

Sherwood State School Outside School Hours Care (OSHC)



Family Handbook 2024

A quick guide to our program, routines
and policies for OSHC Families.

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About This Handbook

The Sherwood OSHC Family Handbook has been written as a brief guide for families. It captures how we care for children and the services expectations. The Handbook will reference policies and procedures for parents to understand the Service's expectations.

Please be aware, a complete copy of the Service's Policies and Procedures Manual is located in the OSHC office and on our website. Parents/guardians are more than welcome to view this document at any time.

Sherwood OSHC Philosophy and Goals

The Sherwood State School Outside School Hours Care Service aims to support the needs of parents/guardians, children and staff by creating a nurturing environment which provides quality care.

The daily practices of the service should reflect and reinforce the principles laid out in the United Nations Convention Rights of the Child and the Australian National Quality Framework.

The Service believes that each child is a valuable member of the community and is able to make choices and decisions to influence events and to have an impact in their world. We believe children learn and develop skills through active play and direct interaction with their environment. This means children will have the opportunity to engage and make decisions about their activities and how they spend their time, interact with others and use resources on a daily basis. We seek to consider children's opinions and views when making decisions that affect them while considering the best interests of the child and their right to play and learn in a safe, nurturing environment.

We believe in promoting children's emotional wellbeing and resilience; and that happiness, optimism and a sense of fun are key dispositions in developing these. We believe that all children are active learners from birth and we strive to establish successful lifelong learning through creating rich, engaging environments that encourage meaningful interactions between children, staff and parents/guardians. We acknowledge that children who learn and participate in healthy lifestyle choices including healthy eating and physical activity in childhood are more likely to continue these behaviours throughout life and we promote these in our daily practices.

We recognise that parents/guardians and families are the children's primary nurturers and the most influential teachers in their lives and believe that mutually respectful and collaborative partnerships between them and the service are vital in caring for their child/ren. We believe all families have the right to equitable access and participation in the community and seek to provide opportunities to facilitate this and explore the potential in everyday events, routines and activities at Sherwood State School Outside School Hours Care.

We respect and encourage diversity, allowing all children and families to share and contribute their skills, strengths, expertise and culture to enrich our service. We value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.

1.0 Administration

1.1 Management

The Sherwood State School P & C Association is the Approved Provider for Sherwood OSHC, with the P&C's Executive Committee discharging the responsibilities of management and control.

The day-to-day management of the service is delegated to our OSHC employees, specifically the Manager and other employees appointed as *Responsible Persons*. Parents with concerns, questions or enquiries can direct these to the Manager or a *Responsible Person*. The name of the *Responsible Person* for any particular session of care will be displayed in the OSHC office.

1.2 Hours of Operation

| | |
|--------------------------|------------------|
| Before School Care | 7:00am to 9:00am |
| After School Care | 3:00pm to 6:00pm |
| Vacation Care | 7:00am to 6:00pm |

1.3 Enrolment

All children being cared for by the service must be enrolled, which can include parents submitting required supporting documents.

Submitting an Enrolment

1. Enrolment can be completed online by following the link found at sherwoodoshc.com.au.
2. Parents should provide all relevant details, including any additional information which may help with the care of their child.
3. Supporting documents may be required, depending on individual circumstances.
4. Once an enrolment form is submitted, the Manager (or other relevant person) will make contact to discuss any needs or special arrangements.
5. To finalise enrolment parent/guardians will need to create an Xplor account. All families must have an Xplor account to manage their bookings and update any enrolment information.

1.4 Children with Medical Conditions or Health Needs

Children with a relevant medical condition or health need must have the following documents established before the child can attend:

- **Medical Management Plan** – What must happen to treat, care for, or respond to a condition/need.
- **Risk Minimisation Plan** – developed in collaboration with the service and parents to identify and manage any risks associated with the condition or need.
- **Communication Plan** – how information can be updated if the condition or need changes, and how staff will be aware of the child's condition and management plan.

Any parent of a child identified with a relevant medical condition or health need will be provided with a full copy of the *Children with Medical Conditions* policy.

1.5 Bookings

Once a child is enrolled, care can be booked (often these requests go hand-in-hand).

Types of Bookings

The service provides two types of care across all sessions (BSC, ASC & VC):

- Permanent bookings (routine and ongoing); and
- Casual bookings (sporadic and/or time-limited).

Permanent bookings are given priority. Casual places will only be available should permanent bookings not reach the capacity of the service (or where absences allow for a vacancy). Waitlist procedures will be followed where the Service has reached requests for bookings beyond the maximum number of children approved to care for.

See Policy [2.14 Bookings and Cancellations](#) for full details

Making a Permanent Booking

1. Account holder (parent) seeking a permanent booking should make the request by completing a booking form or emailing the OSHC office at manager@sherwoodoshc.com.au.
2. OSHC will review availability and any waitlists, should this apply.
3. Parents will receive email confirmation of the booking.
4. Changes to permanent bookings will require electronic signing of an updated CWA (Complying Written Arrangement – see CCS). Parents will be requested to confirm via the Xplor App or Xplor Home Web (see Accessing Child Care Subsidy).

