Hi Parents!

The start to 2015 has been very hectic with some new sites opening and the implementation of a new bus service at Gray.

Easter Vacation care is coming around fast. This year’s Easter vacation sessions will only run for four (4) days from 7th to 10th April 2015.

Vacation Care will be held at three (3) locations: Rosebery, Gray and Wulagi. Malak families will be able to enrol their children for vacation care at Wulagi – while Kormilda College OSHC families will be offered places at a site of their choice.

We’re pleased to announce that Ashlea Crellin joined us in January as Manager-

Training & Compliance. She has started by assisting Delaney at Gray and will move into a more supervisory role once a new 2IC has been appointed.

Notes from the Directors

Our Philosophy
At Outside School Care NT we aim to be the leading provider of outside school hours care in the Darwin and Palmerston area by providing quality consistent care in line with National Quality Standards and Framework.

We believe in providing support to our families and assist in contributing to the long term developmental goals of the children in our care.
After School Care (ASC) : A Guide for Parents

When your child starts attending After school (ASC) or our other care services: Before School Care (BSC) and Vacation Care (VAC) – there are a few small things to remember.

PLEASE REMEMBER:

1. To sign in and out your child every day. (This is a legal requirement and could impact your CCB/CCR if you don’t)

2. To advise us immediately of any medical conditions (ongoing or temporary) that may be affecting your child. We have a legal responsibility to your child and other children in our care to maintain a healthy and safe environment

3. To advise all authorised nominees who collect your child that they bring photo-id along with them. Please don’t be offended if our staff challenge you or your nominees to provide evidence of their relationship to your child when they come to collect them.

4. To let us know immediately if your circumstances change and you no longer need care, or you have issues paying your child care fees. We are here to help families and our first priority will be to provide assistance

5. Ask us to explain your customer statement in detail. One of the biggest source of questions we receive is about the layout of our customer statement. Unfortunately, we can’t change it – but we can help you navigate your way around and feel comfortable that all your charges and payments are correctly accounted for.

- Direct Debit Forms need to be completed if you’d like us to charge a debit or credit card with your GAP Fee weekly.

Please ask your Director for a form or email office@outsideschoolcare.com.au

Easter Vacation Care:

Tuesday 7th to Friday 10th April 2015
Held at:
Rosebery PS
Gray PS and Wulagi PS

CONTACT INFORMATION

Enrolment & billing related
Office@outsideschoolcare.com.au
Alan: 04 3709 5254
Rosebery
Rosebery@outsideschoolcare.com.au
NEW Number (Dani): 04 3897 2601
Office 08 8930 5100 EXT 4
Gray
Gray@outsideschoolcare.com.au
Delaney: 04 9997 5048
Wulagi
wulagi.oshc@ntschools.net
Tyson: 04 3862 2601
Office: 08 8983 7816
Malak
Malak@outsideschoolcare.com.au
Jane: 04 3833 2457
Kormilda College OSHC
OSHC@kormilda.edu.nt.au
Danelle: 04 1968 3803

*correct at March 2015
Understanding the weekly statements and information on payments

“Can you help me understand my statement?” is the single most common question our Admin team get asked.

How and when the statement is generated.

The weekly customer statement is sent out every week on a Monday evening.

It is distributed by email – so please ensure that you provide us with a valid email address.

The statement period reflects care 1 week before and 2 weeks after the statement date, as your fees are payable two weeks in advance.

Any changes you make to your pattern of care in the previous week, or any payments that you make will be reflected on the statement.

The statement is a running balance. The balance owing or in credit reflects the following formula:

\[
\text{TOTAL FEES} - \text{Discounts, CCB/CCR and payments} = \text{The balance owing or in credit}
\]

Where it gets confusing is that each child will have a separate ENROLMENT for ASC and VACATION CARE. So, there will be a separate section for each child’s unique enrolment. If you have more than one child who each attend ASC and Vacation care. There may be multiple balances shown.

CCB/CCR and JET entitlements

Other common questions relate to CCB/CCR entitlements.

