



## Key Service Information

### School of the Good Shepherd

OSHClub provides fun, play-based learning experiences for your children before school, after school, and during holidays. Whether your child attends daily or occasional, each visit is an exciting adventure!

#### Compelling Programs

At OSHClub, we are proud to run the 'Adventure Program', an industry leading framework designed to nurture children's potential through play.

Our morning program is called **'Rise then Shine'** and offers energising activities and a nutritious breakfast to set kids up for a positive start to their school day.

Our after-school program **'Stay and Play'** is the perfect opportunity for children to participate in fun activities, build close friendships and wind down after a busy day at school.

#### Fabulous Food

Our carefully crafted menu options are designed to fuel hungry tummies and curious minds with yummy and nutritious foods. This is delivered through 'Breakfast Club' in the mornings to kick start the day and 'Snack Squad' to curb the afternoon hangries.

#### Holiday Programs

Holiday HQ, the ultimate kids' holiday program, breaks the school routine with unique experiences at select services. Each day brings new excitement with diverse themes, engaging activities, and entertaining incursions and excursions for an unforgettable break.

#### Educators who care

Our team, selected to meet community needs, serves as a genuine extension of the school and family home. Treating children as family, our qualified and trained members ensure quality care tailored to individual needs.

#### Future ready

We are committed to helping today's children navigate their tomorrow. We focus on building knowledge, skills and behaviours that help prepare your child for whatever the future may hold.

#### Affordable Care

Did you know our programs are eligible for the Child Care Subsidy?

Families can get up to a 90% rebate of session fees, including holiday program incursions and excursions.

#### Unified Partnership

As a vital part of the school community, we collaboratively craft a fun and engaging environment for your child's growth. Actively listening to our school communities, we tailor personalized programs, ensuring our commitment to delivering high-quality programs and unwavering support to families and schools.

#### Peace of Mind

You can be sure that at OSHClub, your children are in the safest of hands.

We are a proud Child Safe Organisation, complying fully with all 7 Quality Areas of the National Quality Framework (NQF) and we are proud that 95%\* of our programs meet or exceed the National Quality Standards.

\*As at May 2022



Scan the QR code to view key service information for your centre, including pricing, Government Subsidies, opening hours and more!

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PROGRAM	TIMES	BOOKING TYPE	FULL FEES	FEE AFTER GOVT SUBSIDY*
Rise then Shine before school care	06:45am to Bell Time	Early Bird Adventure	\$26.00	\$2.60
		Flexible Adventure	\$28.60	\$2.86
		Last Minute Adventure	\$31.20	\$3.12
		Adventure Pack 90	\$20.80	\$2.08
Stay and Play after school care	Bell Time to 06:00pm	Early Bird Adventure	\$33.50	\$3.35
		Flexible Adventure	\$36.85	\$3.69
		Last Minute Adventure	\$40.20	\$4.02
		Adventure Pack 90	\$26.80	\$2.68

\*Prices are subject to change. Please visit our website and search for your Service for current pricing.

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## Bookings, Fees, and Terms and Conditions

**Important Note:** For eligible families all before school, after school and holiday program (vacation care) sessions are subsidised by the childcare subsidy (CCS). Please check your entitlement to reduce out-of-pocket fees. Please refer to Services Australia Childcare Subsidy for eligibility and entitlement.

\*Fees after government subsidy stated on our website represents 90% of Childcare Subsidy. To get an accurate representation on the CCS applicable to your family, please refer to Services Australia Childcare Subsidy.

## Classic booking option:

### Before and After School Care Sessions:

Bookings can be made online any time up to 24 hours before the session commences. To make a booking after this time, please contact your service directly.

Late bookings will incur an additional \$4.00 fee. To avoid any out of pocket costs, cancellations must be made at least 48 hours before the session commences. Cancellations within this period will incur the full fee, less any applicable CCS.

### Applicable Fees and Surcharges

#### Late pick-up:

A \$1.00 per minute, per child fee may apply for children picked up after the service close time.

#### Non-Notified Absence Fee:

An additional \$5.00 fee per child may be charged for any before or after school care booking where no cancellation is provided.

### Holiday/ Vacation Program Sessions:

Holiday program bookings can be made online up to 5 days before the session commences. To make a booking after this time, please contact our Customer Experience team. Late bookings will incur an additional \$4.00 fee. To avoid any out of pocket costs, cancellations must be made at least 7 days before the session commences. Cancellations within this period will incur the full fee, less any applicable CCS.

## Holiday HQ Program Guidelines

The provision of food is subject to the service. Please contact the service directly to understand if your service does provide food and share any important allergy or dietary information.

If your service **does not provide food**. Please bring a packed lunch, afternoon snack, and a reusable drink bottle. Make sure all food adheres to the service's allergy guidelines. Please contact the service directly for more information about what food can be brought to your service.

Please be mindful for the planned activities, ensuring your child wears appropriate and comfortable clothing, which follows our sun-smart policy (including closed-toe shoes). For safety and peace of mind, please leave valuables, and electronic devices (such as tablets and smartphones) at home.

## Excursion Information

Please **arrive by 8:30am for all our excursion days**, unless otherwise stated.

Please directly contact your service team for any specific activity information and to ask questions, including queries about permission forms and potential waivers.

Please note, our holiday program activities vary from service to service. To ensure you have the most accurate information for activities occurring at your service, including medical and other requirements related to your child/ren, please contact your service directly.

## 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.