information pack

for parents at

Westbourne Park Primary School
Dear Families,

We are excited to announce we will be providing Before and After School Care, in addition to the Vacation Care program we already offer. The Before and After School Care will commence on Monday, 30th January 2017.

Our tailored before and after school care and vacation care services are focused on bringing out the very best in kids. The program combines active games with structured and unstructured play, quiet time and a healthy snack. Every day is an adventure led by enthusiastic Camp Australia educators who are on a mission to make kids smile.

Continuity for children and families is important and we will endeavour to make sure that the transition across to our program, account management and administration is as smooth as possible.

Parent Information Session
To help families understand how the program is structured, to meet our educators, and to find out how to make bookings and manage your account, a Parent Information Session will be held at the school.

When: Wednesday, 23rd November 2016 at 6:30pm
Where: School Library

We understand time is valuable to working parents and you may not be able to attend this information night. If this is the case for your family, please visit www.campaustralia.com.au and use the school finder to find out all you need to know about the program.

Register and Book
Through your school page on our website you can request an information pack, or register and book your children into the program.

If you have any further questions, you can call our friendly Customer Service Team from Monday to Friday (8:00am-6:00pm AEST) on 1300 105 343.

We look forward to seeing you in the program soon!

Yours sincerely,

Melissa Coad
Camp Australia
Regional Coordinator

email: melissa.coad@campaustralia.com.au
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About the program at Westbourne Park Primary School

The program provides time for homework, time to relax, educational activities and a healthy snack. Best of all, our programs make time for kids to be kids - to play and explore, share with friends and enjoy these precious school years.

We never forget what it is like to be a kid. How a piece of bark is a battleship for an ant kingdom, or a bat and ball the start of an Ashes test. Children are individuals to be developed not problems to be solved.

This is why kids come first in everything we do.

We know lots of different ways to make kids smile. Here are just some of the reasons kids love being with us:

- Every first timer gets extra special attention to make sure they feel at ease. For younger ones this includes being collected from the classroom.
- It is an inclusive environment where kids can be themselves, make new friends and share.
- Kids know that we understand them and value their individuality.
- There are lots of opportunities to have a say in activities, resources and menus that encourage kids to be involved, get active and have fun.
- Kids feel supported, we are there when they need us, whether it be homework, learning new skills or making friends.
- They like us, because we like them. Staff are motivated, fun, qualified, responsible and well suited to your school community.

<table>
<thead>
<tr>
<th>Program</th>
<th>Times</th>
<th>Full fee</th>
<th>Out of Pocket*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before Care</td>
<td>7:00 AM - 8:30 AM</td>
<td>$9.00</td>
<td>$1.96 to $4.50</td>
</tr>
<tr>
<td>After Care</td>
<td>3:10 PM - 6:00 PM</td>
<td>$21.00</td>
<td>$5.70 to $10.50</td>
</tr>
</tbody>
</table>

The information outlined above covers the most common program times and fees. For a full listing of all program details and fees for the service, please visit our website. We have over 150 Holiday Clubs. Please use the Holiday Club finder on our website to find the most convenient service for you.
Care and great fun everyday

Every session starts with a roll call and welcome to all the kids, followed by a healthy snack. If any child on the roll is not in attendance, we contact the school and the parent immediately.

Because children have different interests and stay for different periods of time, we provide a wide range of activities. The activities are fun and engaging, but beware: we find parents have trouble getting their kids to leave because they are having so much fun!

Every program includes elements of:
- **Outdoor play time** – sport, skills development, general play and inclusive games
- **Things to make and do** – art and craft, cooking, construction and indoor games
- **Creative time** – includes activities like drama and music
- **Life skills** – community involvement, role playing, communication and social skills development
- **Homework and quiet time** – helps children to relax with their family when they go home
- **Unique experiences** – trying new sports and artistic pursuits like circus skills, yoga, pilates, skateboarding, martial arts, golf and calisthenics

Children come first in everything we do at Camp Australia. So we do everything we can to enable our team to focus on the children in their care.

