

OSHClub Beeliar Primary

Key Service Information Sheet

Service contact details: Ph: 0447 364 035 Email: beeliar@oshclub.com.au>

Welcome to OSHClub Before & After School Care provider

OSHClub works in partnership with Beeliar Primary to provide Outside School Hours Care (OSHC) services to the school community. We pride ourselves on providing children with fun, play based, learning experiences. 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 a range of 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, if your school has homework. 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 current checks for working with children. Our Coordinators are trained in First Aid, CPR, Asthma and Anaphylaxis.

What to bring

Make sure your children have appropriate footwear and clothing, including a hat.

Where is the service located?

The OSHC service is located at 86 The Grange, Beeliar, 6164. 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 each session. Children in Year 1 and above can walk straight to/from their classrooms. OSHClub team members will pick up and drop off Kindergarten and Pre-primary students, escorting them to the service.

How to enrol

An online OSHClub enrolment form must be completed via 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 commencement of the session of care. Late bookings can only be made by calling our Customer Service and Billing Team on 1300 395 735. Bookings made within 24 hours will incur an extra charge of \$4.00 per session per child (excluding rebates). For Vacation Care, bookings must be made 5 days in advance of session care commencement, or they will also incur an extra charge of \$4.00 per session.

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. Cancellations can be made through the following means:

- Online through logging into your account at 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



Fees and session times

Many families are eligible for Child Care Subsidy, using the following three key tests:

- Combined family income (The percentage of subsidy a family will be entitled to will be based on their combined annual income).
- Activity test (The number of hours of subsidised child care that families will have access to per fortnight based on the activity level of both parents in the workforce)
- Service Type (The type of child care service a family chooses to use for child care)

To establish what level of CCS you may be entitled to please contact the Centrelink Family and Parents Line on 13 61 50

The following table outlines the full fee payable (per session, per child) without your rebates applied. To obtain your out of pocket cost after the rebates, please use the ¹**Governments Estimator Website** to obtain an estimate that is based on your individual details

Care Type	Hours	Full Fee (excluding CCS Subsidy)
BSC	07:00-08:50	\$19.00
ASC	15:00-18:00	\$26.00
Vacation Care	07:00-18:00	\$60.00

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 Subsidy is available on a sliding scale for families with a combined annual income of less than \$351K, subject to Centrelink Assessment.

Late pick-up fees of \$1 per minute per child may apply. If a child that is booked for a session, does not attend, and no cancellation is provided, a 'No Show' Fee of \$5.00 will be charged (per child). 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 iDebitPro Direct Debit form. Please note that a penalty fee will be charged by iDebitPro 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** (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** and they will direct your complaint to the appropriate person in Management.

Policies

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

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https://www.centrelink.gov.au/custsite_pfe/pymtfinderest/paymentFinderEstimatorPage.jsf?prg_id=5149990e08794b87af5b9ca370466154&wec-appid=pymtfinderest&page=18F142B590974A038CAC81731BC70C56&wec-locale=en_US#stay

