OSHClub

Key Service Information

Wellard Primary School

OSHClub provides fun, play-based learning experiences for your children before school, after school, and during holidays. Whether your child attends daily or occasional, each visit is an exciting adventure!

Compelling Programs

At OSHClub, we are proud to run the 'Adventure Program', an industry leading framework designed to nurture children's potential through play.

Our morning program is called **'Rise then Shine'** and offers energising activities and a nutritious breakfast to set kids up for a positive start to their school day.

Our after-school program **'Stay and Play'** is the perfect opportunity for children to participate in fun activities, build close friendships and wind down after a busy day at school.

Fabulous Food

Our carefully crafted menu options are designed to fuel hungry tummies and curious minds with yummy and nutritious foods. This is delivered through the Flavour Fest adventure category, which is an integral part of our Adventure Program.

Holiday Programs

Holiday HQ, the ultimate kids' holiday program, breaks the school routine with unique experiences at select services. Each day brings new excitement with diverse themes, engaging activities, and entertaining incursions and excursions for an unforgettable break.

Educators who care

All of our team members are qualified and trained with the skills required to provide quality care for each community. They serve as a genuine extension of the school and family home. We consider our children to be a part of our family, so it's important our team can be that for our families.

Future ready

We are committed to helping today's children navigate their tomorrow. We focus on building knowledge, skills and behaviours that help prepare your child for whatever the future may hold.

Affordable Care

Did you know our programs are eligible for the Child Care Subsidy?

Families can get up to a 90% rebate of session fees, including holiday program incursions and excursions.

Unified Partnership

As a vital part of the school community, we collaboratively craft a fun and engaging environment for your child's growth. Actively listening to our school communities, we tailor personalised programs, ensuring our commitment to delivering high-quality programs and unwavering support to families and schools.

Peace of Mind

You can be sure that at OSHClub, your children are in the safest of hands.

We fully comply with all 7 Quality Areas of the National Quality Framework (NQF) and we're proud that 94%* of our programs meet or exceed the National Quality Standards.

*As of August 2024

Scan the QR code to view key service information for your centre, including pricing, Government Subsidies, opening hours and more!

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PROGRAM	TIMES	BOOKING TYPE	FULL FEES	FEE AFTER GOVT SUBSIDY
Rise then Shine	6:30 AM to Bell Time	Early Bird Booking	$32.81	$5.04
		Flexible Booking	$36.15	$8.20
		Last Minute Booking	$38.56	$10.48
Stay and Play	Bell Time to 6:00 PM	Early Bird Booking	$46.03	$7.60
		Flexible Booking	$50.65	$11.96
		Last Minute Booking	$51.79	$13.04
Holiday HQ	6:30 AM to 6:00 PM	Full Day Holiday Program	$89.78	$8.49

Additional Fees

For a full description of additional fees, please see the **Additional Fees and Charges** sub-section below.

ADDITIONAL FEE TYPE	FEE
Non-Notified Absence Fee	$21.76
Late Pick Up Fee	$21.76 per 15 min per child
Late Booking Fee for Holiday HQ	$4.36

*Prices are subject to change. Please visit our website and search for your Service for current pricing.

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Key Service Information

Parent Portal Online Booking

If the session has availability, bookings can be made online via the Parent Portal as follows:

- Before School program bookings can be made on the Parent Portal up until the start time of the session.
- After School program bookings can be made on the Parent Portal up until 8 hours before the start time of the session.
- Holiday Program bookings can be made on the Parent Portal until 48 hours before the session starts.

For booking requests outside of the Parent Portal booking timeframes please phone the service or Customer Experience team at 1300 395 735, who will be able to assist in most cases. Please note, relevant late booking fees will apply.

Bookings, Fees, and Terms and Conditions

Important Note: For eligible families all before school, after school and holiday program (vacation care) sessions are subsidised by the childcare subsidy (CCS). Please check your entitlement to reduce out-of-pocket fees. Please refer to Services Australia Childcare Subsidy for eligibility and entitlement.

*Fees after government subsidy stated on our website represents 90% of Childcare Subsidy. To get an accurate representation on the CCS applicable to your family, please refer to Services Australia Childcare Subsidy.

Flexible Booking Options:

Early Bird Booking

Bookings: Early Bird Booking bookings for before and after school program sessions must be made 15 or more days in advance of the session date

Cancellations: To avoid out-of-pocket costs cancellations must be made 14 or more days prior to the session date. If a child cannot attend and notice is provided within 14 days, the booking will be marked absent and regular gap fees will apply.

Flexible Booking

Bookings: Flexible Booking bookings for before and after school program sessions must be made three or more days in advance of the session date.

