

# St Bernard's Vacation Care Program

## Terms and Conditions



### **ENROLMENT / REGISTRATION**

All children using Vacation Care need to have a current enrolment with our OSHC service. Enrolments are an annual legal requirement. If you are not currently enrolled with our service, please complete a current enrolment form and return it with your Vacation Care registration form. IT'S VERY IMPORTANT THAT FAMILIES MAKE THEIR BOOKING BY THE SPECIFIED CUT-OFF DATE as this allows our service to make appropriate staffing arrangements based on the number of children attending. New Families who enrol their child with our Service will be given a Parent Handbook, detailing our current Policies and Procedures. Please take the time to read the handbook so that you are familiar with our policy requirements. Enrolment and Registration documents are available at the School Office, OSHC service or can be emailed to you; email: stbernardsoshc@gmail.com

### **CHILD CARE SUBSIDY AND THE PAYMENT OF FEES**

Eligibility for the Childcare Subsidy is determined by the Family Assistance Office, therefore families need to ensure that their CCS information is up to date at the time that their child attends the program. This will ensure the easy distribution of family's subsidy as a fee reduction. Families are to ensure that their child's CCS enrolment status with our service is 'confirmed by guardian' this will allow the family's CCS to come through to our system on their behalf as a fee reduction. This process is actioned on the family's Centrelink account via the MYGOV website. please contact the FAO on 13 6150 M-F 8:00am to 8:00pm for further information regarding your eligibility.

Your Vacation Care account will be emailed to you at the end of the two-week program and payment will be processed via Direct Debit from your nominated bank account on the pre advised date. Families are to ensure that they have sufficient funds in their nominated bank account or risk being charged a dishonor fee of \$19.95 by Debit success.

### **BOOKINGS/COST-**

The cost of a VAC booking is \$75.00 per child per day less CCS. The cost includes all activities, afternoon snack, supervision and incursions. To make a booking, families need to submit a signed Vacation Care Registration form by the pre advised cut-off date. When the family's booking request has been processed, the family will receive a 'VAC booking confirmation' which includes information regarding their child's booking and the cost of the session. Please note changing, swapping, or cancelling of booked days at FREE COST to family can ONLY be arranged if advice is given PRIOR to the start of the Vacation Care program.

### **CASUAL WALK-IN BOOKING -**

The cost of a Walk-in booking is \$85.00 per child per day less CCS. Walk-in bookings are not always available and are strictly determined by the number of staff available on the day. If you require last minute care for your child, PLEASE CALL the centre FIRST and speak with the Coordinator on duty to confirm availability BEFORE bringing your child in. Walk-ins WITHOUT prior notification risk being turned away. Walk-in rate does not apply to families who wish to make an extension to their existing confirmed booking.

### **AVAILABILITY OF CASUAL VACATION CARE BOOKINGS**

Staffing is arranged PRIOR to the commencement of the Vacation Care program. Therefore, our ability to accept EXTRA casual bookings when the program has already commenced is strictly determined by the number of staff working on the day as well as the number of children in attendance.

**ON A DAY WHERE TWO EDUCATORS ARE ROSTERED ON**, bookings MUST NOT exceed **THIRTY (30) children**. When numbers are at capped capacity, extra bookings WILL ONLY BE ACCEPTED if emergency staff are available to work on the day. Please call the duty coordinator to discuss availability.

**ON A DAY WHERE THREE EDUCATORS ARE ROSTERED ON**, bookings MUST NOT exceed **THIRTY-EIGHT (38) children**. When numbers are at capped capacity, extra bookings WILL ONLY BE ACCEPTED if emergency staff are available to work on the day. Please call the duty coordinator to discuss availability. Please contact the VAC Coordinator, preferably the day before you need the CASUAL booking to discuss booking availability. Contact Tel: 9386 8498

## **OPERATING HOURS**

8-6pm Monday to Friday during all Victorian school holidays. Doors open 8:00am sharp. No early birds please!! IF YOU ARE RUNNING LATE to pick up your child/ren, you must call and advise our centre so that we can arrange staff to stay back. A late fee of \$10 will be applied if your child is picked up after 6:00pm and up to 6:15pm. Fee is \$25 thereafter. Our Service is closed on ALL PUBLIC HOLIDAYS that occur during the school holiday period.

