



A. YOUR INFORMATION & AUTHORISATIONS

1. You confirm that: (a) you are the parent or legal guardian of the registered child, (b) all information provided to Robina OSHC for the registered child (including medical information, medications, contact persons and persons authorised to collect the child) is accurate and complete in all respects and will be promptly updated by you as and when required.
2. You give permission for the registered child to participate in all Robina OSHC program activities included in the service, and on those days, for which the child is registered, including watching occasional PG/G rated videos/movies.
3. You authorise Robina OSHC staff and representatives:
 - (a) to consult with the registered child's School regarding any **behavioural or medical management** issues in order to provide consistency and enhance the care provided for your child.
 - (b) in the event of accident or illness, to administer appropriate first aid, and to obtain all necessary medical assistance and treatment for your child, including ambulance transportation, and agree to meet any expense for such medical assistance and treatment.
 - (c) to apply sunscreen to your child, if you do not provide such.
 - (d) Photographs, Videos and Sound Recordings:

Use in Accordance with Reasonable Expectations.

In the course of providing its child care and educational programs, Robina OSHC will normally take photographs, videos and/or sound recordings of the participating children. Robina OSHC believes that you would reasonably expect us to use such photographs, videos and/or sound recordings for the following purposes, as they are directly related to and essential in order for Robina OSHC to provide you and your children with the full benefits of the outside school hours care child care and educational programs:

- (1) archival records of your child's participation
- (2) reporting to parents and guardians
- (3) documenting learning experiences
- (4) sharing experiences in your child's school and within the Robina OSHC program through various media (e.g. newsletters, visual displays, emails to families),
- (5) development of Robina OSHC professional educational material for training purposes and internal OSHC communications. These photographs, videos and sound recordings are not used by Robina for biometric matching or identification and are not provided to any third party. You may withdraw your implied consent at any time through your My Family Lounge account, but in such case, Robina OSHC may be unable to fully deliver its program to your child.

Use for Additional Purposes:



Robina OSHC requests your consent to the service using such photographs, videos and/or sound recordings of your children for the following additional purposes:

(1) advertising and marketing of the Robina OSHC child care and educational programs,

4. If the registered child has **additional needs, a history of challenging behaviours, any medical conditions**, or is the subject of a court or other governmental order, you will inform Robina OSHC by uploading the required documentation to your account and where requested, contact our Administration team by phone at 07 5562 4166 before the child attends the services activities or programs.

B. YOUR FEES AND FINANCIAL OBLIGATIONS

1. You must pay all Robina OSHC accounts by the due date for payment via Direct Debit from a Bank Account or by Credit Card (Visa and Mastercard only). Fees and charges for Robina OSHC services are subject to change. Please refer to our website www.robinasspandc.com.au for up to date fees and booking terms and conditions.

2. Before, After and Holiday Care Statements : Statements are sent on a Monday and will include charges for that week and the previous four weeks care. Calculation of fees takes place on Monday each week. The fees are for the week that the statement is emailed. Changes made to bookings after Monday will be reflected on the following statement.

4. If fees are overdue by two weeks:

In the first instance, a reminder will be sent via email and or text for parent to pay account. If no payment has been received by the following week a written letter of demand from the Approved Provider will be sent. Under extreme circumstances , families can contact the Robina OSHC office to discuss a payment plan; if no arrangements have been made after the email and or text and letter of demand the parent will then be contacted by Robina OSHC and will be informed that continued enrolment is dependent on the payment of the fees outstanding. The Robina State School P&C Association may, in its discretion, exclude the child temporarily or permanently from further attending the centre if the parents have not met the requirements associated with the payment of fees.

5. Additional fees and charges are payable by you in the following situations:

(a) if you do not follow the OSHC cancellation procedures when the registered child is absent on a day that they are booked to attend the Service,

(b) if the registered child is not collected from the Service by the advertised closing time, \$25.00 for the first 15 minutes and \$1.00 per minute there after per family will be charged.

6. You will be unable to make any further bookings with Robina OSHC while you have any outstanding debt for the services.

