



St Patrick's  
Outside School Hours  
Care  
Family Handbook  
2021

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# Contact Details

St Patrick's School OSHC  
32 Macksville Heights Dr  
Macksville NSW 2447

Nicole McNally: Coordinator  
Natasha Backhouse: Assistant Coordinator  
MOB: 0458 505 986  
EMAIL: macvp-oshc@lism.catholic.edu.au  
Vin Butler: Principal and Nominated Supervisor  
TEL: 6568 1397

Service ID: 190010047H

## Hours of Operation:

After School Care	3.10pm - 5.40pm
Vacation Care	8.00am- 5.30pm
Pupil Free Days	8.00am - 5.30pm
Public Holidays	CLOSED

## Fees and Charges (Before the Child Care Subsidy):

- After School Care (Permanent Bookings) = \$20 per session
  - After School Care (Casual Bookings) = \$24 per session
  - Vacation Care & Pupil Free Days = \$48 full day
- (Additional Fees are charged for extra activities during vacation care - PLEASE SEE VACATION CARE PROGRAMS AND BOOKING SHEETS FOR COST)
- The centre is closed for two weeks over the Christmas and New Year period

For CCS information please contact:  
Family Assistance Office (FAO): 13 61 50

## About Our Service

### 1.1 OUR PHILOSOPHY

Our goal is to provide quality childcare in a safe, friendly environment that meets the needs of the children in our care, their families and the community. Our program aims to treat each child as an individual, fostering curiosity, initiative and self-esteem. We provide challenging, interesting, age-appropriate and inclusive experiences reflecting the needs and cultural diversity of the community. We also recognise the value of incorporating the views of parents/guardians, children, staff and volunteers within our program. We encourage the participation and feedback of both children and parents to assist with the smooth running of the OSHC program.

### 1.2 SERVICE GOALS

The goals in which St Patrick's OSHC strive to achieve:

- To provide a warm, welcoming environment that encourages children to develop self-confidence and independence by providing a wide range of activities and experiences.
- For each child to feel that they are a valued part of a team.
- For staff, children and families to develop a relationship based on trust and respect.
- To show acceptance of all people, with respect for their cultures, beliefs, religion and special needs.
- To provide an environment where families have opportunities to participate and contribute in the decisions, operations and improvements of the service.
- To be able to provide information, advice and support to families, fostering a sense of community.
- To regularly reflect on and evaluate all issues relevant to the operation of St Patrick's OSHC, through open discussion with all stakeholders.
- To provide continuity between children's classrooms and OSHC.

### 1.3 SERVICE STRUCTURE AND ORGANISATION

St Patrick's OSHC is managed on a day to day basis by the Coordinator, Nicole McNally and the Assistant Coordinator, Natasha Backhouse. The service is overseen by the Nominated Supervisor and St Patrick's School Principal, Vin

Butler. OSHC is sponsored/licensed by the Trustees of the Roman Catholic Church for the Diocese of Lismore.

## 1.4 POLICIES AND PROCEDURES

St Patrick's OSHC has an extensive Policy and Procedure manual, which reflects the Philosophy and Goals of our service. A copy is available next to the sign in/out table in the parent/guardian information area.

From time to time we may ask our families to participate in the review of policies or procedures in a number of ways, including committees and surveys. Your participation not only allows you to have your say, it ensures that our service is the best it can be.

In this family handbook we provide a snapshot of our policies, which will affect you, your family and individual children during their time with us.

Details of this manual are correct at the time of printing. Policies and Procedures are subject to change.

## 1.5 ENROLMENT AND ORIENTATION

Parents/Guardians are required to complete an enrolment form before any child is to attend the service. Each newly enrolled family will receive a copy of this family handbook detailing selected policies and conditions of enrolment. You will receive an orientation of the service and be shown an overview of basic operations, such as staffing and programming. Information will be required from the parent/guardian. Refer to Enrolment Policy for more details.

If your child has additional needs, a meeting will take place between relevant parties (eg. Parents/Guardians, Coordinator, occupational therapist, teacher) before the child commences.