When your child starts attending one of our services, you need to ensure that your have provided your PARENT and CHILD CRN numbers. If we are unable to create a FORMAL enrolment – because we are missing some information, there will be a delay before your CCB/CCR shows on the statement.

PLEASE NOTE: We are not able to change or amend your CCB/CCR percentage. The details that are shown on your statement come directly from Centrelink/FAO.

Please make sure that you have advised us of the total number of children registered for CCB/CCR (even if they all do not attend our services) – as this will impact your percentage if we don’t have your full details.

Making Payments

Your GAP fee (ie. The amount you have to pay after the CCB/CCR/JET deductions have been been applied) – can be paid in a number of ways:

1. **EFTPOS on-site.** Nearly all of our sites have an EFTPOS machine on-site for making payments directly by debit or credit card

2. **BPAY.** We can provide you with a dedicated BPAY reference if required

3. **Bank transfer/EFT.** If you pay by bank transfer, please ensure that you indicate in the reference field
your child’s name and the site that they attend – so that we can allocate your payment.

4. **Direct Debit.** We can also set up direct debit requests from either a debit card or credit card. At present we cannot debit your bank account directly.

**Keeping up to date**

We are parent ourselves, and we know that it is sometimes difficult to meet all the various demands on the household budget.

If you are having difficulty paying your account – please let us know. We will try to be as flexible as we can.

We do review our accounts each week, and we do follow up with friendly reminders if the balances are growing to a significant level.

**Still unsure about your account?**

If you have any concerns about your account – please let us know. We will willingly respond to, and attempt to explain any query.

We can’t promise we will make your statement any easier to understand, but we will attempt to put your mind at rest that everything is correct.

**EMAIL:**

office@outsideschoolcare.com.au

Please direct your Account Enquiries to Alan Stewart – Administrative Officer

Seth (sorry!) Alan will be able to respond to your queries

The Easter Vacation Care Programs will be published this week.

Vacation Care will be held at Rosebery, Gray and Wulagi Primary Schools.

Given the proximity – our new Malak site will be offered Vacation care places at Wulagi, while children attending Kormilda College OSHC will have the choice of all three (3) sites.

The Vacation care sessions will operate a short week from **Tuesday 7th to Friday 10th April 2015** in line with the school holidays.

Each site will hold at least one excursion during the week. More details will be available when the Programs are published and from your Site Director.

**Bank Account details for payment are:**

- **Account Name:** Janet White T/A Outside School Care NT
- **BSB:** 065 905
- **Account Number:** 1036 8422

The Easter Vacation Care 7th to 10th April 2015

The Easter Vacation Care Programs will be out shortly.
PhotoBox

Some recent photos from our Vacation Care Programs at Rosebery, Gray and Wulagi

Mr Tyson overseeing the funfair basketball game at Wulagi

Mary and team cooking in the kitchen at Wulagi
NEWS from around the sites.....

Some site specific updates and bit and pieces...

GRAY

1. Our Ratings and Assessment Report should be received from QualityECNT shortly.
2. Plans are still underway to possibly implement a self contained food prep area with new sink, hot water and dishwasher (subject to final approvals)
3. We have a new bus run provider since January 27th. Coach charters Australia have taken over the service. All their drivers have valid WWC checks

Kormilda College OSHC

We launched our new Kormilda College Primary Years OSHC section at the end of January. Danelle and Wynonna (the Kormilda College OSHC team) show both their ‘naughty’ and ‘nice’ sides in these two snapshots
Malak
From January 27th we commenced the Malak Primary Service. We are glad to say that the existing staff – Jane Figg and team are all joining our expanded team

Wulagi
Congratulations to Stef (Educator – Wulagi). She was recently married and will be away for a week or so enjoying her honeymoon

Rosebery
Goodbye Miss Rebecca! We were sad to see one of our original team Rebecca leave the team. She has moved across to Sydney to be with her long time partner. We wish her well!

NEW starters

We’re glad to see our ratio of male staff members has improved with Kieran (Rosebery) and Jai (Gray) joining Tyson (and not forgetting our behind the scenes Admin person – Alan)