Cancellations: To avoid out of pocket costs, cancellations must be made 48 hours or more prior to the session start time. If a child cannot attend and notice is provided within 48 hours, the booking will be marked absent, and regular gap fees will apply.

Last Minute Booking

Bookings: Last Minute Booking bookings for before and after school program sessions can be made up to 2 days in advance of the session start time.

Refer to the *Parent Portal Online Booking* section for Parent Portal booking timeframes. For bookings required outside of the Parent Portal booking timeframes, please phone the Customer Experience Team on 1300 395 735 who will be able to assist in most cases. If approved, these bookings will be made as Last Minute Booking bookings.

Cancellations: Last Minute Booking bookings are not eligible for free cancellation. If a child cannot attend on a particular day, the child's absence must be notified before the session start time. This can be done via the parent portal, via an email or phone call to our Customer Experience Team 1300 395 735, or via direct contact with the service coordinator. The booking will be marked absent, and the regular gap fee will apply.

Adventure Pack Discounts:

Adventure Pack 90*

Bookings: Book 90 or more sessions in a single school term. To receive the Adventure Pack 90 discounted rate#, bookings must be made 15 or more days in advance for 90 or more sessions. Bookings may include Before School and/or After School programs (Rise then Shine and Stay and Play) but exclude Holiday Program (Vacation Care) bookings. Adventure Pack 90 sessions can include multiple children in same family but must be booked in a single instance and occur within a single term.

Cancelling Sessions: Bookings made within the Adventure Pack 90 are not eligible for free cancellation. If a child cannot attend on a particular day, the child's absence must be notified before the session start time. This can be done via the parent portal, via an email or phone call to our Customer Experience Team 1300 395 735, or via direct contact with the service coordinator. The booking will be marked absent, and the regular gap fee will apply.

* Not available in all locations. Please refer to your service information page for detailed session fees and discount packages.

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Key Service Information

Additional Fees and Charges

Non-Notified Absence Fee: If a child is unable to attend an after school program session, they must be marked absent before the session start time. This can be done via the parent portal, an email or phone call to our Customer Experience Team 1300 395 735, or direct contact with the service coordinator. If this is not completed prior to the session start time, an additional fee will apply.[1]

Late Pick Up Fee: If a child is not picked up before the official closing time of the service, an additional fee will be automatically applied to the account.[1]

Holiday Program Incursion and Excursions: Holiday Program sessions may have an additional charge applied depending on the cost of incursions or excursions. These fees will be communicated through the Holiday Program information available online or in brochures ahead of bookings becoming available before each school holiday period. These fees are subject to change as activities may be adjusted before the session begins.

These fees will be Child Care Subsidy (CCS) inclusive and cannot be separated from the regular price of the booking.

Holiday/ Vacation Program Sessions: Holiday program bookings can be made online up to 48 hours before the session commences. To make a booking after this time, please contact our Customer Experience team. Late bookings (within 5 days before session commences) will incur an additional fee.[1] To avoid any out of pocket costs, cancellations must be made at least 7 days before the session commences. Cancellations within this period will incur the full fee, less any applicable CCS.

Holiday HQ Program Guidelines

The provision of food is subject to the service. Please contact the service directly to understand if your service does provide food and share any important allergy or dietary information.
If your service **does not provide food**. Please bring a packed lunch, afternoon snack, and a reusable drink bottle. Make sure all food adheres to the service's allergy guidelines. Please contact the service directly for more information about what food can be brought to your service.

Please be mindful for the planned activities, ensuring your child wears appropriate and comfortable clothing, which follows our sun-smart policy (including closed-toe shoes).
For safety and peace of mind, please leave valuables, and electronic devices (such as tablets and smartphones) at home.

Excursion Information

Please **arrive by 8:30am for all our excursion days,** unless otherwise stated.
Please directly contact your service team for any specific activity information and to ask questions, including queries about permission forms and potential waivers.

Please note, our holiday program activities vary from service to service. To ensure you have the most accurate information for activities occurring at your service, including medical and other requirements related to your child/ren, please contact your service directly.

Medical Management

So we can provide the best and safest care, it is important that you inform the service if your child/ren has an identified health care need, allergy or relevant medical condition diagnosed by a registered medical practitioner. On your first day of attendance, bring along a completed Risk Minimisation form, Medical Management forms and any required medications. All medications (including ointments and creams) must be prescribed by a medical practitioner, be in the original container with original pharmacist labels and clear instructions. All labels must be legible and undamaged, and the medication must still be within its expiry date.

Please visit oshclub.com.au/parent-support/allergies-medical-conditions/ for more information.

1 Please refer to the Additional Fees table for all associated extra charges.

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