Issues discussed will be:

- Level of support child requires;
- Duration of support;
- Necessary training of staff and volunteers;
- The safety of all children enrolled;
- Environmental factors;
- Sources of information and resources/support services that will ensure the best possible care for your child.
- It is in your child's best interest that these forms are kept up to date.

See Enrolment Policy & Communication with Parents Policy.

## 1.6 HOW WE COMMUNICATE WITH FAMILIES

We have a number of ways we may communicate with you as a family. These include OSHC newsletters, phone, email, posters/displays & Facebook. Verbal communication between staff and families is the most commonly used form of communication. Staff aim to speak to families at drop off or pickup times to ensure any issues are discussed and to give families insight into their child's time at OSHC.

Staff can be contacted via phone, using the schools phone number (65681397) or the OSHC mobile (0458505986) and via email [macvp-oshc@lism.catholic.edu.au](mailto:macvp-oshc@lism.catholic.edu.au)

We have also recently created a Facebook page called St Patrick's Outside School Hours Care. We use this page to communicate with our families, giving insight into the activities the children are involved in during their time at OSHC.

Your feedback is important to us. We have a number of surveys throughout the year and provide a suggestion box, feedback forms and confidential grievance procedure for all service users. We are an Accredited OSHC under ACECQA and follow NSW Education and Care Services National Regulations. Information on ACECQA and Licensing is available from the Parent/Guardian information area and updated regularly.

## 1.7 RESPECT FOR CHILDREN

The best interests of the child are our paramount concern at St Patrick's OSHC. Our service endeavours to provide care that respects the child's dignity and privacy at all times. We consider children as unique, valued individuals. Children are encouraged to be involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the Service.

## 1.8 CHILD PROTECTION

St Patrick's OSHC understand s the importance of its role in the protection of the children in its care. This includes the service's moral and legal duties to care for children associated with the service. All our staff have been made aware of the Child Protection Policy, Risk Management for Child Protection and the Reporting of Child Abuse Policy of the Service through induction and training

procedures. All staff have current Working with Children Checks. See Child Protection Policy.

### 1.9 PHOTOS

On occasions your child may be photographed participating within the day to day activities we provide at St Patrick's OSHC. These photos may be used within the service on walls etc. as part of our programming process, on the St Patrick's OSHC Facebook page or in the OSHC Newsletter. The children take great pride in having their time at OSHC documented this way... (Our OSHC enrolment form has a section that authorises use of photos, please let us know if you do not wish for this to occur).

### 1.10 PRIORITY OF ACCESS AND NON-DISCRIMINATORY ACCESS

St Patrick's OSHC will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We provide care for primary school aged children from St Patrick's Primary School as well as other local schools. Children at risk and working families will be given priority when there is limited places available at our service. See Access Policy.

### 1.11 CONFIDENTIALITY

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the Service as outlined in the Information Handling (Privacy and Confidentiality) Policy. You may access your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see the Coordinator about accessing these records.

### 1.12 PARENT CODE OF CONDUCT

Members of staff are available for parents to speak briefly to at all times during opening hours. Please understand that the children are the first priority. Longer, more confidential appointments can be arranged with the Coordinator. If you wish to speak to someone other than the Coordinator you can follow the Complaints Handling Procedure outlined in the Policy and Procedure Manual as displayed above

the sign in desk. This ensures an opportunity for you to express any concerns you may have regarding the operation of service in a suitable manner.

Families are asked to treat staff with respect at all times and abide by the following guidelines:

- There will be no swearing or raised voices;
- Staff members have the right to ask a person to leave the premises if they feel intimidated in any way;
- Police will be called if a person does not respond to a request to leave the premises.