D. CHILD CARE SUBSIDY

1. You are responsible for providing Centrelink with all relevant information to be eligible to claim the Child Care Subsidy. If you have any questions relating to your Centrelink benefits or entitlements, you must contact the Department of Human Services – Family Assistance Office on 13 61 50
2. If you intend on claiming any subsidy for Robina OSHC services, it is your responsibility to supply us with correct CRNs (which differ between parents and individual children), dates of birth and names via the My Family Lounge online portal. This information in the My Family Lounge portal account must match the information given to the Family Assistance Office and be provided to us before your child’s attendance at the Service. All information you provide to Robina OSHC regarding entitlement to Child Care Subsidy must be correct, up to date and consistent with the information you provide to Centrelink. Until Robina OSHC can verify your entitlement to Child Care Subsidy, you are responsible for paying full fees and charges for use of the Service.
3. Certified Written Agreement (CWA) – to receive your Child Care Subsidy via your Centrelink account – Once you have placed your bookings with Robina OSHC it is your responsibility to confirm your Certified Written Agreement – CWA via your MyGov account more information on what a CWA is can be found <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>
4. Robina OSHC is a fully approved service for Centrelink purposes and will submit the registered child’s attendances to Centrelink every Friday.
5. Because Robina OSHC charges Service fees in advance for the Holiday programs, the subsidy reduction amounts you receive on your statements will be an estimate until the attendances are assessed and confirmed by Centrelink. You will pay any differences in price if Centrelink recalculates your entitlements, which it may do at its discretion.
6. Robina OSHC in accordance with CCS can only resubmit attendances up to a maximum of 28 days from your attendance.

E. YOUR CHILD’S PARTICIPATION

1. It is your responsibility to have the registered child signed into Before School Care and Holiday Program, and out of After School Care and Holiday Program on the appropriate documentation on arrival and departure each day that they attend, and to notify Robina OSHC administration if the child is absent on a day that they are booked to attend the Service. Robina OSHC staff are not responsible for the registered child until they are signed into the Service and are not responsible for the child after they have been signed out of the Service, by you or your authorised representative.
2. If the registered child does not meet the Robina OSHC policies for standards of behaviour or otherwise demonstrates inappropriate behaviour after guidance procedures have been implemented, Robina OSHC reserves the right to suspend the child’s enrolment for a notified period or to exclude the child permanently from the Service. When requested by Robina OSHC staff, you will immediately make arrangements to collect from the Service venue a child who has been suspended or excluded.



3. You will ensure that the registered child will not attend the Service if they are suffering from an infectious or communicable disease as identified by the Department of Health. Staff will not accept a child at the Service if it appears to them that the child is suffering from an infectious or communicable disease, or in the opinion of the Robina OSHC staff is too unwell to attend the Service.

4. When requested by Robina OSHC staff, you will immediately make arrangements to collect from the Service venue a registered child who in the Robina OSHC staff opinion is suffering from an infectious or communicable disease or is too unwell to continue participating in the Service. You will not bring the child back to the Service until 24 hours after the illness or disease has passed, or as per the exclusion period listed by the Department of health, or until you have produced the required medical certificate if one has been requested by Robina OSHC staff.

5. If the registered child is subject to suspension or exclusion from the Service or is withdrawn from the Service due to medical reasons, Robina OSHC may disclose the child's name and reasons for the suspension or exclusion to persons in control of the school or institution at which the Service is operated.

F. IF YOUR CHILD HAS AN ADDITIONAL/MEDICAL NEED

1. New families with children with Additional needs, will be required to discuss your child's attendance with Robina OSHC Coordinators before your child can attend. Please contact us on 07 5562 4166

2. If the registered child has a medical condition, dietary requirement or any other additional need, you are responsible for providing an Action Plan and supporting documentation to Robina OSHC at the time of enrolment, before the child's attendance at Robina OSHC.

3. You must provide your Child's Medication to Robina OSHC staff if the registered child has a medical Action Plan that requires Medication to be administered.

4. You will be required to complete a Risk Minimisation plan with the person in day to day charge on your child's first day, as per government legislation.

G. INJURIES AND PROPERTY DAMAGE

1. Robina OSHC is not liable for any personal injury, property damage, personal items (such as spectacles, jewellery and electronic devices), or other loss, due to any cause whatsoever, which is sustained by the registered child or their parent or guardian, as a result of participation in a Service activity (including excursions), unless the injury, damage or loss was caused by the proven negligence of the service, its directors or employees, except as otherwise expressly required by law.

2. You will indemnify the Approved Provider of Robina OSHC (including its Coordinators and Educators) against any costs, expenses or liability incurred as a result of any injury to any other child, OSHC staff or any other person, or any loss or damage to property, which is caused by the registered child at the Service venue or at an excursion location.

H. PRIVACY



You can rest assured that Robina OSHC protects you and your children's personal information in accordance with the Australian Privacy Act 1988, which incorporates thirteen Australian Privacy Principles (APPs).

