



YMCA Before, After School and Vacation Care (OSHC) Service

FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS

1. WHAT ARE THE HOURS OF OPERATION SPECIFIC TO ST DOMINIC'S PRIORY COLLEGE?

Before School Care	6:30am* – 8:30am Monday to Friday during the Term
After School Care	3:10pm* – 6:00pm Monday to Friday during the Term
	<i>*On days when the College has a late start or early finish, services will be provided to accommodate these changes.</i>
Vacation Care	6:30am – 6:00pm Monday to Friday during school holidays
Student Free Days	6:30am – 6:00pm
Public Holidays	CLOSED

2. LOCATION?

YMCA's OSHC program at St Dominic's will operate from the Primary Art Space and Studio.
Drop off and pick up will be from the Primary Barnard Street gate.

3. WILL FOOD BE PROVIDED?

Yes. In YMCA's OSHC program, your daughter will be provided with healthy breakfast options including toast and spreads, cereal, milk, juice, seasonal fruit and yoghurt. Children are also offered an afternoon tea of seasonal fruit.

Please inform the Centre Director of any allergies or food preferences and they will make sure your daughter is catered for.

4. ON MY DAUGHTER'S FIRST DAY, WILL SHE BE COLLECTED FROM CLASS?

Students in Little Doms to Year 2 will be collected from class by an educator each afternoon. Students from Year 3 to Year 6 will make their own way to the Art Space at 3:10pm.

5. WHAT WILL HAPPEN IF MY DAUGHTER FORGETS TO GO TO OSHC AFTER SCHOOL?

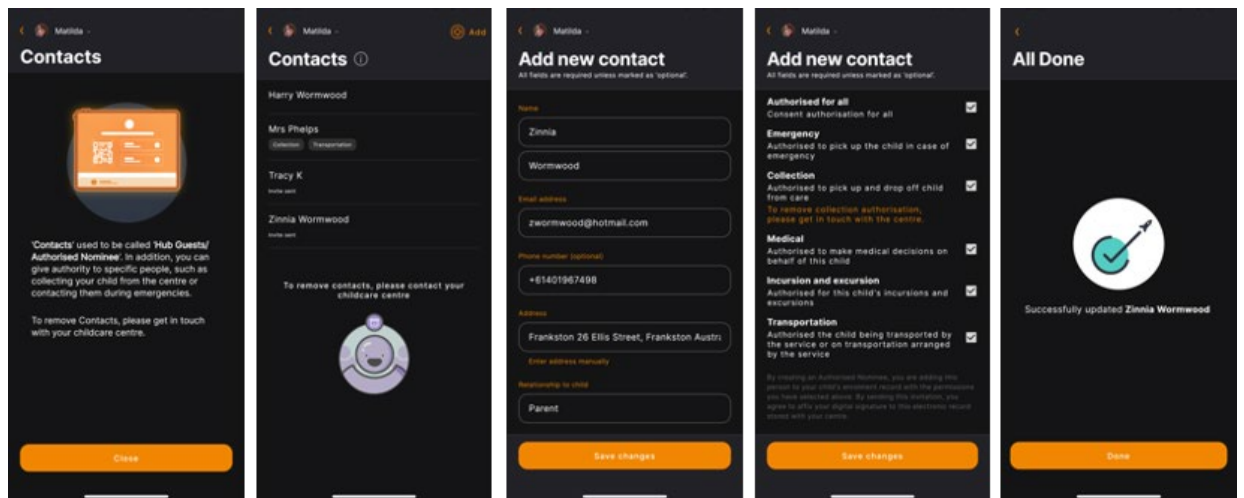
If your daughter is booked in to OSHC and doesn't arrive, YMCA educators will liaise with school staff to locate her. We ask that you notify the Centre Director and the College if you cancel a booking late. A fee may be charged if an OSHC employee is required to leave their post for a long duration of time, to help locate your daughter. This is detailed further in the COSTS, PAYMENTS & STATEMENTS section.

