



RADFORD COLLEGE

OUTSIDE SCHOOL HOURS CARE (OSHC)

Radford College Outside School Hours Care provides children with a safe, inclusive and happy environment, where we aim to support families by providing Before School Care, After School Care and Holiday Care services. We offer experienced, professional staff that design a holistic program, which caters to and engages the needs and interests of every child within our care.

Key Contacts

Director of Outside School Hours Care – Heidi Norton (02) 6162 5375 or 0457 835 811

Assistant Director of Outside School Hours Care – Taylor Woodward (02) 6162 5375 or 0457 835 811

Bookings, Absences, Questions, Complaints and Feedback can be emailed to afters@radford.act.edu.au

Account payments can be made by contacting accounts@radford.act.edu.au or by phoning 6162 6203.

Absences are to be sent by email (afters@radford.act.edu.au).

During After School and Holiday Program hours our **Junior School can be reached on 0408 117 430**, and our **ELC can be reached on 0448 928 801**.

| Our Services | Operate During <i>OSHC does not operate on public holidays.</i> | Operation Times | Caters For | What you Need to Enrol | Fees |
|-------------------------------|--|-----------------|-------------------------|---|---|
| Before School Care (PK-6) | Term Time in ELC Playground <i>Breakfast will be available until 8am. JS students will be escorted from the ELC to the JS before the morning bell goes.</i> | 7.30am – 8.50am | PK to Year 6 | 2019 Enrolment Form* | Early bookings (prior to 8am) - \$15 Late bookings (after 8am) - \$11 |
| After School Care - ELC | Term Time in ELC Piazza . <i>Afternoon Tea is Provided.</i> | 3pm – 6pm | Pre-Kindergarten | 2019 Enrolment Form* | Permanent bookings - \$31.50 per session Casual bookings \$33.00 |
| After School Care - JS | Term Time in JS Undercroft <i>Afternoon Tea is Provided.</i> | 3.20pm – 6pm | Years K to 6 | 2019 Enrolment Form* | |
| Holiday Program – Early Years | Summer, Autumn, Winter, Spring Holidays in the ELC . <i>We do not operate all weeks of the Holiday Periods.</i> | 8am – 6pm | PK to K | Holiday Program Form + 2019 Enrolment Form* | \$75 per day. Additional costs are added (at the time of booking) if there is a special excursion. This is normally out of state, and/or involves an activity requiring an additional cost. |
| Holiday Program - JS | Summer, Autumn, Winter, Spring Holidays in the JS Undercroft . <i>We do not operate all weeks of the Holiday Periods.</i> | 8am – 6pm | Years 1 to 6 | Holiday Program Form + 2019 Enrolment Form* | |

**Please note that the 2019 Enrolment form only needs to be filled out once annually the first time OSHC is used in 2019. We cannot accept a booking until this enrolment form has been submitted and any Medical Plans required.*

Child Care Subsidy

- Our Service is approved for the Child Care Subsidy and if you would like to claim it you will need to have completed a Child Care Subsidy assessment using your Centrelink online account through myGov. If you have already completed an assessment, you will need to review the details of this new enrolment and confirm they are correct for the Subsidy to be payable. The subsidy is passed on to families in the form of a reduction of fees.
- Families will be issued a Statement of Entitlement detailing children's physical attendance at the service and actual fee reduction amounts once a fortnight via email.

Absences/ Changes /Cancellations to Bookings

- Notice of cancellation, changes or absence must be given to the Director as soon as possible. When children are absent from school on the day of a booking no session fee is charged.
- Casual booking cancellations will incur the casual session fee.

- Children are allowed two Permanent booking cancellations per term before they are marked as 'absent' and still incur the session fee.
- Holiday program bookings are non-refundable once a confirmation has been sent. Absences in the holiday program will be marked as 'absent' and will still incur the session fee, unless a medical certificate is provided.
- A sibling discount of 10% is given to the third and subsequent sibling using the service on any day.

Communication

- Regarding bookings and cancellations **email** is our preferred method of communication (afters@radford.act.edu.au)
- Statements are sent to the email provided on the OSHC form at the beginning of the year
- Our Family Handbook provides more detailed information about our service, including our Philosophy, Program and Policies. The Handbook is available from the OSHC Radford Online Page.

Late Fees

- A mandatory fee of \$50.00 (per child) per fifteen minutes, or part thereof, is charged to families where child/ren are collected after 6pm. For example, if children are picked up between 6.01pm and 6.15pm, families are charged \$50. If children are picked up between 6.16pm and 6.30pm, families are charged \$100 (per child).
- If children are left at one of our services beyond 6.30pm, in instances where parents and emergency contacts cannot be reached, children will be taken to the AFP Police Station in Civic to await pick up.

Food

- Our Menu is on display on the OSHC notice boards in the sign out area and is based on the Traffic Light System which categorises healthy choice foods as advised by the ACT Education Directorate.
- Please notify us should your child have dietary requirements we need to cater for.

Allergies and Medications

- Please provide us with your child's allergy/medication requirements on the enrolment form. This information is **extremely** important.
- A list of all children's medical conditions and allergies is maintained in the first aid records.
- If your child requires medication, a medication form and all medication needs to be provided to the Director prior to administration.

OSHC Accounts

Holiday Program, Before School Care and After School Care fees are billed to each family's OSHC account, and statements are sent out once a fortnight to the email address supplied on the enrolment form. Holiday program fees require prepayment for bookings to be confirmed*.

**Where an operational direct debit or credit card authority arrangement is in place for 2019, accounts are not subject to prepayment of fees. Please contact the Director if you would like to arrange direct debit or a credit card authority.*

Key Staff

Mrs. Heidi Norton is the Outside School Hours Care Director and Coordinates the Junior Years Program (K-6)

Heidi has worked at Radford College, as the Junior School Program Coordinator, for nine years and moved into the Director role in 2016. She holds a Masters Degree and Bachelor Degree in Education and has a genuine passion for working with children. Heidi has two children who attend the College and she strives to create a safe, enriched, collaborative environment where ultimately, the children have lots of fun!

Miss Taylor Woodward is the Outside School Hours Care Assistant Director

Taylor has worked at Radford College as a Program Coordinator for two and a half years. She is currently completing a Bachelor Degree in Primary Education and enjoys overseas travel and spending time at the beach. Taylor loves working with children and sharing her passion for knitting and cooking.

TBA – Early Years Program Coordinator