

Communities@Work



Out of School Hours Care Enrolment Information

Eligibility:

All children attending kindergarten to year 6 at primary school are eligible to attend the before and after school care programs. Children attending preschool may attend at the following programs - Bonython, Caroline Chisholm, Charles Weston, Fadden, Gordon, Maribyrnong, Monash, Mount Rogers, Neville Bonner, Theodore and Wanniasa Primary Schools.

Permanent Booking:

Please ensure that you mark the days of care you require on your enrolment form. Permanent enrolments are ongoing for the school year (no removal of ad-hoc days or suspending care). When ceasing or reducing permanent booked days, **15 business days written notification is required**. Written notification is required for all changes to bookings – email enrolments@commsatwork.org. **Staff are not authorised to accept verbal changes.**

Casual Care:

Care is available on a casual basis if a place is available. Before school care bookings must be made prior to 12.00noon the day before care is required. After school care bookings must be made prior to 12.00noon on the day care is required. Bookings can be made by phoning the Children's Services Enrolment Team on 1300 212 273.

Enrolment Forms:

All enrolment and booking agreement forms need to be forwarded directly to children's services enrolment team. Out of School Hours Care programs are not able to accept enrolment forms or notification of a booking cancellation. Please be aware all enrolments cease on the final day of term four (4) each year. All families are required to re-enrol and reapply for positions for the following year, with positions being offered on a first in basis. Enrolment forms for the following year will be available from the website during term three (3) www.commsatwork.org

Notice Periods and Cancellations:

Families with a permanent booking are required to provide 15 business days notification to the children's services enrolment team for any proposed changes, or the intention to cease a child's enrolment. Guarantee of changes is subject to availability. If a family withdraws their child/ren without appropriate notification full fees will be charged until notification has been received.

Casual bookings can be cancelled up to 48 hours prior to the commencement of that booking by notifying the Children's Services Enrolments Team.

Attendance Sheets:

Attendance sheets are a record of children attending the program and families are required to sign daily on arrival and departure. The attendance sheets are extremely important, they not only indicate attendance at the program, but are of key importance in emergency procedures, such as fire drills and compliance with reporting to the Department of Education Employment and Workplace Relations (DEEWR).

Privacy Statement:

Communities@Work is required to collect and use personal/health information about families on the enrolment form. The information obtained may be disclosed to the Department of Education and Department of Human Services. However, there may be circumstances where we are legally required to disclose information to other authorities.

All personal information is securely stored and people's personal details must not be discussed other than as needed for the administration of the service. All child care services must comply with the National Privacy Principles under the Privacy Act 1988 in handling personal information.

Food:

Our before school care programs provide a light breakfast and nutritious snacks are provided for children attending after school care. Families choosing to provide food for their child must do so in accordance with the Nutrition & Physical Activities Policy, outlined in Communities@Work's Out of School Hours Care policy and procedures (copy available on request).

Sun Protection:

Communities@Work Programs are SunSmart services. We implement a "no hat, play in the shade" policy when the UV rating is 3 or above. When playing outside, children are required to wear a wide brimmed, Legionnaire or bucket style hat, clothing that covers shoulders and shoes that cover feet. Singlets and caps are not permitted.

Behaviour Guidance:

Out of School Hours Care educators will work with the families to positively guide children's behaviour at the program. Our Behaviour Guidance Policy combines positive techniques for supporting appropriate behaviour and relevant consequences for inappropriate behaviour.

We do, however, reserve the right to cease a child's enrolment (in consultation with parents/guardians) when their behaviour continually threatens the positive and safe environment of the program.

Children's Services Enrolments Team:

The Communities@Work Children's Services Enrolments Team (CSET) provides a vital link between our clients and our child care and education centres, out of school hours care and school holiday programs. The overarching function of CSET is to ensure compliance with the federal government Child Care Management System (CCMS).

CSET assists families with queries relating to attendance, enrolments/bookings and general account enquires. The Children's Services Enrolments Team happy to answer any questions you may have and can be contacted on 1300 212 273.

Child Care Benefit:

Child Care Benefit (CCB) is a payment from the Australian Government to help families with the cost of child care in the form of a subsidised fee. Assessment is available by application to the Department of Human Services (DHS) by phoning 13 61 50. Should you require assistance for languages other than English, phone 13 12 02. Families are responsible for the payment of full fees until the children's services enrolment team receives the DHS assessment.

Customer Reference Number (CRN):

Families are responsible for providing the children's services enrolment team with their child's and the registered parents CRN and dates of birth. CCB and CCR cannot be applied to family's accounts until a successful formal CCMS enrolment is made with DHS.

Child Care Rebate:

Child Care Rebate (CCR) is a payment made to families by the Australian Government to assist working/studying/ or training parents/guardians with the cost of child care. The Government will provide families with 50% of out of pocket expenses, up to \$7500 (indexed per child per year). The rebate is paid quarterly, as an annual lump sum, weekly or fortnightly into families' bank accounts, or weekly or fortnightly directly to the program as a fee reduction.

Late Fee:

A late fee of \$20.00 per child for every 15 MINUTES or part thereof will be charged for children remaining on the premises after 6 pm.

Please note – Out of School Hour Care educators are required to vacate school premises no later than 6 pm. If you are delayed in collecting your child, contact the program immediately. Parents that continue to pick up their children late from the services may have their enrolment ceased.

Enrolment/Administration Fee:

A one off enrolment / administration fee of \$30.00 is payable per family, is non-refundable and will be charged to your account at the time of enrolment. This fee includes the costs associated with the children's services enrolment team processing your child's enrolment. **Please allow one (1) week for your enrolment to be processed.**

Payment:

All accounts will be emailed each fortnight. Full payment must be received within seven (7) days of the invoice period. Fees are payable for every day of your child's enrolment including absences due to illness or family holidays. If your account remains outstanding this will result in your enrolment being ceased and your account forwarded to a debt recovery agency unless approved alternate arrangements have been made with the children's services enrolment team.

Payment Arrangements

iDebitPro provide two options of payment: Option 1: Direct Debit from your nominated account. This will incur additional charges of \$0.75 per transaction. Processing days are Thursday fortnightly as indicated on direct debit request form. Option 2: Credit Card. This will incur additional charges; \$0.60 + 0.8% of debit amount for Visa and MasterCard. We do not accept American Express or Amex. Processing days are Friday fortnightly as indicated on direct debit request form. For any dishonoured payments iDebitPro will charge you a fee

Phone: 1300 212 273 Email: enrolments@commsatwork.org

www.commsatwork.org