## **ABSENCES**

Children's absences during the program will be billed as a CCS 'Allowable Absence' and the usual fee less CCS will apply. NO FEE will be charged for any changes or cancellations to bookings if advised PRIOR to the start of the program.

PLEASE NOTIFY our centre if your child will be absent from Vacation Care. You can do this via email or phone (9386 8498) Please keep in mind that after the program has commenced, any changes or cancellations to your child's VAC booking will be charged accordingly.

## **SIGN IN AND SIGNING OUT**

All children must be collected by an authorized person (18 years and over) that is nominated on the family's enrolment form. Please advise our educators if someone other than yourself is collecting your child. (All persons who are not known to staff will be asked to provide a photo id)

## **MAINTAINING A HEALTHY CHILD CARE ENVIRONMENT**

- Exclusion of unwell staff and children
- Daily sanitisation of all touch surfaces, toys, and equipment
- Enhanced personal hygiene for children and staff by regular handwashing
- **Please note that if your child is unwell, PLEASE KEEP THEM AT HOME. If a child is unwell during their attendance parent will be contacted for immediate pick-up.**

## **WHAT TO BRING**

- A healthy packed lunch, snack attack (Fruit/Veg) and recess snack (Strictly no nut products please)
- A clearly labelled drink bottle. ENERGY AND SOFT DRINKS ARE **NOT ACCEPTABLE** DRINKS FOR CHILDREN TO BRING. Filtered cold water on tap is available to children throughout the day.
- Children must wear appropriate clothing and footwear to allow participation in active games and activities.
- A change of clothes: on warm days your child may engage in water play and therefore may require a change of clothes.

## **WHAT NOT TO BRING-UNLESS PRE-ADVISED**

- **ELECTRONIC GAMES AND DEVICES:** The use of electronic games and devices from home is not permitted during your child's VAC session unless a pre-planned activity is scheduled on that day. If your child brings their device from home on a day where electronics is not included on the day's program, the device will be confiscated by staff and returned at the end of the day.

## **APPROPRIATE FOOTWEAR**

- During warm weather children may like to wear CLOSED TOE SANDALS during their attendance. Thongs, rubber crocs and open toe sandals are not considered appropriate footwear for active play, therefore not to be worn while attending the vacation care program. If children wear closed toe sandals, they must also bring a pair of runners so that they can participate in active play activities. Children who do not have appropriate footwear may miss out on some activities to ensure safety and injury prevention.

## **REMINDER**

- Families please remember to collect your child's belongings when you leave the service as we have noted that many unlabeled items are continuously being left behind. There is a lost property box at the front entrance of the service, please remember to check this regularly
- PLEASE REMEMBER TO LABEL ALL CHILDREN'S CLOTHING, LUNCH BOXES, DRINK BOTTLES AND TOYS BEFORE THEY ATTEND TO AVOID LOSS

## **NUTS & FOOD ALLERGIES**

For the wellbeing of the children at our Service that have food allergies, our Service is nut free zone. Please keep this in mind when packing your child's lunch box and remember to exclude snacks that may contain nut ingredients. (This includes peanut butter and Nutella in sandwiches, snack bars, sesame bars etc.)

## **BEHAVIOUR**

Our service uses a non-punitive guidance approach to behaviour management. We encourage children to reflect and evaluate their actions and the impact that their behaviour has on other children around them. This provides the children with the opportunity to learn from their mistakes and make positive choices in the future. Every effort will be made to encourage and help your child make positive social and safe choices during their play. However, if your child continues to make inappropriate choices that impact on other children's safety and wellbeing, we will not hesitate to contact you and ask you to collect your child. We have a zero tolerance for behaviour that compromises the interest and safety of all children in our care.

## **FEEDBACK**

We value your feedback, therefore please feel free to provide our service staff with any suggestions, ideas or any concerns you may have. Our aim is to provide a high quality, inclusive and professional service to all families using the program.

Please email your feedback to: [stbernardsoshc@gmail.com](mailto:stbernardsoshc@gmail.com) attention to Mrs. Carmel Carpinteri, Director St Bernard's OSHC Tel: 03 9386 8498 m-f 2-6pm