Playbase
Before and After School Care
2027 Information Sheet

Name of Service:	Playbase Before and After School Care
Address of Service:	Namadgi School, O'Halloran Cct Kambah ACT
Director:	Adam Spaleta
Co-ordinator/Centre mobile:	0449 255 651
Head Office mobile:	0412 818 836
Email:	info@play-base.com.au
Website:	www.play-base.com.au
Postal Address:	PO Box 42, Woden ACT 2606

Prices for Bookings

	Hours	Permanent	Casual
Before School Care	7:00am – 8:55am	$31.90 per session	$35.10 per session
After School Care	3:00pm – 6:00pm	$42.90 per session	$46.20 per session

*Late pickup fee of $2.00 per minute per child will apply. **Please ensure children are picked up on time.**
*Note fees are payable for absences unless two weeks' notice is given.

The Program: Playbase looks forward to providing a safe, enjoyable and educational service for your children with a variety of activities:

- Homework Support
- Games
- Arts and Crafts
- Dance
- Sports and Sports Clinics
- X box/Wii
- Drama
- Outdoor play
- Musical Games
- Board Games/DVDs
- Cooking
- Listening to Music
- Reading
- Bean bag quiet area
- Social Games - Dressups

The main aim of Playbase is to offer a program and environment that the children enjoy attending where they feel comfortable and secure and they can participate in stimulating and interesting activities. Please feel free to ring at any time on the above contact numbers if you have any questions.

Enrolment Form: Before a child can attend before or after school care an Enrolment Form and iDebitPro form must completed. It is also recommended that both the Parent/Guardian and child attend an orientation of the service. The orientation will include meeting the Coordinator and staff, finalising your enrolment details and a tour of the premises. Enrolment can be on a permanent fulltime, part-time or casual basis.

Child Care Subsidy: Playbase is an approved service provider and Child Care Subsidy (CCS) can be claimed by parents to reduce fees. To test your eligibility, you can apply online (www.humanservices.gov.au) or in person through Centrelink (ph 136150). In order for your fees to be reduced you will need to provide Playbase with Centrelink Reference Numbers (CRNs) and dates of birth for both yourself and your child/ren. Until your CCS is assessed by Centrelink you will be required to pay full fees (once processed your account may be adjusted). Also see links on our website for government information. ***Note that CCS cannot be applied if your child is absent on their first days of enrolment, it only commences from the first physical day of attendance. CCS will also not be paid (and can be recovered) for any absences after your child's last day of physical attendance at our service. This is CCS Policy and is applied by the Government Department.***

Parent Handbook: The Parent Handbook is available from the service director when enrolling. This covers several areas of important information about the service so please take time to read it. If you would like a copy please advise the director.

Request to Change a Booking: At least two weeks' notice is required to change your child's bookings for before and/or afterschool care. If you advise that your child will be absent at least two weeks in advance, we can remove your child from the roll for that session without a fee being charged for that session. Failure to give two weeks' notice will result in

your child being marked "absent" and the session fee being charged. This applies to both permanent and casual bookings. Any changes to bookings must be in writing (email will suffice).

Casual days: Casual bookings for extra days are welcome as we understand that families may need care on days outside their permanent bookings. These are charged as extra days at the casual care rate. We do prefer at least 24 hours' notice for casual care bookings. Any change to bookings must be in ***writing (or email)*** and try to give sufficient notice in order to secure a booking***.*** To access casual care, you can also phone the centre mobile and speak to the Coordinator in person at least 24 hours before care is required. However, this must also be followed up in ***writing/email***. You can also ring the service mobile on the day between 7:00-9:00am to speak to the coordinator to see if care can be arranged that day. Voice mail messages or text are not sufficient to register your child's casual attendance. ***Confirmation must be received from us to you to confirm the casual booking.*** Casual bookings can only be accommodated when you have completed the enrolment process and there is a vacancy on the day.