I. PERMANENT BOOKINGS BEFORE AND AFTER SCHOOL CARE T&C'S

1. Permanent Booking Requests: All requests for permanent or recurring bookings are to be made online through the My Family Lounge account/portal. Once the request has been submitted it is then reviewed by OSHC staff. Only if/when requested spaces are available will you be sent an offer via email to confirm the requested bookings. The offer must be accepted before the offer expiry date to lock bookings in. If the offer is not accepted or declined by the expiry date, the offer will be withdrawn and no longer available until a new request is made. Permanent bookings are recommended for families who cannot risk being waitlisted. Permanent bookings guarantees' that your child/children are booked in for the selected day/days and these repeat each week.

2. Permanent Absences: If at any time your child does not attend a permanently booked session whether they be ill/on holidays ect. you will be liable to pay all charges for any/all days that the registered child is booked in for and not attended. In this instance the registered child will be marked as absent for the session they do not attend.

3. Cancellation of Permanent Bookings: Cancellations of permanent spaces can be made online through the My Family Lounge account/portal. Cancellations of permanent spaces cannot be made within 7 days before the booked session, the child can only be marked as absent within the 7 day period and you will be liable to pay all charges for all days that the registered child is booked in for the Service and not cancelled within the cancellation period, regardless of whether the child attends the Service. Cancelling your permanent sessions removes any and all bookings for your child, therefore relieving the space for other families on waitlists.

J. CASUAL BEFORE AND AFTER SCHOOL CARE SERVICES – ADDITIONAL T&Cs

1. Casual Bookings Before School Care: You can book a Before School Care session online via the My Family Lounge parent app up until 7:00am on the day of the Service session.

Casual Bookings for After School Care: You can book an After School Care session online via the My Family Lounge account/App up until 1:00pm on the day of the session, for any bookings made after this time you will be required to contact the OSHC office on 07 5562 4166. Your child will be booked into the Service once a booking is made either by yourself on the Parent Portal or by the Robina OSHC staff upon your request to them.

2. Casual Booking Cancellations: In the event that you no longer require your casual bookings, cancellations can be made online up until the start of that session (6:15am before school care and 3:00pm afterschool care). After the session has started cancellations cannot be made online and you will be liable to pay all charges for all days that the registered child is booked in for the Service and not cancelled within the cancellation period, regardless of whether the child attends the Service

3. Non Booked & Non Cancellation Fee: For any sessions that are not booked in for and your child attends you will incur \$10.00 Per Child Non Booked Fee. To avoid Non Booked fees, Robina OSHC encourages families to book earlier so that staff, plan experiences and resources accordingly. In the instance you have failed to cancel or mark absent your child from a session they are booked



into and not attending and an attempt has been made to locate your child you will incur a \$10.00 perchild non cancellation fee and be liable to pay all charges for that session.

K. VACATION CARE PROGRAM SERVICES – ADDITIONAL T&Cs

1. Bookings: Vacation care bookings can be made online through the My family Lounge portal and app. The option of casual bookings will only be available for vacation care. Bookings will only be available or open to parents 3-4 weeks prior.
2. Vacation Care Deposit: All bookings for vacation care require an \$80.00 deposit per family and your account to be brought up to date. Bookings will not be accepted without the \$80.00 deposit
3. Cancellations: You can cancel the attendance of the registered child at Vacation Care online via the My Family Lounge portal, up until the last day of school term. All bookings are considered final as at 6:00pm on the last day of school term.

Cancellations made after 6pm on the last day of term will be charged in full, inclusive of extras, minus any CCS.

4. Cancelled Programs due to Weather: Holiday programs/ Excursions are subject to cancellation or alteration on short-notice in the event of unsuitable weather conditions or other factors which may arise that are beyond Robina OSHC's control. The service will remain open for all families who have booked in for the day. Any additional fees or costs associated will be removed and credited to your account.
5. Excursions: You give permission for the registered child to leave the premises where the Service is normally provided, to participate in external activities as indicated in Service program. Please note, excursion authorisation forms will need to be completed before your child can participate in external activities, these are completed on the day at the service

L. ALLOWABLE AND APPROVED ABSENCES

Allowable and approved absences will be charged in accordance with the Australian Government Department of Education and Workplace Relations CCS Handbook, or at the discretion of the Director/Coordinator.

Each child is allowed 42 "allowable absences" per financial year. Once the 42 absent days have been used, full fees will be charged on further absent days that the child has within the same calendar year. Each child is allowed unlimited Approved Absences per financial year provided the evidence is available for eligibility as per Child Care Subsidy legislation. The Coordinator has on hand the CCS Handbook which details the definition of these absences if required.

CHANGES IN T&CS

Due to changing government regulations, and our constant enhancement of the Services, we may need to amend terms and conditions from time to time. If we do, we will notify you of any amendments, and you shall have the right to cancel your account without charge if you do not accept any such amendments. Cancellation will be effective from the date that you notify.