### Service Details

<table>
<thead>
<tr>
<th>Service Name</th>
<th>JUBILEE PRIMARY SCHOOL OUTSIDE SCHOOL HOURS CARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>34 MANRA WAY GAVEN, Q, 4211</td>
</tr>
<tr>
<td>Phone No</td>
<td>07 55737726</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:gavenoshc@bne.centacare.net.au">gavenoshc@bne.centacare.net.au</a></td>
</tr>
</tbody>
</table>

### Staff

| Coordinators (Jobshare)              | ANGELA MCLEAN, CASSIE G ALL                     |

### Management

- **Centacare Child Care Services**  
  PO Box 730, Stones Corner, Q 4120
- **Phone No** 07 3244 2500
- **Email:** childcare@centacarebrisbane.net.au

### Regional Coordinator Details

<table>
<thead>
<tr>
<th>Name</th>
<th>WENDY REDHEAD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile</td>
<td>0448 850066</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:wredhead@centacarebrisbane.net.au">wredhead@centacarebrisbane.net.au</a></td>
</tr>
</tbody>
</table>

### School/ Parish Details (if applicable)

<table>
<thead>
<tr>
<th>School</th>
<th>JUBILEE PRIMARY SCHOOL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal</td>
<td>DAVID SEWELL</td>
</tr>
<tr>
<td>Phone</td>
<td>07 55028566</td>
</tr>
<tr>
<td>Parish</td>
<td>ST MARY’S CATHOLIC COMMUNITY COOMERA</td>
</tr>
<tr>
<td>Parish Priest</td>
<td>FR ANTHONY VADAKARA</td>
</tr>
<tr>
<td>Phone</td>
<td>07 5529 9144</td>
</tr>
</tbody>
</table>

### Hours of Operation

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Before School Care</strong></td>
<td>6.30AM – 8.30AM</td>
</tr>
<tr>
<td><strong>After School Care</strong></td>
<td>3.00PM – 6.00PM</td>
</tr>
<tr>
<td><strong>Vacation Care &amp; Pupil Free Days</strong></td>
<td>7.00AM – 6.00PM</td>
</tr>
</tbody>
</table>

The service will be closed on all Public Holidays
The service will be closed for a period over the Christmas/ New Year holidays
Please see the Coordinator for closure dates

Office of Early Childhood Education and Care 1800 637 711
### Fee Schedule OSHC 2013

**Fee** | **Fee Cost $** | **Details**
---|---|---
Yearly Enrolment Fee | $25.00 | Per family per year

<table>
<thead>
<tr>
<th>Session</th>
<th>Permanent Fee Cost $</th>
<th>Casual Fee Cost $</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before School Care</td>
<td>$12.00</td>
<td>$14.00</td>
<td>Per child per session</td>
</tr>
<tr>
<td>After School Care</td>
<td>$17.00</td>
<td>$19.00</td>
<td>Per child per session</td>
</tr>
<tr>
<td>Vacation Care &amp; PF Day</td>
<td>$40.00</td>
<td>$45.00</td>
<td>Per child per regular session of care</td>
</tr>
</tbody>
</table>

Additional activities and excursions may incur an additional cost. Charges are advised in the vacation care program.

**Late Collection Fee** | $25.00 | For every 15 minutes or part thereof per family per occurrence after 6.00 pm.

*Please note: repetitive late collection of children may jeopardise your child's enrolment*

**Additional Fees**

<table>
<thead>
<tr>
<th>Fee</th>
<th>Fee Cost $</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Late Payment Fee</td>
<td>$10.00</td>
<td>Per occurrence</td>
</tr>
<tr>
<td>Non Communication Fee</td>
<td>$5.00</td>
<td>Per occurrence</td>
</tr>
<tr>
<td>Replacement underwear</td>
<td>$2.00</td>
<td>Per occurrence</td>
</tr>
</tbody>
</table>

Fees are reviewed annually and may be increased each year. Fees are set by recommendation of the Coordinator in conjunction with the Regional Coordinator, and Centacare Child Care Services. Quality care for children, affordability for families and financial viability of the service are the key elements in determining fees.

### Payment Options

Jubilee Primary School OSHC is a not for profit, self-funded service. We rely on the prompt payment of fees to maintain effective and efficient operations. Our only regular operating income comes directly from Child Care Benefit and Parent Fees. Please remember that fee statements are not accounts and are due and payable upon receipt.

**THE SERVICE WILL ACCEPT PAYMENT BY:**

- Direct Deposit: **BSB 064 786 Account No: 512431800**
  (Please use surname and child’s first name as reference)
- EFTPOS - Debit & Credit
- Cash
- Cheque
- Money Order

**IN ADDITION:**

- All fees are to be paid IN ADVANCE, at least fortnightly
- A new term of care cannot commence until fees for the previous term are paid in full
- Bookings will not be accepted for Vacation Care unless the previous term fees are paid in full
- A late payment fee will be charged for accounts that are not kept up to date.
- Failure to pay child care fees at least fortnightly may result in suspension of enrolment until fees are paid in full
- Failure to pay fees incurred within the prescribed timeframe may result in withdrawal of care places until fees are paid in full or payment plan arrangements made. Failure to adhere to the payment policy may result in referral to a debt collection agency, cost of which will be additional to the outstanding account
- All payments received will be receipted as per fee payment policy.
- If experiencing financial hardship Payment Plans are available. Please speak with the Coordinator for further information
BOOKINGS

Centacare Child Care Services endeavours to provide support for the families of children in its care. In order to maximise available vacancies assistance is requested of parent/guardians to notify in writing changes/requests for care requirements in advance.