Absences/Sickness: Full fee is required for absences unless two weeks' notice is given. If your child is away due to sickness full fee is still charged. This includes both permanent and casual bookings. Your child's safety is our priority. It is very important that the service Coordinator be notified in person or by phone via text/voicemail on the service number of your child's absence by 2pm on the day your child is away. A $7.00 ***no call fee*** applies to any absences where the service has not been notified by the parent of your child's absence. This fee will be added to your account. Note we have obligations to follow up any child that is absent. If we haven't been advised of an absence and cannot contact the parent/guardian, the matter may be referred to the local police. To avoid any embarrassment and unnecessary work by the police please ensure absences are advised.

Late Fees: Late fees will be charged if your child is picked up after the advertised closing time of the service. These will be charged at $2.00 per minute that your child has not been collected after the closing time. No Child Care Subsidy (CCS) can be claimed for this fee as it is after the closing time of the centre. ***Please ensure children are picked up on time.***

Cancellation of Enrolment: At least one week's notice is required to cancel your child's enrolment. Failure to give the one-week notice will result in full fees being charged for the sessions until the end of the notification period. A "Failure to Provide Notice of Cancellation Fee" will be added to your account, this is the full amount for the sessions that your child would have attended during the notification period. ***Note CCS cannot be applied to this fee.*** The Department will not pay any CCS for absences after your child's last physical day of attendance. Notification to cancel must be in writing (email will suffice).

Payment of Fees: Payments are made by iDebitPro and are debited fortnightly. Invoices are issued for the previous two weeks of attendance and are in arrears. The amount that is to be paid is calculated based on any outstanding payments at the time of the payment run.

When the fortnight cycle is complete parents are sent an invoice on the Monday prior to the iDebitPro processing day which indicates what is owing as of the Monday and this gives time to query the amount. The debit day occurs on the Thursday after the invoice is sent. The invoice is automatically generated from the Playbase Child Care Management System (Kidsoft) which is linked to the governments Child Care Management System.

The amount that is charged on the payment date is the 'gap' amount (what is left after the Child Care Subsidy (CCS) has been taken into account) detailed on the invoice.

If you are still waiting for your CRN and/or your CCS claim to be processed by Centrelink, full fees must be paid until the CRN has been issued and Centrelink has advised the service.

If at any time you believe you are unable to make a payment, please contact Playbase head office to see if alternate arrangements can be made. Failure to make payments may result in the suspension/cancellation of your child's care at the service.

Bond: A bond will be required for Guardian/Parents who have a history of declined direct debits or have previously left the service and have an unsettled account and wish to re-enrol. This bond will be equivalent to 2 weeks of fees (at the full rate). Child Care Subsidy is not applied to this bond. The bond will be required to be paid prior to the child

recommencing care. To avoid payment of a bond please ensure all accounts are paid on time. This bond will be refunded to the parent when the enrolment is ceased if there are no outstanding amounts.

Roll mark each afternoon: Children will be marked on the roll as they arrive from class each afternoon to the demountable or hall in the school that the service is operating from. Children have 5-7 minutes to arrive from class to the service.

Breakfast/Afternoon Tea: As part of the before and after school care service a healthy breakfast and afternoon tea will be provided each day in accordance with National quality standards. Breakfast is available until 8:35am for before school care. If you have any questions about the menu or special dietary requirements, please discuss with the Coordinator.

Property: Participants are *strongly advised* to leave all valuable property at home including electronic games or toys. Children are not to use mobile phones or devices at the service. If your child requires a mobile device, it will be signed in and out of the service each day. We would appreciate if parents abide by this when your child attends the service. Playbase takes no responsibility for lost or damaged property.

National framework: Playbase will be using the national My Time, Our Place framework for school aged care and this will be applied to all aspects of the service as required by school aged care service regulations Australia wide.

Noticeboard: The notice board at the service contains key information. Please ensure you check the notice board regularly.