

# pole depot

Community Centre

Supporting you in our community



## **Out of School Hours Care Information Booklet**

### **VACATION CARE SUPPLEMENT**

**for  
April 2011**

**The information contained in this supplement is effective from 1 March 2010**

**Revised: 04 March 2011  
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Welcome to Pole Depot Community Centre Vacation Care.

If you have registered as an OOSH user and ticked the “yes” boxes next to the question that asked whether your child would be attending Vacation Care you will no longer have to fill in a registration form for each Vacation Care during this year.

If you have not enrolled in OOSH services for the year then you will need to complete a registration form when booking Vacation Care for the first time in the year which can be acquired from the Before and After School Care Centres or the Pole Depot Office or from our website [www.poledepot.org](http://www.poledepot.org). This will only need to be done once a year and the registration form will be carried over to the next Vacation Care period in that year when you enrol.

**Please note:**

- There is a Booking Fee applied to every Vacation Care program booking. On the day you book, a payment of \$20.00 per family is required to secure your child/ren’s participation in the program. This payment does not go towards care or excursions; it is a standalone payment which is to be paid each time you book i.e. every Vacation Care program.
- BPAY facilitates will be available for Vacation Care payments.

**WHERE:** Vacation Care will be held at POLE DEPOT COMMUNITY CENTRE, 23 St Georges Rd Penshurst.

**DATES:** Monday, 11<sup>th</sup> to Thursday, 21<sup>st</sup> April 2011 (Inclusive)

**TIMES:** 7.00am to 6.00pm.

**FEES:**

1. Booking Fee payable on day of submitting booking form **\$20.00 per family** (per family each VC program)
2. Daily Fee (Child Care Benefit Subsidy applies) **\$32.00 per child** (excludes excursions & workshops)
3. Equipment Levy (*non Before and After School Care users only*) **\$25.00 per child** (maximum per family \$50.00/year)

*Note:*

- *If you have already paid this fee for 2011 you do not need to pay it for this holiday period.*
- *This fee is paid each year and covers all Vacation Care programs in that year. Therefore, if you attend one Vacation Care program you need to pay this fee, if you attend four Vacation Care programs you only pay this fee once.*

**BOOKING PROCEDURE:**

1. Booking forms will be taken from **7.30am on MONDAY, 21<sup>st</sup> March 2011** at Pole Depot Office.
2. **A \$20.00 BOOKING FEE PER FAMILY** will apply to all applications. Cheques or correct monies for the Booking Fee only should be placed in an envelope, marked with your child/ren's name/s and amount enclosed and attached to the front of your form.
  - Forms without the Booking Fee will not be accepted.
  - Booking Fees are non-refundable payments and **do not form part of the payment for care/ excursions.**
3. Pole Depot does not have the facility to change monies. Please ensure that you have correct money for payment.
4. Please ensure the form is fully and legibly completed with current information and signatures are given in all relevant areas. If there is only 1 parent/guardian, please cross out and initial section allocated for second parent/guardian information.

*Note: Incomplete or incorrect information on forms may result in no availability of care and/or excursions on days required as forms will not be processed until all information is received.*

*If special circumstances exist as to why forms cannot be fully completed please fill in the enclosed "Special Conditions" form and attach it to the front of your registration form. Please remember this refers to any information you cannot complete e.g. Emergency Contacts etc.*

5. If you have moved or changed any details since submitting your 2011 OOSH Registration Form please ask staff for a change of details form and complete and return before the commencement of Vacation Care.

**PROCESSING OF FORMS AND BOOKINGS:**

1. **Parents NEED to confirm their child/ren's booking after 9.00am on TUESDAY, 29<sup>th</sup> March 2011.** The Centre will not be contacting the parent unless there is a query regarding your form.

*Note: It is important for parent to confirm care to make sure they have been allocated the correct care and excursions for their child/ren and that they have not been placed on a waiting list.*

2. When forms are submitted, a sequenced number will be placed on your child/ren's forms.
3. Forms will be prioritised and processed during office hours from TUESDAY, 22<sup>nd</sup> March 2011. Registrations will continue to be taken during office hours. If maximum numbers are reached, children will be placed on a waiting list for care and parents informed. If vacancies occur, parents will be contacted.
4. Excursions and Incursions are organised for Vacation Care to break up the weeks for children who attend the centre for long hours. Priority is given to children who attend the program full-time or a minimum of 3 days in the week of the nominated excursion.