6. CAN MY DAUGHTER/S COMPLETE HER HOMEWORK IN OSHC?

Working on homework tasks is encouraged. YMCA educators are able to assist and provide support for children completing projects and homework tasks.

7. AUTHORISED NOMINEES/CONTACTS:

Parents/Guardians using the Home App can authorise contacts for emergencies, collection (also currently known as Hub Guests), medical, excursion and transportation from the pre-existing 'Hub Guests' tab in the app.



ENROLMENTS & BOOKINGS

1. HOW DO I ENROL AT THE SERVICE?

Before your daughter attends any OSHC session you must formally enrol her. The quickest and easiest way to do this is through the YMCA's online parent portal - Xplor. Instructions can be found on the YMCA website's OSHC location homepage for the St Dominic's site. Alternatively, you can contact YMCA's [OSHC Support Team](#) (8200 2516).

2. HOW DO I MAKE A BOOKING?

The quickest and easiest way to make a booking is through the Xplor App or the customer portal ([Sign In](#)). Alternatively, you can contact YMCA's [OSHC Support Team](#) (8200 2516) or talk to your Centre Director.

3. WHEN IS THE BOOKINGS AND ADMINISTRATION OFFICE OPEN?

The OSHC Support Team are available Monday to Friday 9:00am to 5:00pm. You can leave a message or send an email at any time or contact your Centre Director before and after these times.

OSHC Support Team: osch@ymcasa.org.au, (08) 8200 2516

**OUT OF SCHOOL
HOURS CARE**





4. DO I NEED TO RE-ENROL EVERY YEAR?

No. However, if there are any updates to your contact information, emergency contacts, account details or your daughter's health, the YMCA team need to know about it as soon as possible. You will be forwarded an annual reminder to let OSHC know if there are any changes to your booking for the following year. The usual cancellation periods apply.

5. CAN I CLAIM CHILD CARE SUBSIDY AT YOUR SERVICE?

Yes, upon enrolment, you will provide the YMCA with your Customer Reference numbers, for both yourself and your daughter. You must also ensure that your daughter is registered at Centrelink for the Child Care Subsidy. Once the YMCA let you know, you will need to go into the MyGov website to accept YMCA as your service provider.

YMCA will submit your usage weekly. Centrelink will pay what you're entitled to and you are responsible for the Gap fee. You will see this clearly marked on your statement.

6. I NEED TO GET MY DAUGHTER/S INTO CARE TODAY. HOW DO I BOOK THEM IN?

You can book into care at any time, up until the start of the session. Utilise the Xplor App, or alternatively, call the OSHC Support Team. If your daughter is not aware that they will be attending After School Care, please also contact the College Office and ask them to let your daughter and her teacher know. If there are no spaces available in the program you will be able to see that on the online portal. Please note, that the College Office does not coordinate OSHC bookings.

7. MY DAUGHTER HAS A MEDICAL CONDITION. WHAT DOCUMENTATION DO I NEED TO PROVIDE?

If your daughter has a medical condition such as asthma or anaphylaxis you need to speak to the Coordinator of the program. You will need to provide a Medical Management Plan signed by your daughter's doctor. This is separate to any documentation you have already provided to the College. The Coordinator will create a Risk Minimisation Plan with you, based on your daughter's Medical Management Plan that identifies and reduces risks to your daughter's health, while attending a program.

8. I AM SEPARATED FROM MY PARTNER. CAN WE HAVE SEPARATE ACCOUNTS?

YMCA OSHC will work with you to find a solution to meet your needs. Each parent who has a separate financial responsibility for their daughter will require their own account/enrolment.

It is also important to note that YMCA Children's Programs has strict requirements around signing children in and out of a service. Specifically authorised adults are only permitted to leave with their child if safety, parental wishes, and custody requirements are adhered to.

