



Pascoe Vale Primary School

Outside School Hours Care

362 Gaffney Street
Pascoe Vale 3044
Director: Concetta Sergi
Mobile: 0407 805 250
Website: <http://www.pvps.vic.edu.au/index.php/community/oshc/welcome-to-oshc>

Welcome to Pascoe Vale Primary School Outside School Hours Care

Welcome to Pascoe Vale Primary School and thank you for your interest in registering your child into the Outside School Hours Care (OSHC) program. We aim to provide a safe and stimulating environment in which your child can play, relax and learn both before and after school.

Pascoe Vale Primary School Council oversees and manages the OSHC program with fees and operating hours as follows:

<u>Fee details and session times</u>		<u>Permanent</u>	<u>Casual</u>
Before School Care	7.00am to 8.45am	\$16.00	\$20.00
After School Care	3.30pm to 6.00pm	\$20.00	\$24.00
Early Finish Days	2.30pm to 6.00pm	\$26.00	\$26.00
Last Day of Term 4	1.30pm to 5.00pm	\$26.00	\$26.00

Admin fee for new enrolments \$15.00

All fees are before the Child Care Subsidy rebates
For Terms & Conditions please refer to the PVPS OSHC Family Handbook, PVPS OSHC Cancellation and Refund Policy and PVPS OSHC Payment of Fees and Bookings Policy.
<http://www.pvps.vic.edu.au/index.php/community/oshc/oshc-policies>
****Fees are subject to change (with notice).**

Enrolment

Prior to using the program, families must complete the registration and enrolment process. Please ensure you submit the completed form and required documents to Pascoe Vale Primary School OSHC using My Family Lounge. You can register for a "My Family Lounge" account through the Pascoe Vale Primary School (PVPS) website under OSHC Bookings and Registrations. If you already have a "My Family Lounge" (MFL) account (even if it is with another service - please ensure you do not register for more than one MFL account), please use your current login and enrol for our service. <http://www.pvps.vic.edu.au/index.php/parents/outside-school-hours/bookings-and-registrations>

- Complete all areas of the enrolment form (please note each child needs their own form)
- Please ensure you have uploaded:
 - o Debitsuccess form; Immunisation History Statement; Court orders (if applicable); Medical action plans (if applicable)
- SUBMIT the form

Bookings

Once you have enrolled in the service bookings can be made through your "My Family Lounge" account.

<http://www.myfamilylounge.com.au/My-Family-Lounge/home>, you can also download the "My Family Lounge" phone app for casual booking and cancellation access to service.

For permanent bookings please submit a 'booking request'. For casual bookings only, you will only need to submit the enrolment form and once processed you will be able to access the 'Casual Booking Calendar'. If you have a permanent booking you will also automatically be registered for casual bookings.

Permanent bookings: Book set days every week or fortnight that will carry on throughout the year. Permanent bookings can be altered any time as required with a minimum of two weeks written notice provided to OSHC Director. Please refer to the OSHC Family Handbook for how to alter your booking.

13 September 2018

Casual bookings: Make a booking at any time online using the My Family Lounge Casual Booking Calendar, based upon your needs, however if the same day care is required, you should also call the OSHC program to notify them of the booking.

Late bookings: If your child is not booked in and attends the service without being booked in prior there is an \$8.00 administration fee charged in addition to the session fee.

Absences: Please note that all absences are charged at a full fee. Refer to the PVPS OSHC Cancellation and Refund Policy and PVPS OSHC Payment of Fees and Bookings Policy. You can find a copy of these on the Pascoe Vale Primary School website under OSHC Policies - <http://www.pvps.vic.edu.au/index.php/community/oshc/oshc-policies>

Cancellations: To cancel your child's permanent booking, you must submit a request to the OSHC Director in writing. This can be done by completing a 'cancel permanent booking form' and emailing it to the OSHC Director, or putting your cancellation request in writing via email to the OSHC Director. To access a copy of this form -

<http://www.pvps.vic.edu.au/index.php/parents/outside-school-hours/forms>.