Making a Casual Booking

1. Casual booking requests must be made *via email or the [Xplor app](#)*.
2. If placement is not available at the time the request is made, the request will be placed on a waiting list. An offer of placement may be made if a position becomes available closer to the requested date.

Catering for Shift Workers

The Service will look to provide proportionate flexibility for families who need to cater for care needs along with dynamic work responsibilities. Parents are encouraged to discuss their needs with the OSHC Manager, who will negotiate arrangements on a case-by-case basis.

New Family Enrolment Fee

A \$20.00 enrolment fee is to be paid when you enrol your child/ren. This is only required to be paid once per family for the duration of your child/ren's attendance.

1.6 Absences and Booking Cancellations

Absences are notifications that a child will not be attending a booked session of care. Absences will attract a full fee for the booked session. CCS entitlement may still apply depending on factors such as CCS enrolment, allowable absences

and/or reason for absence. **Cancellations** are where the booking is removed from our system and there are no charges for non-attendance.

Cancellations and Changes to Bookings

- All changes must be requested in writing or via the Xplor app.
- The notice period for changes to bookings is contained in a [Schedule of Timelines for Absences and Cancellations \(see Appendix\)](#).
- Any non-attendance within the specified notification period will be treated as an absence. Fees for the relevant session will be charged.

Temporary and Permanent Changes

Both temporary and permanent changes have the same notification period to streamline administration processes. Unless otherwise stated, changes to specific bookings will imply temporary cancellation. Should an account holder require a permanent change, amendment to the CWA and CCS enrolment may apply.

1.7 Fees and Statements

Sherwood OSHC aims to provide a quality service to families at a fair cost. The Approved Provider will set fees based on the annual budget. Where there are changes to the fee structure sufficient notice will be provided to ensure families can understand and plan for these changes (at least 14 days).

As a Child Care Subsidy Provider, CCS is available to all families who meet eligibility requirements (including residency, activity and immunisation). This funding plays an important role in making out-of-pocket fees affordable and the service is committed to help families access these supports, as relevant.

To reduce the administrative burden and associated costs, Sherwood OSHC requires families to have their accounts paid by direct debit. The service has established controls to ensure parents are not overcharged and the confidentiality of these records are maintained.

A Schedule of Fees (see Appendix) sets out the fees charged by the service, including:

- **Permanent Fees** - A permanent booking will be defined by a regular pattern of attendance throughout each term on one or more occasions per week. Permanent bookings are given priority.
- **Casual Fees** - will attract a higher fee, due to the nature of the booking and irregular attendance pattern.
- **Vacation Care Fees** – Fees are published in each Vacation Care Program. Excursion and incursion fees are compulsory according to days booked - fees for these sessions will be calculated following a cost analysis for each event/activity.
- **Non-Notification (Absent) Fee** – Where a family does not notify the service of an absent child before the start of the session, a fee may be applied where the service is required to follow up on the whereabouts of the child.
- **Late Collection Fees** - Closing time of this service is 6:00pm. Parents who collect their children after this time will incur a late fee to compensate employees for overtime rates, as required by relevant industrial instruments.

Payment of Fees

- **All fees are paid via direct debit.**

- Account holders must maintain up-to-date billing information to maintain their booking and enrolment in the service.
- Direct debit registration can be completed using Xplor (either the app or Home Web - home.myxplor.com)
- Fees are payable on a weekly or fortnightly cycle.

Statements are emailed either fortnightly or weekly (depending on the billing cycle chosen). Each statement will contain transaction details, fees charged and any entitlement (i.e. CCS) which have discounted the out-of-pocket expenses.

See Policy [10.3 Fees and Statements](#) for full details

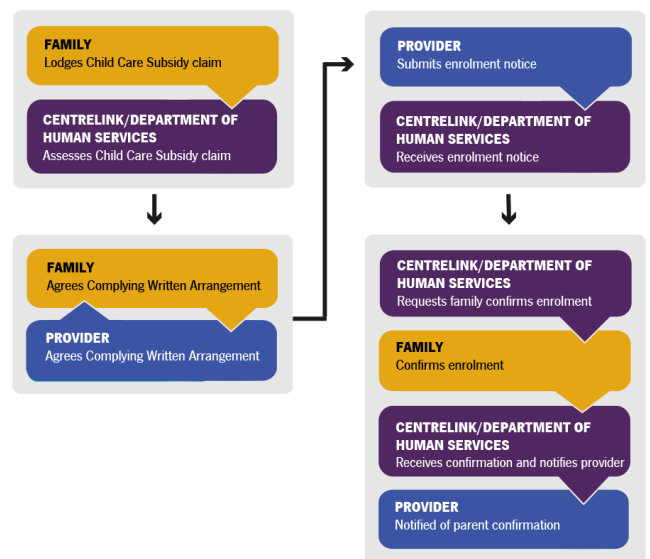
1.7 Child Care Subsidy

Families can find out more information about Child Care Subsidy (CCS) at the [Services Australia website](#). It is the responsibility of the parents/caregivers to make a claim for CCS via [MyGov](#) or Centrelink.