**FEES AND PAYMENTS:**

1. **Families with outstanding fees** for Before and After School Care or previous Vacation Care, will not have their forms for this Vacation Care period processed until all accounts are brought up to date. FAILURE to comply will jeopardise your child/ren's place in Vacation Care Programs and possibly Before and After School Care.

*Note: If you need to pay any outstanding BASC fees, do not include this payment with your Vacation Care Payment (whether it is cash or cheque). Please place your payments into separate envelopes with your child/ren's name, service being used, amount and date of payment and pay to the office during business hours.*

2. Please do not send full payment of your child/ren's care, activities or workshops, you will be invoiced for this.

3. Payment will be due within a week of invoices being issued. Invoices will be issued for care on Thursday, for the previous week's care. Excursions and workshops will be included on the last invoice for the Vacation Care period. BPAY facilities will be available for all payments.

### **CANCELLATION OF CARE:**

1. Cancellation of care can be made up until one week prior to the commencement of the Vacation Care (01/04/2011) without care fees being incurred. However, the Booking Fee of \$20.00 will be forfeited. Any cancellation (from 04/04/2011) within a week of Vacation Care commencing or during the Vacation Care period, will incur fees for all bookings made which will be payable on receipt of invoice. **If your child/ren are booked into care, but do not attend, fees are payable and 'Absences' will be recorded.**
2. Excursion costs will not be payable when cancelling **ONLY** if another child replaces your child on the excursion.

### **ATTENDANCE ENROLMENT:**

On the 'Attendance Form', please tick '✓' the CARE DATE boxes you wish your child to attend. The Centre expects that care is the priority for families and therefore your child will be booked for care regardless of whether they are successful in registering for an excursion. Therefore, care will be charged for that day.

### **ACTIVITY ENROLMENT:**

On the 'Attendance Form', please tick '✓' the EXCURSION boxes you wish your child to attend. Please ensure that you only include your child/ren into suitable excursions. Check the Program of Activities information for age restrictions, ability requirements, etc, to avoid disappointment when children are excluded from certain excursions or workshops. Please note that children may not attend the same excursion twice and may only attend one excursion daily. E.g.; If two movie excursions are offered, your child/ren may attend one or the other, not both.

### **REGISTRATION PRIORITY:**

All forms received on enrolment day will be numbered in order of receipt at the centre. We follow the Australian Government 'Priority of Access Guidelines' to assess each registration form. The forms are sorted in number order into the following categories:-

- Priority 1: A child at risk of serious abuse or neglect.
- Priority 2: A child of a parent (or both parents if there is a partner) who satisfy the Government's work, training, study test and are current Pole Depot Before and After School Care Users.
- Priority 3: A child of a parent (or both parents if there is a partner) who satisfy the Government's work, training, study test and are living in the St. George area.
- Priority 4: A child of a parent (or both parents if there is a partner) who satisfies the Government's work, training, study test and are living outside the St George Area.
- Priority 5: A child of a parent (or both parents if there is a partner) who are (non working) living in the St George area.

**Note:** Please note that any forms received after enrolment day will not be prioritised, but will be accepted in order of receipt and will be processed, subject to vacancies.

Importantly, if parents need to contact Vacation Care outside of office hours or during a scheduled excursion, please contact us on mobile telephone number 0451 518 429. For your convenience we have included a business card at the bottom of this page. Please cut it out and keep it with you so that our contact numbers are handy should you require them.

Should you require further information, please contact Pole Depot on 9580 0688.

Yours faithfully

*Lyndal Gibson*  
LYNDAL GIBSON  
Children Services Manager

Enclosed: Booking Form

### **Holiday Program for Teens**

YouthZone is also offering a Vacation Care program for 11-15 year olds. Enquiries and registrations for this program should be directed to **YouthZone** on **(02) 9580 8008** during business hours.