

Those Pesky Details

Visit www.oatleyoosh.org.au

Bond Payment

- A one-off bond payment of \$300 per family is required at time of enrolment
- This bond will be held on an account that will be refunded to you at the cessation of care

Statements / Fees

- Fees will be collected via direct debit from your nominated bank account or credit card.
- This will be set up fortnightly to align with the new CCS entitlements payment system.
- Statements for the full term are available upon request, however due to CCS calculation method, are subject to frequent change.

Late fees

- Any parent who collects their children after 6pm will incur late fees that will be charged at \$15 per 15-minute intervals. i.e. 6:00 – 6:15pm - *\$15.00*; 6:15 – 6:30pm - *\$30.00 and so on.*
- Parents must advise the centre when they will be late to collect their child. However, the aforementioned fees will still be incurred.
- If a parent continues to collect their child after 6pm, the Manager will need to discuss other options with them, and suitable arrangements made or the child's place in the centre may be cancelled.

Collection of Children – After 6pm

If a child has not been collected by closing time, 6pm, and no contact has been made by the parent/guardians to inform educators, then the educator will take the following steps:

1. Attempt to contact parents/guardians
2. If unsuccessful, then emergency contacts on enrolment form will be contacted.
3. At 6.30pm, if no contact has been made, the Supervisor will contact the Child Protection and Family Crisis Service and the child may be taken to the local police station.

Parent entitlements for Fee Assistance

- Government assistance for fees is available through the Child Care Subsidy. This payment gets paid directly to the service for reduced fees. Parents must complete their online assessment at MyGov to be eligible for this subsidy. For more information please visit: www.humanservices.gov.au/childcaresubsidy

Absences

- If your child will not be attending a session you will need to inform the centre. Failure to do so will incur a **\$10.00 non-notification fee** per occurrence.
- You can inform the centre by:
 - Emailing enquiries@oatleyoosh.org.au
 - Calling: 9580 6591 (Oatley Public School Site) or 9570 1142 (Community Hall)
- Oatley OOSH is completely independent from the schools we cater to – therefore you need to inform the centre directly of any absence.

Dropping off/Picking up children

- Children will not be dropped off or allowed access to the centre outside of the centre opening times (before 7am and after 6pm).
- Children must be collected by the closing time of the centre.
- The authorised person is required to sign their children in/out via the online system when arriving and leaving the centre.
 - **Children are NOT allowed to sign themselves in or out**
- An authorised person must be over 18 to collect a child, unless written or verbal consent is given to the centre by the parent/guardian.
- Children who have permission to leave the centre (to an activity) will be signed out by Educators at the agreed time.
- The authorised person and children are to ensure that all belongings are collected.
- The authorised person must ensure that an educator is aware that they are taking the child from the centre.
- Educators are to be notified if the person collecting the child is to be later than usual. The child will be notified to avoid any anxiety.
- If the child is to be collected by anyone different than the name on the enrolment form, parents must have personally informed the authorised Supervisor prior to pick up. This change should be confirmed in writing, if possible, and the person picking up the child must bring identification.
- The names and contact numbers of all people authorised to collect the child must be included in the enrolment form. Any changes to these must be advised in writing to the centre as soon as possible.
- The authorised person is required to give proof of identification to educators if they have not seen them previously.
- The centre will not release the child to anyone who is not authorised without prior consent and in line with centre policy.
- If there is an emergency and the parent or an authorised person cannot collect the child, the parent must personally ring the centre to inform staff. The parent will be required to indicate who will collect the child, give a description and ask the person to provide the centre with proof of identity e.g., license or photo identification.
- If the centre has not been notified and someone other than the parent or authorised person comes to collect the child, the centre will ring the parent to get his or her authorisation. The child will not be released from the centre until proper authorisation has been received.

Sign In/Out Procedure

- You are legally required to sign your child in and out of Oatley OOSH's care.
- Our procedure requires you to use an iPad software, located conveniently outside the centre doors. Ask an educator to help you set up an account and show you how to use the system.

- Only contacts listed on your enrolment form will be able to use the iPad system and therefore be able to collect your child. If you need to add an additional contact, add their details via your *MyFamily Lounge* account.
- Each contact with authorisation to collect your child will have an individual password for legal records. Please do not share your password with anyone.
- Educators will ask for photo identification for the first collection time.

Food

- The centre provides breakfast for your child in Before School Care sessions between **7:00 am-8:00am**.
- Your child will have an option of toast, cereal and a drink of water, juice or flavoured milk.
- Oatley OOSH also provides an afternoon snack. Please see the attached snack roster.
- If your child has any allergies, intolerances or dietary restrictions, please speak with an educator or email enquiries@oatleyoosh.org.au

Vacation Care

- Oatley OOSH provides a Vacation Care program during the school holidays
- The program of activities will be available online approximately one month before the holiday period
- To enrol, you will need to complete the booking form and Pay for required days prior to vacation care beginning.
- Vacation care enrolments are limited and on a first in first served basis
- Vacation care requires the compulsory purchase of a red 'OOSH cap' for all days

More Information

Please visit our website www.oatleyoosh.org.au for more information on the centre, its policies and procedures, daily routines, vacation care program and information and permission forms.