

# KEY SERVICE INFORMATION

# NARELLAN

## HOW TO ENROL

Enrolling with Kids United OSHC is easy. Just head to our website [www.kidsunited.com.au](http://www.kidsunited.com.au). Your child's enrolment must be confirmed before attending their first session.

Kids United OSHC – Narellan charges an annual registration fee of \$30.00 for all children using our service.

## WHAT HAPPENS AT OSHC

We provide a range of activities for all ages including arts and crafts, games, sports, drama, board games, dress ups, cooking activities, outdoor activities and fun social time 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.

## BOOKINGS & CANCELLATIONS

### PERMANENT BOOKINGS

All permanent bookings must be made with your Service Coordinator. Fees are payable for each session booked regardless of attendance.

To avoid any out of pocket costs, 2 weeks' advance notice must be given in writing to the Service Coordinator for any changes or cancellations of permanent bookings

### 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. 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 1 week before the end of the School Term. To make a booking after this time, please contact your service directly. Late bookings will incur an additional \$5.00 fee per session. Cancellations of Vacation Care bookings must be made at least 7 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.

## FEES & SESSION TIMES

PROGRAM	TIMES	FULL FEE	FEE AFTER 85% CCS**
BEFORE SCHOOL CARE	6:30 AM – 8:30 AM	\$15.00*	\$2.89
AFTER SCHOOL CARE	3:00 PM – 6:00 PM	\$25.00*	\$4.82
VACATION CARE	7:00 AM – 6:00 PM	\$55.00*	\$10.59

Fees & Hours of operation as at Term 2 2021 and may be subject to change.

\*Casual Before and After School Care bookings are an additional \$5.00 per session

\*\* Child Care Subsidy can provide up to 85% of your childcare fees. You may also be eligible for additional childcare subsidy which covers 95% to 100% of your fees.

## STATEMENTS AND PAYMENTS

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

**LATE PICK UP:** A late pick up fee of \$15.00 per 15 minute increments 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 bookings where no cancellation or absence notification is provided prior to the session commencing.

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

## MEDICAL MANAGEMENT

Please be aware that we have legal requirements under our legislation regarding children who have any additional medical or behavioural needs. Parents are required to provide staff with any information required for the safe care of their children as well as others who attend the program. Children will not be able to attend the service until all requested information or medication is provided.

## POLICIES

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

## 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.



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