



## 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. Our experienced, professional staff 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** – Nang Aung (02) 6162 5376 (Extension 3)

**Assistant Director of Outside School Hours Care** – Taylor Woodward (02) 6162 5376 (Extension 1)

Bookings, Absences, Questions, Complaints and Feedback can be emailed to [afters@radford.act.edu.au](mailto:afters@radford.act.edu.au)

Account payments can be made by contacting [afters@radford.act.edu.au](mailto:afters@radford.act.edu.au) or by phoning 6162 5376.

**Absences** are to be sent by email ([afters@radford.act.edu.au](mailto:afters@radford.act.edu.au)).

During After School and Holiday Program hours our **Junior School can be reached on 6162 5376 (Extension 1)**, and our **ELC can be reached on 6162 5376 (Extension 2)**.

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	<a href="#">Complete Online Enrolment</a>	\$18 per session
After School Care - ELC	Term Time in <b>ELC Piazza</b> . <i>Afternoon Tea is Provided.</i>	3pm – 6pm	Pre-Kindergarten	<a href="#">Complete Online Enrolment</a>	Permanent bookings - \$34.00 per session
After School Care - JS	Term Time in <b>JS Undercroft</b> <i>Afternoon Tea is Provided.</i>	3.20pm – 6pm	Years K to 6	<a href="#">Complete Online Enrolment</a>	Casual bookings \$36.00
Holiday Program – Early Years	Summer, Autumn, Winter, Spring Holidays in the <b>ELC or Red Room</b> . <i>We do not operate all weeks of the Holiday Periods.</i>	8am – 6pm	PK to K	<a href="#">Complete Online Enrolment</a>	\$85 per day. Additional costs are added (at the time of booking) if there is a special excursion.
Holiday Program - JS	Summer, Autumn, Winter, Spring Holidays in the <b>JS Undercroft</b> . <i>We do not operate all weeks of the Holiday Periods.</i>	8am – 6pm	Years 1 to 6	<a href="#">Complete Online Enrolment</a>	

*\*Please note that the Enrolment form only needs to be fully completed through the My Family Lounge portal. We cannot accept a booking until the 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.
- All families that provide a Centrelink Customer Reference Number (CRN) must complete the Child Care Subsidy Enrolment Agreement each financial year. This is available upon request.

<p><b>Absences/ Changes /Cancellations to Bookings</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Casual booking cancellations will incur the casual session fee</li> <li>• Children are allowed two Permanent booking cancellations per term before they are marked as 'absent' and still incur the session fee.</li> <li>• For Holiday Program bookings, you can cancel without fees up to two weeks before the start of the Holiday Program. Any cancellation two weeks or less before the Program start date, without a medical certificate, will incur the full fee.</li> <li>• A sibling discount of 10% is given to the third and subsequent sibling using the service on any day.</li> </ul>
<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Regarding bookings and cancellations <b>email</b> is our preferred method of communication (afters@radford.act.edu.au)</li> <li>• Statements are sent to the email provided on the Enrolment Form. This can be updated anytime through your My Family Lounge portal.</li> <li>• 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.</li> </ul>
<p><b>Late Fees</b></p> <ul style="list-style-type: none"> <li>• 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 the child is picked up between 6.01pm and 6.15pm, families are charged \$50. If the child is picked up between 6.16pm and 6.30pm, families are charged \$100 (per child).</li> <li>• 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 pickup.</li> </ul>
<p><b>Food</b></p> <ul style="list-style-type: none"> <li>• Our Menu is on display on the OSHC notice boards and OSHC SWAY page. The menu is based on the Traffic Light System which categorises healthy choice foods as advised by the ACT Education Directorate.</li> <li>• Please notify us should your child have dietary requirements we need to cater for.</li> </ul> <p><i>*Please note the menu is only available during term time. All food must be provided by families for Holiday Program.</i></p>
<p><b>Allergies and Medications</b></p> <ul style="list-style-type: none"> <li>• Please provide us with your child's allergy/medication requirements on the enrolment form. This information is <b>extremely</b> important.</li> <li>• A list of all children's medical conditions and allergies is maintained in the first aid records.</li> <li>• If your child requires medication, a medication form and all medication must to be provided to the Director prior to administration.</li> <li>• You will need to complete a Risk Minimisation Plan if your child has a Medical Action Plan. This will be emailed to you and must be completed prior to your child attending the program.</li> </ul>
<p><b>OSHC Accounts</b></p> <ul style="list-style-type: none"> <li>• 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 through My Family Lounge.</li> <li>• You can nominate your preferred credit card or bank account through My Family Lounge.</li> <li>• Please contact the Director to arrange your start date and frequency of payments.</li> </ul> <p><i>*Where an operational direct debit or credit card authority arrangement is in place for 2020, accounts are not subject to prepayment of fees.</i></p>
<p><b>Key Staff</b></p> <p><b>Mrs. Nang Aung is the Outside School Hours Care Director</b></p> <p>Nang Aung has been Director of OSHC for 1.5 years. Before joining Radford, Nang held several OSHC supervisor and director positions in both private and public schools. Nang has a Diploma in Early Childhood Education and is completing a Bachelor's Degree in Early Childhood Education. Nang brings almost a decade of experience in managing OSHC programs and her priority is to create a safe and fun learning environment for students and staff alike.</p> <p><b>Miss. Taylor Woodward is the Outside School Hours Care Assistant Director and Coordinator of the Junior School Program</b></p> <p>Taylor has worked at Radford College as a Program Coordinator for four years. She has her Diploma of Early Childhood and is currently completing a Bachelor's Degree in Primary Education at the University of Canberra. Taylor is passionate about creating a safe environment and an engaging program for all children.</p>