### 1.13 STAFFING

All staff qualifications and child/staff ratios are in accordance with the guidelines set in the National Quality Framework and the Child Care Act, 2002 (NSW). Children are actively supervised by at least 2 adults at all times to ensure that they are protected from harm:

At the Service: 1 staff member for every 15 children

On Excursions: 1 staff member for every 8 children

Water Excursions: 1 staff member for every 5 children

St Patrick's OSHC supports professional development for all staff members. The Coordinators have First Aid qualifications and have a wide variety of experience in OSHC, recreational, sporting and school settings. Recruitment procedures are used to ensure that the Service employs suitable people and that they have been made aware of the Service's Child Protection Policy. Refer to Staff Policies and Staffing Ratios Policy.

### 1.14 CONCERNS, COMPLAINTS AND SUGGESTIONS

If you have any concerns, complaints or suggestions, please speak to the Coordinator. If this is not satisfactory, our Management committee will handle complaints. Contacts for the Management Committee are at the front of this handbook. The happiness and well-being of your child is our main priority and we are continually striving to improve the quality of care we provide for our families. Other avenues of communicating your suggestions or concerns are via the 'suggestion box' on the sign in desk and regular surveys sent out throughout the year. However, please feel free to discuss any issues at any time. We value and encourage your participation in our service, as we believe it enhances the service we provide.

Refer to Complaints Handling Policy.

## SECTION 2 : Caring For Your Child

### 2.1 ARRIVALS AND DEPARTURES

Children must be signed in and out each day by an authorised person (Authorised people are noted on the child enrolment form.) Prior arrangement must be made with the Coordinator for any person other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity. Sample signatures shall be required from all such as authorised persons. In emergencies emailed letters of authorisation can be sent to the service. If you require your child to attend activities within the school grounds, written authority must be given. Children who are booked into the Service for care, but have not arrived within ten minutes of their expected arrival will have a member of staff contact a parent/guardian with the contact phone numbers provided.

### 2.2 LATE COLLECTION AND FEES PAYABLE

We ask for your cooperation by collecting your child by 5.40pm. Late pick-ups are upsetting for your child and stressful for all staff. If there is an emergency and you are unable to collect your child on time, please contact the service and arrange for an authorised person to collect your child. If your child is not collected on time, a late fee of \$15.00 will be charged immediately after 5.45pm, with a further \$15.00 payable every 15 minutes thereafter. The correct time will be recorded on the Ipad when signing out. If a child is not collected by 6:30pm and emergency contacts cannot be reached, advice will be sought from the school Principal and/or police. Refer to Arrivals and Departures Policy.

### 2.3 CHILDREN LEAVING WITHOUT PERMISSION

If a child leaves the Service for any reason without permission, the staff will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible. Refer to Arrivals and Departures Policy.

### 2.4 CHILD CODE OF CONDUCT

As part of our commitment to quality care for the children at our centre, we have 3 basic rules for the children to follow. These rules are developed with input from the children themselves to give them a sense of ownership over what happens with "their" space and are displayed prominently throughout the service.

- Be Kind
- Be Safe
- Be Respectful

These rules will be referred to when necessary. Staff may speak to parents if they find a child is consistently breaking these rules.

## 2.5 CUSTODY

Parents/guardians who have custodial right and do not wish the other parent/guardian to have contact with their child/children must provide a current copy of custodial papers.

Whilst every care will be taken to prevent a child from being taken by an unauthorised person, there may be instances which may be out of our control. Our staff cannot expose themselves or other children to an unacceptable risk of personal harm. If a child is taken, the police will be called immediately. See Arrivals and Departures Policy.

## 2.6 SAFETY

An evacuation and lockdown plan is situated at the entrance area in OSHC. We ask all parents, staff and children to familiarise themselves with these procedures. Evacuation and lockdown drills are practiced regularly. Should you be present during a drill, you are required to participate. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned evacuation/lockdown procedures. All service fire fighting equipment is serviced every six months.

Refer to Workplace Health and Safety Policy, Emergency Equipment and Facilities Policy and Harassment Policy.