We have dedicated systems and teams to handle training and recruitment, rosters, bookings, billings, compliance, financial assistance for families, provision of food and resources, as well as the many other distractions that would otherwise impact on the quality of care and attention given to the children. This not only enables our team to do a better job, it enables us to recruit better employees who are passionate about kids.

All of our employees are trained educators and have:
- Children services qualifications
- Working with Children Check (or Police Check)
- First Aid training
- CPR training
- Anaphylaxis Management training
- Asthma Management training.

The Child Care Rebate (CCR) is not income tested and is available to almost all Australian families and provides a rebate of 50% of fees after the CCB has been calculated and considered.

The Child Care Benefit (CCB) is income tested and scaled, resulting in a reduction of fees depending on your income level.

To ensure CCB and CCR can be automatically applied to your account please provide your Centrelink Customer Reference Number (CRN) during the registration process. These can be obtained from the Family Assistance Office on 13 61 50.
Getting started

We are continually working on ways to make it easier for busy parents to use our services. However, we don’t take short cuts because your children are too important. Before we begin taking care of your children there are a number of things we need you to do.

**Step 1: Registration**

We want your children to be safe and happy, so there are a few things we need to know about you and your children.

Most are quite straightforward:

- Who are you?
- Which children belong to you?
- Who else is allowed to pick them up?
- Do they have any special needs or interests?
- Do they have any allergies or medical conditions?

Of course many families have more complex arrangements, and we cater for these as well. We record all of this during the registration process.

Whether you need the service today or weeks from now, we recommend you:

- Read the registration tips in this information pack
- Register online via the link in your email, or contact our friendly Customer Service Team on 1300 105 343

**Step 2: Booking**

Once you have registered, the next step is quite simple – book the sessions you would like your children to attend.

If you are like many other families after school care may become a regular part of your routine. For this we offer permanent bookings for as many days in the school week as you need.

We are also happy to help on a casual basis and you can book individual sessions as you need them.

When you decide on the session you need, we recommend you:

- Use the parent portal at www.campaustralia.com.au/parents to make bookings 24 hours a day, 7 days a week
- Or you can contact our friendly Customer Service Team on 1300 105 343 between 8am and 6pm Monday to Friday (AEST)

**Step 3: First day**

Because kids come first in everything we do, we have taken the time to view the world from a child’s perspective. Their first day can be a little daunting, so we’ll do everything we can to make their first day with us a special.

We recommend you:

- Refer to the map on page 13 to find out where we are located on-site.
- Remind your child that they are coming to Camp Australia before or after school
- Make sure they know where we are in the school
- Encourage them to have fun
- Introduce yourself to the Coordinator at drop off or pickup

Customer Service: 1300 105 343
Registration tips

1. Think about your situation

Family arrangements can be quite complex, with extended, divided and merged families, and when it comes to transporting kids, we understand your plans may also include neighbours and friends. So here are some things to think about when creating your account:

<table>
<thead>
<tr>
<th>Adults</th>
<th>Which parent should be the account holder?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A key consideration here is who the children are associated with on the records held by the Family Assistance Office or Centrelink. Having your account in the same name as the official primary care provider can make it easier to process the various government rebates. This does not prevent two parents having access to the same account if desired, or for either parent paying the account.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adults</th>
<th>Who should/should not be able to collect the children?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In some families this is a simple question. In others, it's far more complicated. Provide us with the information we need to support you. If restrictions apply please let us know.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Kids</th>
<th>Which children might attend the program</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>You can start with a single child and add others at any time. Even so, as you gather information for the registration process, it may be easier to add all of your children to the account in one go.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Kids</th>
<th>Does your child have any special needs or interests?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>We treat every child as an individual, and we want to know how we can help them have a good time and get the most out of their day. You know this information better than anyone, so think about what you would like to tell us about each of your children.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Kids</th>
<th>Does your child have any allergies or medical conditions?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>We want to keep your child safe and happy, so it is essential for us to know if they have any allergies or medical conditions.</td>
</tr>
</tbody>
</table>
Registration tips cont’d

2. Get your information together

The following tips are intended to help you organise your information so that you can get through the registration process quickly.

