

## BOOKINGS

### Permanent Bookings (ASC, BSC)

Request for booking forms are accessible on the Parents Desk, email and Class Dojo for all families. Booking forms are available once a semester, these will go out during Week 5 of Term 2 and Week 5 of Term 4. This allows families to have consistent and permanent bookings for the sessions requested on the booking form.

### Casual Bookings (ASC, BSC)

Request for booking forms are not required for casual bookings. However, when requiring care families need to notify an educator within period specified below; this ensures we are within ratio to provide the best care for your child.

**Before School Care:** by 6pm of the previous day.

**After School Care:** by 9am on the morning of.

### Vacation Care Bookings:

Request for booking forms for Vacation care are also accessible on the Parent's Desk, email and Class Dojo, these are accessible once a term from Week 4. This allows families to get consistent bookings for the sessions requested on the booking form. Request for booking forms are not required for casual bookings during vacation care. However, when requiring care families need to notify an educator at least the day before. This ensures the best possible chance of an available position. The best form of contact is via text message, phone call or to speak to an OSHC educator in person.

**Due to the nature of our service, not all casual bookings may be accepted due to certain circumstances:-**

- Service has reached full capacity
- Service unable to meet educator to child ratio
- Correct enrolment information not supplied by parent/caregiver (medical, dietary etc.)

## CANCELLATION POLICY

Hillcrest OSHC requires notice when cancelling any bookings. This is due to limited available positions offered at our service and ensuring we follow the legal requirements of staff to child ratio. Our service follows the cancellation time frames below:

**Before School care:** The morning before by **7:00am** (For example: a Tuesday morning session, would need to be cancelled on Monday morning by 7:00am to avoid a charge)

**After School Care:** The afternoon before by **3:00pm** (For example: a Tuesday afternoon session, would need to be cancelled on Monday afternoon by 3:00pm to avoid a charge)

**Pupil free/ School closure:** 3 Full business days' notice e.g. If you want to cancel a Tuesday booking it would need to be done by 7:00am Thursday morning.

**Vacation Care:** The Friday of Week 10 for **11 week terms**, the Friday of Week 9 for **10 week terms** or the Friday of Week 8 for **9 week terms**.

**Non-notification of cancellation fee:** A non-notification admin fee of \$5 per child, per regular session missed, or \$10 admin fee per child per Vacation Care/pupil free day session missed will be applied to a family's account who fail to notify OSHC staff of their child's non-attendance at a booked session prior to:

- 7.00am on the day of a morning booking
- 3.00pm on the day of an afternoon booking
- 7.00am on the day of a Vacation Care or Pupil Free Day booking

*Our policies for the service and families are located on the parents desk.*



HILLCREST  
PRIMARY SCHOOL

OUT OF SCHOOL  
HOURS CARE

Director: Reagan Fraser

Contact number: 0403443641

Email: [Reagan.fraser796@schools.sa.edu.au](mailto:Reagan.fraser796@schools.sa.edu.au)

Address: Condamine Street Hillcrest, 5086

## OSHC FEES

**Before school care:** \$14.00

**After school care:** \$22.00

**After school care early dismissal:** \$25.00

**Pupil free day and School closure:** \$45.00

**Vacation care home day:** \$45.00

**Vacation care incursion OR walking**

**excursion:** \$50.00

**Vacation care bus excursion:** \$65.00

## PAYMENTS

Invoices for each child's attendance at OSHC are billed **weekly** and sent to the email address provided with your account.

**Payments can be made by:**

- *Direct bank transfer (BSB,ACC information on the invoice)*
- *Cash payments at the school front office*

## FACILITIES & RESOURCES

Our service offers a wide variety of experiences and activities. Our service also utilises different approved areas around the school as well as the OSHC area.

- Oval
- Playgrounds
- Yard
- Nature garden
- Hall

## OSHC OPERATING HOURS

**Before school care** - 7:00am-8:30am

**After School care** - 3:00pm-6:00pm

**Vacation care, Pupil free days and**

**School Closure days:** 7:00am-6:00pm

**Public Holidays:** closed

## OSHC ROUTINES

**Before School care:**

- 07:00:** Open for breakfast and indoor play
- 08:00:** Outdoor play and Group games offered
- 08:20:** Pack up (including breakfast)
- 08:25:** Roll call
- 08:30:** Children sent out to yard for school
- 09:00:** Educators finish for the day

**After School care:**

- 3:05:** Roll call and group time
- 3:15:** Mindfulness and homework club available for children
- 3:25:** 1<sup>st</sup> snack is served
- 4:00:** Outside play and programmed activity
- 4:45:** Only free indoor play available
- 6:00:** OSHC closed

## LATE COLLECTION POLICY

All children are required to be collected from the service by 6:00pm. A **late fee** of \$1.00 every minute per child will be applied. In the event of unforeseen circumstances or knowledge of late collection, please contact the director or responsible adult (qualified educator) immediately.

## ABOUT US

Our team are delighted to welcome you and your child/ren to Hillcrest Out of School Hours Care (OSHC). Our team look forward to working with you and your children in providing a safe service for your family.

The service has been approved under the Early Childhood services Registration and Standards Board of SA, the Department for Education, the Australian Education and Care services National Quality Framework and Regulations.

## OUR PHILOSOPHY

Hillcrest Primary School is committed to providing a rich learning environment for school age children, where children are free to play, investigate, find adventure and be challenged in a safe and supportive environment.

## STAFFING ARRANGMENTS

Our service maintains the following ratios:

**BSC, ASC, PFDs and Vacation Care Home days**

**aged 5 and above:** 1:15

**BSC, ASC, PFDs and Vacation Care Home days**

**aged 4 and below:** 1:11

**Vacation care excursion day:** 1:10

**Vacation care water excursions:** 1:05

*\*Children >5yrs aren't permitted to attend excursions due to our ratios policy*