## 2.7 HEALTH AND HYGEINE

The wellbeing of all children who attend the Service is of the highest priority, so we ask for you cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. The Service does not have facilities to care for sick children. Staff observes stringent hygiene practices throughout the day and the building is cleaned daily. Equipment is routinely checked to ensure that it is well-maintained, clean and safe for the children's use. In case of a minor injury or illness, a staff member will attend to the incident and a report will be completed

advising you of the details. Please sign this form after speaking with staff to verify you have been advised of this incident. (See injury report form)

Children and staff are always to wear hats and appropriate sun safe clothing when outside. We encourage families to ensure children wear hats and shirts with sleeves to minimise the risk of sunburn. Sunscreen is available for the children and staff always encourages this before the play outside. We have a sun protection policy available in our policy folder. St Patrick's School is a smoke free environment. Refer to Health and Wellbeing Policy. (See Injury Report Form)

## 2.8 ILLNESS AND INJURY

We actively strive to avoid injuries occurring at the Service and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. The rights and responsibilities of parents with respect to injuries and illnesses of their children are acknowledged and will be taken into account in administering all procedures.

Children with infectious diseases will be excluded from the Service. This is for the safety and wellbeing of other children and staff. Re-entry of your child will be considered after consultation with, and recommendation from appropriate health agencies such as Department of Health. The Coordinator will promptly telephone a parent/guardian if a child had been involved in an accident or becomes ill. Qualified staff will administer basic First Aid only. If contact cannot be made and it's necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. Please ensure emergency contacts are updated on enrolment forms regularly. (Please refer to the School Enrolment contract.) Refer to Illness and Injury Policy, General Health and Safety Policy and Infectious Diseases Policy

## 2.9 MEDICATION

In the case of your child/children requiring medication whilst in our care, please supply written authority from the parent/guardian stating the drug, dosage, dates and times to be administered. Medication forms are available from the Coordinator. In the form, all details and signatures are required or the medication is not authorised to be administered to your child. Staff will only administer medication if it is:

- A prescribed oral medication

- In its original package with pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date and;

- Accompanied by a letter of authority from parent/guardian

All medication will be administered by the Coordinator or staff member nominated by the Coordinator and will be recorded in a Medication Register, which will be signed off by another witness. Children who become ill at the service will be provided with a quiet area to rest while their parents/guardians are contacted. Parents are requested to advise the Service (via enrolment forms) of their child's particular health needs, including medication. If a child has asthma or a severe reaction, allergy or other illness in which timing is vital, an action plan written by a doctor must be provided and a risk minimisation plan will be developed between the Service, Guardians and Health Professionals to ensure immediate action in the case of the incident.

Please ensure the Service is aware of this by detailing on the enrolment form.

Refer to Health and Wellbeing Policy.

## 2.10 DAILY ROUTINES

After school, children are accompanied to OSHC at 3.10pm and signed in by an OSHC staff member. Children are greeted and the roll is called. Quiet activities are available while all children arrive. When all children have arrived afternoon tea, consisting of a variety of fruit and vegetables, is served. Afternoon Tea is followed by various activities. We participate in the Sporting Schools Program, which provides a variety of sporting sessions run by an accredited coach. A variety of structured activities such as cooking, craft, sports and music are organized daily in After School Care and Vacation Care. Opportunities for unstructured play are also available as we are aware for the need for unstructured play after a structured day at school.

## 2.11 MEAL TIMES

Nutritious and well-balanced snacks are provided for afternoon tea, which include a variety of fresh foods (mainly fruit/vegetables). The service offers a variety of cooking sessions to endeavour to expose children to cuisine from a variety of cultures. Water is available to children at all times. Please remember to inform the Service if your child has any food allergies or has a special diet (including religious or cultural). Detailed information about our Nutrition Policy is available in our Policies and Procedures manual, located near the sign in/out desk. Please feel free to discuss any comments, concerns or feedback you may have regarding our Nutrition Policy with our Coordinator. All food preparation on the premises is

carried out within the guidelines set down in the National Food Safety Standards. When families bring food from home (morning tea and lunch) they are asked to meet the standards of the Services nutrition policy. Our service is a nut free service as we have children attending who have nut allergies. Please ensure that no foods containing nuts are brought to OSHC.