<table>
<thead>
<tr>
<th>Information checklist</th>
<th>Tip</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Parents/Guardians</strong></td>
<td>If you intend to claim the Child Care Benefit or the Child Care Rebate, you must be the person registered for subsidies. For more information on what you are entitled to and how to claim, you can contact the Family Assistance Office on 13 61 50.</td>
</tr>
<tr>
<td>□ Contact details for Parent and/or Guardian</td>
<td></td>
</tr>
<tr>
<td>□ Customer Reference Number (CRN)</td>
<td></td>
</tr>
<tr>
<td><strong>Additional Contacts</strong></td>
<td>You can add multiple contacts who are authorised to collect your child from the service, make bookings and make account enquiries. Additional contacts will be contacted in an emergency if you are unavailable.</td>
</tr>
<tr>
<td>□ Contact details for Additional contacts</td>
<td></td>
</tr>
<tr>
<td><strong>Children</strong></td>
<td>Include any special requirements your child may have. If your child has medical requirements you will be asked to provide documentation in the following step. Contact information for your family Doctor or Medical Centre is required and must be obtained to meet our legislative obligations.</td>
</tr>
<tr>
<td>□ Name, Age, CRN</td>
<td></td>
</tr>
<tr>
<td>Supporting documentation, if applicable:</td>
<td></td>
</tr>
<tr>
<td>□ Cultural/Religious considerations</td>
<td></td>
</tr>
<tr>
<td>□ Allergies</td>
<td></td>
</tr>
<tr>
<td>□ Medical conditions</td>
<td></td>
</tr>
<tr>
<td>□ Contact details for Doctor</td>
<td></td>
</tr>
<tr>
<td><strong>Documents</strong></td>
<td>If applicable you are required to upload any documents related to medical conditions or relevant court orders. Your child cannot attend the program until all relevant documents are provided.</td>
</tr>
<tr>
<td>□ Court Orders</td>
<td></td>
</tr>
<tr>
<td>□ Medical certificates/documents</td>
<td></td>
</tr>
<tr>
<td><strong>Payment advice</strong></td>
<td>All Camp Australia accounts require payment via Direct Debit from a bank account or credit card. You will need to supply payment details in order to create your account.</td>
</tr>
<tr>
<td>□ Name</td>
<td></td>
</tr>
<tr>
<td>□ Contact details</td>
<td></td>
</tr>
<tr>
<td><strong>Summary</strong></td>
<td>You will be reminded if there is any missing information or documentation. If you need more time to gather information or documents you are able to return and complete the registration process at your convenience. Search and select your school to complete the registration process.</td>
</tr>
<tr>
<td>□ Guardians</td>
<td></td>
</tr>
<tr>
<td>□ Additional Contacts</td>
<td></td>
</tr>
<tr>
<td>□ Child</td>
<td></td>
</tr>
<tr>
<td>□ Attached documents</td>
<td></td>
</tr>
<tr>
<td>□ Select your school</td>
<td></td>
</tr>
</tbody>
</table>
Managing your bookings
Choose the booking method that suits you best

You can book online 24 hours a day, 7 days a week through the parent portal at www.campaustralia.com.au/parents At Camp Australia we have three types of bookings options:

1. **I plan ahead**
   - Permanent booking
   - If you are a family that likes routine and are able to plan ahead then the Permanent Booking is ideal for you. These bookings carry over each week until we receive notification of a change.

2. **I need care occasionally**
   - Casual booking
   - If you are a family that requires care here and there, then the Casual Booking is ideal for you. Ideally these bookings should be made by 5pm one day prior to care. This helps ensure appropriate staffing ratios and resources are available to meet national standards. It also helps ensure the safety and enjoyment of all children in the program.

3. **Last minute emergency**
   - On the day booking
   - Everyone has those days that simply refuse to go to plan. It is always good to know that help is there when you need it. On these occasions On the Day Bookings can save your day. These bookings are not available online, so simply call our friendly customer service team on 1300 105 343 between 8am and 6pm (AEST). They will make all the arrangements for you and ensure that the school, the program and your child know where they need to be.
About Camp Australia

**We believe all kids should have fun.**

Being a kid is an adventure. There’s nothing boring about hanging out with friends after school, participating in planned activities and free play. We take what kids have to offer and help them express it – using their imagination as the basis for play.