Please refer to the PVPS OSHC Cancellation and Refund Policy and PVPS OSHC Payment of Fees and Bookings Policy. To find a copy of these please visit the PVPS website - <http://www.pvps.vic.edu.au/index.php/community/oshc/oshc-policies>

Fee assistance/rebates

On 2 July 2018 the [Child Care Subsidy](#) replaced the Child Care Benefit and Child Care Rebate. The Child Care Subsidy is paid directly to services to be passed onto families. There are also changes to the annual cap which will make child care more affordable for most families.

Three things determine a family's level of Child Care Subsidy:

- A family's annual adjusted taxable income determines the percentage of subsidy they are eligible for
- An activity test determines how many hours of subsidised care families can access, up to a maximum of 100 per fortnight, and
- The type of child care service determines the hourly rate cap.

For more information please visit: <https://www.education.gov.au/ChildCarePackage>

Invoicing & Account

PVPS OSHC families are required to complete and submit a Debitsuccess Authorisation Form – Direct Debit Request Form. This form is to be uploaded and attached to your enrolment form, in the relevant section. To access a copy of our Direct Debit Request - Authorisation Form: <http://www.pvps.vic.edu.au/wp-content/uploads/2016/12/PASCOE-VALE-PRIMARY-SCHOOL-OSHC-DDR.pdf>

Statements will be issued on a fortnightly basis at the end of the fortnight with fees being debited the following Wednesday. As this may be subject to change dependant on public holidays, the OSHC director will notify you if there is a change.

Food and Activities

Food is provided during every session. PVPS OSHC is nut, meat and egg free and does not serve any of these products. Breakfast is toast and/or cereal and juice or milk is available daily. Afternoon tea is served each day between approximately 3:45 - 4:15pm. The fortnightly snack menu changes but always includes a nutritious mixed fruit and vegetable platter daily. If you wish to provide snacks for your child, please ensure they are in their original packaging and adhere to our programs food and safety standards. Water is always provided and available for children attending the program.

A family notice board is also kept in the program room which lists the current week's food menu, activities and more. If you would like an orientation through our service, please contact the OSHC Director to organise a suitable time.

Medical Conditions

Parents/Guardians are responsible for providing updated individual medical management plans annually. The PVPS OSHC service requires a separate copy from the school, so please ensure you provide the service with a copy also. Anaphylaxis and Asthma medication that are supplied to PVPS will also be used by PVPS OSHC.

It is the Parent/Guardian's responsibility to ensure that a current medical form has been completed. If a child requires medication whilst attending the program, a Parent/Guardian needs to hand a medication form to the PVPS OSHC Coordinator/Director along with the medication. Medications must be in the original container with expiry date and child's name clearly labelled.

On your child's first day

On arrival please ensure that you sign your child in or out on the tablets provided. Please notify the coordinator if you are a first time user.

The process of using QK Kiosk is as follows:

1. Enter your phone number
2. Enter your 4-digit pin that you created when you first used QK Kiosk (OSHC staff can help you set up your PIN)
3. Select the child's name that you are signing in/out
4. Select sign in/out next to the child's name (please ensure you only sign the children in that are attending)
5. Select 'done' on the bottom right hand corner.
 - **All Authorised contacts have their own account, please make sure you use your own phone number. (Please do not provide QK Kiosk number and PIN to anyone else).**
 - **Under NO circumstances should a child be signing themselves in or out.**

Collecting your child

It is important that the following collection/drop off procedures

- Entry to PVPS OSHC is through the Community Hub building on Wilna Street.
- All children need to be signed in and out by an authorised person listed on their enrolment form. Parents/Guardians may provide notification of the name of an alternative person who will collect the child including details of their relationship to the child, by updating their child's OSHC enrolment. Identification must be presented upon collection if a new person is collecting the child
- We do not allow children to leave the service without being signed out by an authorised adult
- As the service closes at 6pm, children are required to be picked up before 6pm sharp. **A late pick up fee will be charged at the rate of \$20.00 for each child per each 15 minutes or part thereof.** If you are running late please contact the service on the telephone number provided. Your child can only be picked up by the people authorised on the enrolment form.

How to contact us

For all matters concerning OSHC enrolment, bookings and accounts – please contact the OSHC Director on 0407 805 250 (Monday – Friday 8:30am-4:30pm) or via email on ohsc.pascoe.vale.ps@edumail.vic.gov.au. To contact the OSHC Coordinator during session times in regards to the direct care of your child on that day, please call on 0407 805 250.