9. CUSTODY ARRANGEMENTS ARE IN PLACE. HOW CAN I ENSURE THESE ARE ADHERED TO?

To ensure your daughter's care is appropriately managed, YMCA will require a copy of any applicable Court Orders, Parenting Orders or Parenting Plans. They will review the information, and the documents will be attached to the young person's records. All information is treated confidentially and with sensitivity.

If there are any changes, we ask that you notify YMCA promptly. Where a court order, parenting order or parenting plan has been provided, they will ensure all necessary educators are aware the orders are in place. If an attempt is made to breach orders, the parent/guardian with custody entitlements will be contacted immediately. The police will also be called.

COSTS, PAYMENTS AND STATEMENTS

1. DO YOU CHARGE BY THE HOUR OR SESSION?

YMCA OSHC provides session-based care across all programs. The fee is set with the total duration of each session considered.

2. WHAT IS THE CHARGE FOR MY DAUGHTER TO ATTEND?

The YMCA's Fees for OSHC at St Dominic's Priory College are as follows:

SERVICE FEE (per session)	BEFORE SCHOOL CARE	AFTER SCHOOL CARE	VACATION CARE (no excursion day)	VACATION CARE (incurion/excursion)	PUPIL FREE DAYS
Permanent	\$17.00	\$27.00	\$62.00	\$82.00	\$62.00
Casual	\$20.00	\$30.00	\$65.00	\$85.00	\$65.00

Still have a query? Call the YMCA's OSHC Support Team on 8200 2516.

All YMCA Children's Programs are eligible for the Child Care Subsidy. These reduce the cost of childcare and are available to many families. Call the Family Assistance Office on 13 61 50 to find out more.

3. ARE THERE ANY OTHER FEES THAT I MAY INCUR AT THE SERVICE?

Hat fee – There is a \$12 charge for a YMCA-labelled hat for your daughter to use at the service, to ensure sun safety and increased visibility for supervision.

Late Fee - if you are late picking up your daughter, there is a fee of \$15 per 15-minute increment after the service specified closing time of 6:00pm.

Non-notification fee - a \$10 Non-notification fee is charged if a young person fails to turn up at the meeting point or at the service and a staff member is required to locate her.

Short Notice Fee - Booking well in advance helps YMCA to staff accordingly. To encourage bookings in advance a small surcharge of \$3 is added to bookings made on short notice. The Short Notice Fee is added to Before/After School Care bookings made within 48 hours prior to the service being delivered. The surcharge is applied to Vacation Care bookings made within 2 weeks of the start of the Vacation Care program.

Direct Debit - All bookings are set up for auto payment on direct debit from a bank account or credit card. Paying by credit card incurs a 1.70% surcharge.



4. HOW DO I PAY?

Payment of fees is by Direct Debit only. Direct Debit information is required prior to the commencement of care.

5. WHEN WILL PAYMENTS BE DEBITED FROM MY ACCOUNT?

Fees are charged one week in advance and care may not be provided if the fees are not received prior to care.

6. HOW DO I VIEW MY STATEMENT?

Your statement is always available via Xplor Home in real time, or you can email YMCA and ask for it to be sent each Monday.

7. HOW DO VACATION CARE BOOKINGS AND FEES WORK?

You will receive a Vacation Care program and Booking Form in Week 6 of each term.

The provider requires that fees for Vacation Care be paid prior to use. You can arrange to pay upfront or in a payment plan in the weeks prior to Vacation Care.

Changes will be accepted up until 2 weeks prior to the beginning of Vacation Care with no charge.

8. WHAT IS YOUR CANCELLATION POLICY?

Before/After School Care - Cancellations received up to 48 hours prior to care receive a full refund. Cancellation received with less than 48 hours are charged full fee.

Vacation Care - Cancellations made greater than 2 weeks prior to the session date will receive a full refund. Cancellations made within 2 weeks of the session date are charged full fee.

**No fees will be charged if a medical certificate is provided within 5 business days of the missed service.*