator.

#### CASUAL BOOKINGS

Casual bookings for Before and After School Care can be made and cancelled online any time up to 24 hours before the session commences. To make a booking after this time, please contact your service directly on 0419 566 232. Cancellations made within 24 hours will incur the full casual fee, less any applicable CCS.

#### SCHOOL HOLIDAYS

Vacation Care bookings can be made online any time up to 5 days before the session commences. To make a booking after this time, please contact your service directly on 0419 566 232. Late bookings will incur an additional \$10.00 fee per session. Cancellations of Vacation Care bookings must be made at least 5 days in advance. Cancellations within this period will incur the full fee, less any applicable CCS.

### CHILD CARE SUBSIDY

Many families are eligible for Child Care Subsidy (CCS), which can reduce the cost of Outside School Hours Care by up to 85%. All our services are CCS approved, so we encourage families to find out if they are eligible. To establish what level of CCS you may be entitled to please contact the Centrelink Family Line on 13 61 50.

### STATEMENTS & PAYMENTS

Fees will be automatically debited every 2 weeks in arrears from the bank account, VISA or MasterCard you nominated during enrolment. Please note that if a transaction is declined, a late payment fee and dishonour fee will be applied. You can view your statements via your online account.

**LATE PICK-UP:** A \$2.00 per minute, per child fee may apply for children picked up after the service close time.

**NO SHOW:** An additional \$5.00 fee per child may be charged for any booking where no cancellation is provided.

**INCURSIONS & EXCURSIONS:** Incursions and excursions may incur an additional fee. These vary based on activity and may be subject to change.

For account specific enquiries, please contact our Customer Service and Billing Team on 1300 832 695 or email [customerservice@primaryoshcare.com.au](mailto:customerservice@primaryoshcare.com.au). Our team are available 9am - 7pm Monday - Friday (AEST/AEDT).

### MEDICAL MANAGEMENT

So we can provide the best and safest care, it is important that you inform the service if your child/ren has an identified health care need, allergy or relevant medical condition diagnosed by a registered medical practitioner. On your first day of attendance, bring along a completed Risk Minimisation form, Medical Management forms and any required medications. All medications (including ointments and creams) must be prescribed by a medical practitioner, be in the original container with original pharmacist labels and clear instructions. All labels must be legible and undamaged, and the medication must still be within its expiry date.

### WE'RE HERE TO HELP!

Come and see us in-service, email or give us a call. We look forward to welcoming you and your child/ren soon.



**0419 566 232**



**[sioshc@primaryoshcare.com.au](mailto:sioshc@primaryoshcare.com.au)**



**[primaryoshcare.com.au](http://primaryoshcare.com.au)**