## 2.12 BEHAVIOUR MANAGEMENT

The aim of St Patrick's OSHC is to provide a welcoming environment where children have positive experiences during their time at OSHC. We aim to provide an environment that minimises the potential for frustration and/or conflict. We understand that children often need guidance in terms of managing behaviour. Educators will use various strategies to encourage and guide positive behaviours including active supervision, providing effective role models, directing or re-directing children to other activities and working with children to set rules and consequences of breaking those rules.

Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. Physical, verbal and emotional punishment is regarded as unacceptable and will not be justified or permitted as a behaviour management technique. Any child displaying unacceptable behaviour will be given a supervised time to reflect on their behaviour. If unacceptable behaviour continues, parents/guardians will be contacted and notified. If disruptive behaviour persists, consultation may be necessary with parents, the child, Coordinator and Management Committee. A written report will be sent to the parents if unacceptable behaviour continues afterwards. A child may be suspended from the program if unsatisfactory behaviour threatens the safety or wellbeing of any child or other person in the service. The Service's rules of behaviour have been developed in consultation with the children and staff. Refer to Behaviour Support and Management.

## 2.13 DAMAGE TO EQUIPMENT OR FACILITIES

As part of everyday experiences involving children we recognise that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the child's part, it will become an expense to the parent.

## 2.14 STUDENTS, VISITORS AND VOLUNTEERS

Childcare students, visitors and volunteers may visit the Service from time to time. During this time, they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If observations of individual children are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies. Refer to Volunteers Policy

## 2.15 EXCURSIONS

Excursions are often planned throughout the Vacation Care Program. Excursions allow the children the opportunity to experience fun new activities and challenges while exposing the children to different aspects of our wider community. Maximum safety precautions will be maintained and written permission will be sought from parents/guardians before a child may attend an excursion. Parent permission forms will include the following information:

- The date
- Proposed destination
- Times of departure and return
- Method of transport used
- Activities to be undertaken

Children are required to have footwear on ALL excursions. Children MUST wear a hat and sunscreen at all times during outdoor activities.

Please check Vacation Care schedule and your booking confirmation sheet for daily requirements. Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions.

Refer to Excursion Policy

## 2.16 TRANSPORT

All vehicles used in the transportation of children on excursions will comply with the appropriate legislation and regulations and Transport Operations (Road Use Management) Act, 1995. Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any type of transport.

## 2.17 CLOTHING

Whilst attending OSHC, we ask that all children wear comfortable clothing that will enable them to participate in activities. Please be aware that clothing may get dirty during sport or craft activities, so ensure that your child's best clothes are not worn to OSHC and if you have a child who may possibly need more than one change throughout the day, please pack extra clothes. Children are expected to wear appropriate sun safe clothing such as a hat and a shirt with sleeves to reduce their exposure to the sun. Closed in shoes are recommended.

## 2.18 BABYSITTING

The service does not encourage or endorse staff and parents entering into private babysitting arrangements outside of the Service hours and therefore we take no responsibility or accept liability in relation to such arrangements.

## 2.19 PROGRAMMING

A variety of supervised activities will be programmed daily for After School Care and Vacation Care (eg. cooking; painting; clay; crafts; music; outdoor activities). Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities. Our aim is to provide activities that are developmentally appropriate for each child's social, emotional, physical, and creative needs. The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and cooperate in small groups. Planned activities are also designed to reflect the multicultural and diverse nature of our community. The Coordinator will happily discuss any aspect of the program with interested parents. Alternatively, surveys handed out throughout the year can be used as a means to convey parents and children's thoughts and input into the program. The weekly program is located on the OSHC notice board. In order to ensure that our programs effectively deliver the values, aims and objectives of the Service, the Service regularly evaluates the structure, process and content of its programs, actively seeking feedback from parent and children via the suggestion box, newsletter and surveys. Refer to Program Policy.