Each day before or after school, we are here to provide a safe and supportive space where kids can connect, experience a sense of belonging, discover their strengths and build resilience.

**We understand that not all kids are the same.**

We get to know your kids and what they like to do. It’s exciting to be part of their development. When we find out one of the kids kicked the winning goal on the weekend, or another moved up a reading level, we celebrate achievements with high fives and pride.

**We’re here to support families.**

We deliver high quality, affordable programs that help families balance life and work responsibilities. Our programs embrace the values of each school we partner with, so we’re able to collaborate and build on every child’s educational experience and personal interests – making sure they feel at ‘home’ with us.

**We make kids smile.**

For more than 25 years, it’s been our goal for kids to arrive at Camp Australia with a smile, and to leave with an even bigger one.
Frequently asked questions

What types of activities are there for my kids to choose from at before and after school care?

All programs and activities are designed to be fun while catering for the diversity of children involved. Daily programs have a structured framework with a degree of flexibility that enables creative and adventurous play, inquisitive and energetic activities so the caring and thoughtful side of kids can flourish.

Some activities include board games, jigsaws, construction materials, plastic play food, dress ups, musical instruments, cars and trains.

Sporting equipment available at programs includes bats, balls, hoops, beanbags and skipping ropes. Some larger programs with dedicated space also have large game tables for foosball, ping pong and air-hockey.

All Camp Australia programs have an opportunity throughout the year to utilise a suite of fun ‘resource kits’ with themes like circus fun, fitness and adventure.

What does my child need to bring to before and after school care?

They need a hat, water bottle and any medication that may be required and is indicated in the associated Medical Management Plan.

How do I make/manage my permanent or casual bookings?

Camp Australia’s Parent Portal is the one stop shop to make and manage all your bookings. Easy to use and accessible, it has been designed specifically to meet your needs. You can even access the Parent Portal on your iPhone, iPad or mobile phone. Simply visit us at www.campaustralia.com.au/parents and log in to your account.

Bookings can also be made with less than 48 hours notice between 8am and 6pm Monday to Friday (AEST) by calling the our Customer Service Team on 1300 105 343.

Do you charge by the hour or session?

Camp Australia provides session based care at all programs, so we charge per session. The fee is set in partnership with the school, taking the total duration of each session into consideration. Your individual school may also have reduced fees for shorter sessions where children are involved in another school-based activity.

Are there charges for late pick-ups from the program?

Late pick up charges of $15.00 per 15 minutes (or part thereof) per child apply after the program finishing time.

Do I qualify for the Child Care Rebate or Child Care Benefit?

The Australian Government offers two types of financial assistance for childcare: the Child Care Rebate (CCR) and the Child Care Benefit (CCB).

The Child Care Rebate (CCR) is not means tested and is available to almost all Australian families. It provides a rebate of 50% of fees after the CCB has been calculated and applied.

The Child Care Benefit (CCB) is means tested and scaled, depending on family income. Call the Family Assistance Office on 136150 to check your entitlements.

When will I be billed?

Your statement for before and after school care use will be sent to you every two weeks via email.

Before we send your statement we first verify your child’s attendance at the program and then submit the relevant information to the Federal Government for calculation of your benefits and rebates. Once any applicable reductions have been confirmed, your statement is issued.

This helps to ensure that you have received all applicable fee reductions and discounts provided by the Government before paying your bill.

If you have any questions relating to your child’s attendance, when statements are issued or due, or how to read your statement, please contact our Customer Service Team on 1300 105 343.

When will payments be deducted from my bank account?

Your statement of use is issued every two weeks, with payment due 10 days after the issue date. Automatic payment from your credit card or bank account will occur on the due date of the statement. That means that if you have any questions about your bill, you have approximately 10 days to review and discuss them with us.
Frequently asked questions cont’d

I am separated from my partner. Can we have separate accounts for my child?

Camp Australia understands families come in all shapes and sizes and we will work with you to find a solution to meet your family needs. Each partner who has a separate financial responsibility for the child (or children) will require their own online account.

