

## **BEFORE AND AFTER SCHOOL CARE PROGRAMME DETAILS AND OSCAR TERMS AND CONDITIONS**

Our programmes are for children aged 5 to 13 years during the school term, and are OSCAR (Out Of School Care And Recreation) accredited.

**Hours:** The hours are between 7am and 8.45am for Before School Care (BSC) and from 3.00pm and 6.00pm for After School Care (ASC).

### **Fees:**

- The cost for the programme is \$7.00 per child up to 4.00pm, \$10 to 5pm and \$12 to 6pm for ASC and for BSC fees are \$10 from 7.00am and \$7 from 7.30am where children are enrolled as permanent. Casual rates for ASC & BSC are an extra \$1 per session to be paid on the day.
- Casual attendances are only if space allows on the day. Please check with staff daily to see if there is a place available
- No charge is made for care during the school holidays but parents are charged for Statutory holidays and Teacher Only Days that fall during term time.
- **Fees must be paid weekly in advance.**
- **Bank Account 12 3072 0376916 03 Use child's name as reference**
- Bookings and payments are essential before the start of the programme to confirm your child's place.
- **The centre has a no refund policy,** Permanent enrolments are entitled to 8 sick days at no charge per year but please be aware if your child is booked in and the staff are not advised of non-attendance prior to start of programme for BSC and midday for ASC, you will be charged (we have a 24hr answering service for your convenience) Contact number is 09 444-8006.
- Families will be invoiced weekly where children are permanently enrolled.
- **If payment is not made in a timely manner debts will be passed on to a debt recovery agency and extra costs will occur.**

### **Picking up Children from Programme:**

- Children must be signed in by a parent / caregiver every morning and signed out by a parent/caregiver every afternoon. Where children are not signed out, they will be assumed to have stayed until 6.00pm with the associated charges.
- Staff will not release a child to a person who is not identified on the enrolment form, so please contact the programme staff if a person not stated on the form will visit or collect your child.
- Written permission must be given for the child to leave the programme unaccompanied.
- **If your child is not collected at the end of the ASC programme, the following procedure will be followed:-**
  - 2 staff members will remain with the child;
  - parents and emergency contacts will be contacted;
  - if there is no contact within 1 hour of the programme closing the child will be taken to the nearest police station (a note will be left at the Centre premises to advise where the child has been taken);
  - parents will be charged a late fee of \$10 for the first 15 minutes and \$5 for every 5 minutes thereafter. (with BSC you will be charged an early fee if your child arrives 15 minutes early)

### **Allegies or special needs:**

Please let the staff know any details pertinent to your child that are not on this form e.g. any food allergies or nutritional needs. Please be aware of acceptance of special needs children will be on a case by case basis and is dependent on the Centres ability to supply those needs.

### **If child is away sick:**

If your child is unwell, we respectfully ask that your child does not attend the programme. Please ensure you advise the After School Care staff, by 7am for BSC and midday for ASC, if your child will not be attending on the day they are booked in, by phoning (09) 444-8006. We allow for up to 8 sick days per child with no charge, where the child is permanently enrolled, where we have been notified of absence.

**If a child does not arrive at programme;**

- the school will be contacted for absence information;
- parents will be telephoned;
- if parents are unavailable then emergency contacts will be telephoned;
- and if necessary, the local police will be contacted.

**If child is sick or hurt on the programme;**

- First aid will be administered,
- An ambulance called if necessary.
- Every effort will be made to contact the parent, and if unavailable, emergency contacts will be phoned.

Our centre supports a Sun-Safe policy, so please ensure during the summer months children bring along a sun-hat and sun block if necessary.

**Please check your enrolment forms each term to ensure all contact details are up to date and recomplete prior to the start of each year.**

Our policies are available for your perusal if required. With any child welfare concerns, please phone Child, Youth and Family on (09) 912-3820.

For any queries in regard to this programme, or if you wish to raise a complaint or concern, please speak to the programme supervisor, Suhair, on (09) 444-8006, or call the Centre Manager Lisa on (09) 443-0231. Alternatively, please write the centre a letter, giving details of your grievance and desired outcomes and the Centre Board will address this.

**Bank Account 12 3072 0376916 03 Use child's name and BSC, ASC or SHP as reference**