## 2.20 PERSONAL EFFECTS

St Patrick's School OSHC does not encourage children to bring items from home, such as toys, hand held computer games, Ipads etc. The service assumes **no** responsibility for damage or loss to any item belonging to any person and would encourage families to leave these items at home.

## SECTION 3 - Payment for Care

### 3.1 PAYMENT OF FEES AND OUTSTANDING FEES

It is our aim to provide a quality service to families at an affordable price. OSHC Fee schedule is included front of this Family Handbook. The Management Committee will set fees based on the annual budget (See Service Policy) required for the provision of high quality child care that is in keeping with our Philosophy, Goals and Service Policies and Procedures. Parents will be notified of any changes via Parent/Guardian Information area or via the school newsletter. Accounts are emailed to families fortnightly. Cash payments can be made directly to the OSHC administration via the payment box in the OSHC Office. Direct deposit payments can be made directly into the OSHC bank account and the bank details are located on invoices. Regular payments towards accounts are required and consistently outstanding fees may result in enrolment being terminated until fees are cleared. Fees can be reduced with Child Care Subsidy. Please contact FAO (136150) for your family's entitlement.

### 3.2 CHILDCARE SUBSIDY

St Patrick's OSHC is an approved child care centre and is approved to offer families the Child Care Subsidy on their fees. Child Care Subsidy (CCS) is a payment made to families to assist with the costs of childcare. Eligible families using childcare provided by approved child care service may receive Child Care Subsidy. CCS is based on an income and work/study activity assessment. In order to qualify for the CCS percentage reduction fees, **the family** must register for Child Care Subsidy with Centrelink and provide a Customer Reference Number (CRN). When new enrolments are processed and submitted to Centrelink the family will receive a notification in their MyGov account asking them to confirm their child's enrolment at our service. Once this enrolment is confirmed the details are updated on our system and you will then be able to receive the Child Care Subsidy as a reduction in your OSHC fees. If a family does not provide the service with the appropriate details (eg. CRN) to allow the service to submit the enrolment to Centrelink full fees will be charged until this is done.

The Child Care Subsidy has a procedure in place where children who do not attend a service for 14 weeks have their enrolment ceased. If a child attends the service again (Eg. For Vacation Care) this enrolment needs to be resubmitted to Centrelink through the services software and the family will receive another notification through their MyGov account asking for confirmation of the enrolment. Once this is confirmed again the CCS will be able to be paid to any future attendances.

If at any time a family experiences difficulty in the payment of fees, we strongly encourage families to talk to the centre coordinator to develop a plan for payment. All childcare details are confidential.

### 3.3 BOOKINGS

Permanent term long bookings can be made for After School Care through the booking forms sent out at the beginning of each term. Casual bookings made during the term can be made by contacting the coordinator via email ([macvp-oshc@lism.catholic.edu.au](mailto:macvp-oshc@lism.catholic.edu.au)) or phone (0458505986). Bookings for Vacation Care are taken from week 8 of each term when the Vacation Care program is released. The program will be sent home with all St Patrick's students in their reading pockets and emailed to all current families who attend other local schools. Families are to complete the Vacation Care booking form and return as soon as possible. We attempt to cater for all families care needs, with priority given to families with permanent After School Care bookings. We understand that some families will be unable to predict the days care will be needed, we will try to accommodate, but due to availability and staffing we cannot always guarantee a place.

### 3.4 ATTENDANCE

Please notify the Coordinator promptly if your child/children will not be attending on a particular day during After School Care or Vacation Care. Fees will not be charged if 24 hours notice is given.

When 24 hours notice is not given the child will be marked as absent and normal session fees will be charged. Absences are submitted to Centrelink and the Child Care Subsidy is paid for up to 42 absences in a financial year. **Please note: CCS will not be paid for absences on the first or last day of care at a service.** In these situations the full fees will be charged, either immediately in the case of an absence on the first day of care or for an absence on the last day of care the CCS will be withdrawn from a families account when the enrolment ceases after 14 weeks of no attendance.

Feel free to contact us with any questions you may have about our service.