It is also important to note Camp Australia has strict requirements around signing children in and out of a service. Only specifically authorised adults are permitted to leave with children to ensure that safety, parental wishes and custody requirements are adhered to.

Custody arrangements are in place. How can I ensure these are adhered to?

To ensure your child’s care is appropriately managed we will require a copy of any applicable court orders. We will review the information and the documents will be attached to the child’s records. All information is treated confidentially and with sensitivity.

If there are any changes, we ask that you notify us promptly.

Where a court order has been provided, we will ensure all appropriate team members are aware of it, and its terms. If an attempt is made to breach the court orders, the parent/guardian with custody entitlements will be contacted immediately. The police will also be called.

For more information or to discuss your individual circumstances in confidence contact the Camp Australia Customer Service Team on 1300 105 343 (8am - 6pm Monday to Friday AEST).

What is the cancellation policy?

The cancellation policy is reasonably simple. As it falls into four categories:

1. Cancellation before the booking deadline – no charge.
2. Cancellation after the booking deadline due to a genuine medical condition – no charge. Note: this will require supporting correspondence.
3. Cancellation after the booking deadline due to shift work changes – no charge. Note: this requires prior notification with Camp Australia that the parent is subject to shift work rosters.
4. All other Cancellations will be marked as an Absence and a fee charged.

What if I am having financial difficulty?

We understand that from time to time families need a little extra help. We ensure a change in financial circumstances does not become a barrier to accessing high quality care. To support parents, our specialist Financial Resolutions Team is on call to provide confidential understanding and assistance to families experiencing hardship.

For more information or to discuss your individual circumstances in confidence contact the Camp Australia Customer Service Team on 1300 105 343 (8am - 6pm Monday to Friday AEST).

What if my child has an allergy or medical condition?

If your child has an allergy or medical condition, we will require some additional information. You will be required to complete a medical management form for the appropriate condition. This form, along with any required documentation, must be provided to staff at the program.

All Camp Australia staff members are trained in First Aid, CPR, Asthma and Anaphylaxis Management.

All Camp Australia programs are free of nuts and nut products.

What are Camp Australia Holiday Clubs?

Camp Australia Holiday Clubs provide care during the school holidays.

With hundreds of locations that offer Holiday Clubs across Australia, there will be one nearby.

These exciting programs include lots of activities, exciting excursions and club based days.

You can book for as many days in the school holidays as you need or the entire school holiday period. The Child Care Rebate and Benefits are also applicable to Holiday Club programs.

My school doesn’t offer Holiday Club programs, can I attend another school’s Holiday Club sessions?

Yes, you can book your children into any Holiday Club across Australia. There is no need to re-register for an account, simply book you sessions at a location to suit you and your family.

Find your nearest Holiday Club simply by using the Holiday Club Finder.
Glossary

There are lots of acronyms and abbreviations used in the Child Care Sector. Here we explain some of the terms you might come across.

**ACECQA (The Australian Children's Education and Care Quality Authority):** the new national body jointly governed by the Australian Government and state and territory governments. ACECQA guide and oversee the implementation of the National Quality Framework (NQF).

**OSHC (Outside of school hours care), OOSH (Outside of school hours):** a commonly used term to refer to before and after school care programs and vacation care.

**CCR (Child Care Rebate):** is NOT income tested. It pays up to 50% of your out of pocket costs of up to $7,500 per child, each year. The rebate helps to cover the costs of approved child care, including out of school hours care.

**CCB (Child Care Benefit):** is income tested and scaled, resulting in potentially significant payments scaled according to the families income and the type and length of care of between 0% and 85% of Camp Australia fees.

**Centrelink CRN/s (Customer Reference Number/s):** So that the CCB and CCR can be automatically applied to your account, you need to provide a Centrelink CRN for the parent acting as the Primary Account Holder, and one for each child that will be attending the Camp Australia program during the registration process. The CRNs can be obtained from the Family Assistance Office on 13 61 50.

**NQF (National Quality Framework):** On 1 January 2012, the National Quality Framework was established to raise quality and drive continuous improvement and consistency in education and care services across Australia. It now applies to most long day care, family day care, preschool (or kindergarten) and outside schools hours care services.
Where we are located at
Westbourne Park Primary School