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Before School, After School & Vacation Care
for the North Coast Region

NEWSLETTER 28 MAY 2018

IMPORTANT CHANGES YOU NEED TO KNOW

On July 2 there is a large change being implemented by the Australian Government and there are many things that our business has to complete and change to ensure we are ready for these changes. Below we have listed changes in our policy and procedures that effect you and the way you manage your bookings. Also, we have provided answers to several frequently asked questions.

Please read this document carefully and ensure you are ready for the new Child Care Subsidy.

What you need to do

The Australian Government Department of Education should have sent you recently a new information pack regarding the new Child Care Subsidy.

Before 30 June you will need to have a MyGov account if you don't already. Within your MyGov account you will be asked to supply income estimates for the 2018 / 2019 tax year and also confirm that Community OOSH Services is a provider for Before School, After School and or Vacation Care.

More information can be obtained from the government website www.education.gov.au/ChildCare or on 1800 670 305.

Please note that if you have not completed this process prior to July 2, 2018 you will be charged at full fee until the Child Care Subsidy is applied by the government.

How to make or cancel a booking from Monday 4 June

All bookings and cancellations are required **in writing (not text message)** to the Administration office. You can communicate bookings and cancellations via email admin@communityoosh.com.au or through our website bookings tab at www.communityoosh.com.au or in the parent communications book located at the sign in desk at each of our centres.

From Monday 4 June no bookings or cancellations will be taken over the phone or text message

Our Cancellation Policy

The minimum notice required for each of our services is shown below and is required **in writing** as explained above.

After School Care	Up to 1:30pm the same day of booking for no charge
Before School Care	Up to 1:30pm the working day before your booking for no charge
Vacation Care	Up to 1:30pm the working day before your booking for no charge

All bookings not cancelled by the times shown above will be charged at full fee.

It is critical to let us know your child will not be attending in the afternoon as it causes immense stress to the staff and schools if we are out looking for children who have simply been collected by the parents or sick and we have not been notified!

It is essential that your contact number can be reached and answered between 3pm and 6pm.

A \$10.00 Non notification fee will be charged on top of the daily fee should notification not be received prior to the Bus Run.

Important information about customer accounts and statement periods

From 2 July 2018 statement runs will be every 4 weeks that will be in line with the Child Care Subsidy cycles. The first statement Run with the new Child Care Subsidy for Korora, PCYC and Fun Factory will fall on 30 July and will cover care used between 2 to 28 July.

GRAFTON and WOOLGOOLGA will be run slightly different due to the mid month statement cycles they are currently on. Due to the existing child care system finishing on 30 June customers of these centres will receive a statement around 2 July covering a 2 week statement period 16 and 30 June under the current system. The first statement run under the new Child Care Subsidy for Grafton and Woolgoolga will be run on 17 July covering the 2 weeks from 2 to 13 July. After this they will also be on a 4 week cycle that will be in line with the Child Care Subsidy cycles.

Opening Hours

Before school care operates	6.30am-9.00am each school day
After school care operates	2.45pm-6.00pm each school day
Vacation care operates	7.00am-6.00pm each Mon – Friday
OFFICE Hours	8.00am-5.00pm Mon to Fri (Excluding public holidays)

How much does it cost to attend OOSH

Our prices are currently \$15 per session for Before School Care, \$23 per session for After School Care and \$52 per Session plus excursion costs for Vacation Care.

Our Fees have not increased since January 2018 and will not be increasing again until 2019. Any changes in the amount of out of pocket expenses you may occur from July 2 will be directly related to the new Child Care Subsidy.

It is important you know that all care is **session based** at Community OOSH Services. **We do not offer hourly rate care.** Below we have detailed the amount of hours applied to each session.

Before School Care	2 hours per session
After School Care	3.25 hours per session
Vacation Care	11 hours per session

Would you like your very own OOSH icon on your smart phone

We have provided below instructions for both iphone and Android devices to create your own icon that will directly point you to our booking screen on the website. This is mobile friendly and very easy to use to update your bookings and cancellations.

iPhone Instructions

1. Open safari
2. Go to <http://communityoosh.com.au/make-or-change-a-booking-for-beforeafter-school-care/>
3. Click on the square with the small upward arrow on it at the bottom of your screen
4. Find the Icon that is titled "Add to Home Screen" and Select it
5. On the next screen change the name to OOSH Bookings and hit Add
6. The icon will appear on your phone. You can now touch this icon and it will go straight to the bookings screen.

Android Instructions

1. Go to the internet
2. Go to <http://communityoosh.com.au/make-or-change-a-booking-for-beforeafter-school-care/>
3. Touch the 3 dots next to the web address
4. Select "Add to home screen"
5. The icon will appear on your phone. You can now touch this icon and it will go straight to the bookings screen.

Yours Sincerely
Katrina Adams and David Bourke
Directors
Community OOSH Services