- **A permanent booking** is where a child with a current enrolment attends regular booked days/sessions.
- **A casual booking** is where a child with a current enrolment attends on an irregular basis (based on vacancies and absences).

The **Request for Booking Form** requires Parents/Carers to nominate the preferred days of attendance for their child/ren. These days will remain in place for the period indicated on the form or until written cancellation/notification is received. Changes to bookings will need to be submitted to the Coordinator in writing using the **Changes/Cancellation/Alteration to a Booking Form**.

ABSENCES

In order to receive Child Care Benefit (CCB) for absences, parents are required to sign the absence on the service’s daily sign in/out sheet. CCB is paid for up to 42 days absences for each child per financial year. All absences beyond the first 42 will only be paid for ‘additional absences’ if parents/guardians provide evidence that the absence has occurred under a permitted circumstance. Follow the links to [www.facsia.gov.au/childcare](http://www.facsia.gov.au/childcare)

**OSHC**

Notice is required if children are unable to attend on booked days. Full fees will be charged for all absences. If notice period is not provided, child care benefit (if applicable) may not be payable.

- Full fees are charged for all absences, including family vacations, etc
- Full fees apply to Public Holidays with the exception of the Christmas break when the centre is closed
- Notice is required if child/ren are unable to attend on booked days. A $5.00 Non Communication Fee per child per session will be charged if notice is not provided.

For Before School Care, After School Care and Vacation Care:

Notice of absence must be received prior to start of session

CANCELLATIONS

Families wishing to cancel an enrolment must submit the cancellation in writing to the Coordinator, giving a minimum of two weeks notice.

Should the service need to cancel an enrolment, the Coordinator will follow the cancellation of an enrolment procedure as per the Fee Policy and the Cancellation Policy.

Child Care Benefit and Child Care Rebate will only apply at the service until the child’s last day of actual attendance. The child must attend their final day of care to be able to claim Child Care Benefit.
29 October 2012

Dear Parents,

Re: Changes to OSHC Fee Structure to take effect in January 2013

Centacare Child Care Services (CCCS) aims to provide a quality service to families at an affordable price in a way that is consistent with the Vision, Mission and Values of CCCS as well as complying with legislative requirements. We give careful consideration to the balance between quality, sustainability and affordability.

As you may be aware, since July 2010, our staff have been under the Children’s Services Award 2010. This Award ensures that all staff have a standard of conditions that reflect their value in today’s society. An important factor in the retention of high quality staff is being able to provide them with predictable working hours. Constant changes to rosters due to late cancellation of bookings can have a negative impact on service stability. The structure of the new Award has also seen an increase in the number of permanent staff. Whilst this has been a positive outcome for staff, the financial implications for services over time, amongst other increased costs, have meant that we must look to employ consistent strategies to strengthen the financial viability of services.

Important features of the OSHC Fee Structure from 2013 include:

- The Fees Payment Policy is for fees to be paid in advance.
- Families will be charged for all absences regardless of circumstances - once a permanent or casual place is booked, the fee must be paid and will be marked as an allowable absence until the yearly quota of 42 allowable absences per child per financial year has been exhausted.
- If the Service is not informed that the child will not be attending, (and in the way described by the service) a non-communication fee will be charged.
- Two weeks written notice must be given in order to change/cancel a permanent booking.
- Permanent bookings are preferred where possible, and we recognise that the care requirements for families with parents who are shift workers must also be accommodated appropriately, and without disadvantaging these families.
- There will be a casual booking surcharge for Before and After School Care (min $2.00 per session) and Vacation Care (min $2.00 per session).
- Bookings for Vacation Care need to be confirmed at least one week before the commencement of school holidays to enable finalisation of staffing and programming. Casual bookings may be requested after this time but are not guaranteed.
- Fees are not charged during the minimum two week Christmas closure period.
• In Outside School Hours Care services, fees are payable during public holidays to cover employment costs
• Designated Payment Periods are as follows:-
  - **Booked attendances** - payment is to be made at least **one week in advance** (i.e. the Friday before the week that care is provided).
  - **Casual attendances/occasional care** - payment is required on the **day the care is provided**.
• Outstanding fees must be paid in full prior to the following year’s enrolment (payment plans may apply).

We recognise that from time to time, unexpected financial hardship may reduce a family’s ability to pay fees. In these circumstances, application can be made through the Service for additional short term support in the way of Special Child Care Benefit. This is an extra payment provided under the following criteria: ‘1. A child is at risk of serious abuse or neglect; or 2. There are exceptional cases where a family’s income does not truly reflect their capacity to pay the normally charged fee (hardship).’- follow the links to the CCMS page [www.facsia.gov.au/childcare](http://www.facsia.gov.au/childcare)

We appreciate your understanding and cooperation at this time, and look forward to continuing to grow positive relationships with you and your children. Should you have any queries regarding the changes to the fee structure in 2013 please speak to your service’s Regional Coordinator.

Yours sincerely

[Signature]

Alana Crouch
Director