SCHOOL AGE CARE – PAYMENT OF FEES AND BOOKING PROCEDURES POLICY

NATIONAL QUALITY STANDARD, RELATED STANDARDS AND REGULATIONS

Element 6.1.1 There is an effective enrolment and orientation process for families.
Element 6.1.3 Current information about the service is available to families.
Regulation 75 Information about the educational program to be kept available.
Regulation 158 Children’s attendance records to be kept by approved provider.

BACKGROUND INFORMATION

Canberra Girls Grammar School Age Care provides an After School Care and Holiday Program service for families. The After School Care program is accessible by families of the school, and the Holiday Program can be used by any families with school age children in Canberra.

The service is approved to provide 99 places on a daily basis, however availability may change at times due to staffing arrangements, excursion requirements etc.

HOURS OF OPERATION

The After School Care program operates from 3.20pm until 6.00pm, Monday to Friday during term time only. The Centre is closed on public holidays and CGGS pupil free days.

The Holiday Program operates from 8.00am – 6.00pm during the CGGS school holiday periods. The Centre is closed on public holidays and for a period of approximately 2 weeks over Christmas/New Year, the dates of which are communicated with the community via the CGGS website in advance.
ATTENDANCE REQUIREMENTS

To attend the After School Care and Holiday Program, children must have commenced Kindergarten/Prep in Australia.

Children from the CGGS ELC must attend the ELC Holiday Program in the summer following the completion of Pre-Prep and may only attend the Junior School Holiday Program from the April school holidays onwards.

Children from non-CGGS schools may only attend the CGGS Holiday Program if they have commenced Kindergarten.

PAYMENT OF FEES

Fees for After School Care are charged fortnightly by direct debit.

Fees for permanent bookings are charged during term time only, including public holidays. Charges do not apply on CGGS Pupil Free days.

Child Care Subsidy applies to all public holidays as long as the annual absences per child have not exceeded the allowable 42 days.

There are no refunds or credits for public holidays or non-attendance at the After School Care program for permanent bookings. We cannot suspend, swap days or hold places.

Holiday Program fees are paid in advance. An invoice will be sent on the Monday of the last week of term, advising families of the amount required to be paid.

For those who utilize the ASC program and have a direct debit in place, a fee run for the upcoming holiday period will be actioned on the Friday prior to the school holidays commencing.

Families may opt to pay by credit card or electronic transfer, providing payment is received prior to the school holidays commencing.

The After School Care and Holiday Programs are both eligible for Child Care Subsidy. Families must apply to Centrelink to ascertain their eligibility for CCS and provide the service with up to date CRN details, and confirm their child/ren’s enrolment on the MyGov website, before any subsidy can be applied. For more information, contact Family Assist on 13 61 50. All details must be completed by parents via Centrelink/Family Assist as we cannot speak to them on your behalf.
BOOKING PROCESS

All bookings for After School Care and Holiday Program must be made through the My Family Lounge.

Permanent After School Care bookings can only be made through the My Family Lounge web portal.

Casual After School Care bookings and all Holiday Program bookings can be made through the casual booking calendar, accessible from either the My Family Lounge web portal or the My Family Lounge app.

BOOKING TYPES AND FEES

Current fees can be found on the CGGS website (www.cggs.act.edu.au) or by clicking here for the Schedule of Fees.

Fees are reviewed annually by the School Board.

ASC PERMANENT BOOKINGS

Permanent bookings are consistent bookings that are set upon enrolment for every week or fortnight in the school term and are guaranteed. Fees are charged even in the case of absence, including public holidays.

Cancellation or changes to a child’s permanent bookings can be made through the My Family Lounge app, and require 1 week’s notice to take effect. Charges apply during the notice period. As condition of enrolment, one weeks’ notice is required when:

• ceasing care
• reducing permanent days

An immediate (permanent) increase to days can be accommodated if space is available. This should be requested via the My Family Lounge web portal.
**ASC CASUAL BOOKINGS**
Casual bookings are irregular bookings which are booked via the Casual Booking Calendar on the My Family Lounge web portal or app. Bookings may be made up until 12 noon on the day of attendance.

Casual bookings are subject to space availability and cannot be guaranteed. We strongly advise families to make casual bookings in advance.

Casual bookings can be cancelled up until 12 noon on the day of attendance without penalty.

**ASC WALK-IN FEES**
If a child is not collected from school or a co-curricular activity in an appropriate timeframe, to ensure their safety, they will be placed in ASC.

To cater for these unlikely situations, parents are asked to complete the online enrolment via My Family Lounge to ensure we are able to cater for your child.

**HOLIDAY PROGRAM FEES**
Holiday Program fees are charged per child, per session/day. Additional fees and charges for excursions, materials and activities may apply. These will be stated upon enrolment.

Fees are set by the school and will be collected in advance of the program before the child’s first day of attendance.

**FAILURE TO NOTIFY**
The safety and well-being of all children is of paramount importance, and having accurate records of attendance is essential.

Parents are asked to advise the After School Care and Holiday Program in advance if their child will not be attending on a given day.

If a child is absent from school, notification to the school in the morning will also inform the After School Care service.

If a child is going to be collected early from school or will not attend ASC or Holiday Program for some other reason, parents are asked to advise the staff by emailing sac@cggs.act.edu.au or by marking their child “absent” on the My Family Lounge app.
If a child does not attend a booked session, and the service is not notified in advance, a “Failure to notify” fee of $15 will be charged.

**CO-CURRICULAR (AFTER SCHOOL CARE)**

Parents are asked to communicate clearly with ASC regarding any co-curricular arrangements their child may have. If a child needs to leave ASC to attend a co-curricular activity, or will be late arriving at ASC due to attending a co-curricular activity, please send an email to sac@cggs.act.edu.au outlining these arrangements.

**REFUNDS (HOLIDAY PROGRAM)**

Booking for Holiday Program are final on the last day of term prior to each holiday period. After this time, bookings are not refundable or transferable, and will be charged even in the case of absence.

A refund will only be given if an absence is due to a medical reason, and a doctor’s certificate for your child is provided within two weeks from the day of absence.

Please note: refunds will be processed based on the Business Office’s operating hours and shut down periods, therefore refunds may be delayed at times.

**LATE PICK UP/COLLECTION (AFTER SCHOOL CARE AND HOLIDAY PROGRAMS)**

The After School Care and Holiday Programs close at 6.00pm sharp. After this time, late fees will be applied.

If a child is picked up from 6.01pm, Late Collection fees will apply per child as follows:

- $10 / 5 mins or part thereof from 6.01 - 6.30pm
- $20 / 5 mins or part thereof from 6.31pm onwards

In the case of emergencies, parents are asked to contact the service to advise of an expected pickup time. After 6pm parents will be called, and if necessary, emergency contacts. Should no contact with parents/emergency contacts be made by 6.45pm, the police will be called to ensure the child’s safety and wellbeing.