To streamline CCS enrolment, families should lodge their claim for CCS prior to enrolling their child. Subsidy claims can only be backdated 28 days before the claims were made. Credit for fees already paid will be made in accordance with Family Assistance Law.

Signing the Complying Written Arrangement (CWA)

Once a parent has enrolled in OSHC and has made a CCS claim, they will need to electronically sign the CWA via Xplor. This is a critical step in a family's CCS enrolment. The date the CWA is agreed to will be the start date of CCS enrolment. Once the CWA is signed, the enrolment will need to be confirmed through MyGov as well.



There are two ways the CWA can be signed via Xplor:

Xplor App

1. Open the app -> click Account -> Finance
2. Click on "[View CWA Agreement](#)".
3. The CWA should appear. Click "[I Agree](#)".

Xplor Home Web (home.myxplor.com)

1. Log onto <https://home.myxplor.com> using the primary account holder's details.
2. Select the name of the child from the dashboard.
3. Select CWAs on the child's profile.
4. Check through the bookings and the fees. If correct, scroll to the bottom of the page and click 'Accept'.

If for any reason the parent cannot access their CWA or they dispute the session days or fees, they should contact OSHC to resolve.

Confirming in MyGov

After the CWA is signed, the parent may need to give the system some time (no more than a day) for the CCS enrolment to appear in MyGov. Details around confirming your enrolment can be found at <https://www.servicesaustralia.gov.au/individuals/online-help/centrelink/confirm-your-childs-enrolment-details-child-care-subsidy>.

Allowable and Additional Absences for CCS

Child Care Subsidy is payable for up to 42 absence days for a child in a financial year for sessions of care a child is enrolled in and did not attend and where there is still a liability to pay a fee for the session.

Once 42 absence days have occurred in a financial year, *Child Care Subsidy* can only be paid for any additional absences where they are taken for a reason set out in Family Assistance Law. These reasons are:

- the child, the individual who cares for the child, the individual's partner or another person with whom the child lives is ill and the service has been given a medical certificate by a medical practitioner
- the child is attending preschool
- alternative arrangements have been made on a pupil-free day
- the child has not been immunised against an infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child
- the absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan, and the service has a copy of the relevant court order or parenting plan for the child
- the service is closed as a direct result of a period of local emergency
- the child cannot attend because of a local emergency (for example, because they are unable to travel to the service), during the period of the emergency or up to 28 days afterwards
- the individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of local emergency

Child Care Subsidy and *Additional Child Care Subsidy* is payable for all additional absences and there is no limit on the number of additional absence days a recipient may claim, providing the absence days are taken for specified reasons and supporting documentation, where required, is provided.

2.4 Complaint Procedures

Parent feedback is always welcome. Please let us know if you are unhappy with any aspect of the service. Parents should feel comfortable to discuss any concerns with the Manager.

The Manager will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in the presence of children or parents.

Should a parent feel a problem has not been satisfactorily resolved or do not feel comfortable to take the complaint to the Manager, you may raise your issue with the Approved Provider (via the P&C President) – contact details displayed in the OSHC office.

See Policy [9.5 Feedback and Complaints](#) for full details of procedures.

2.0 Parent Responsibilities and Expectations

2.1 Signing-In and Out

Attendance records are a regulated requirement, therefore, correctly signing children in and out of the Service each day is critical. The Service uses its childcare software for recording the details of children being signed in and out. Families must use their Xplor details to either scan the QR code or enter their email/password or mobile/PIN via the iPad in the OSHC office.

Signing-in

Parents or another suitable person are responsible for signing in children for a BSC or VC session of care. Children cannot be signed into the service before 7:00am.

Signing-out

Departure procedures (and regulations) are far more stringent. A child can only be collected by:

- A parent
- An *authorised nominee* (a person stated in the enrolment record to collect the child)
- A person authorised by an *authorised nominee*
- Consistent with the written instructions from a parent

Unless otherwise arranged, the parent or a person authorised to collect the child must present themselves to the OHSC office to sign out the child. Proof of identification may be requested if the Service is not familiar with the individual collecting the child.

The Service can allow for children to arrive and depart for extra-curricular activities. Permission, including written authorisation, must be arranged prior.

Children must be collected by 6:00pm. Additional fees are charged for late collection (see Schedule of Fees).

See Policy [2.4 Arrivals and Departures](#) for full details

2.2 Absentee Signing

Parents must notify the Service of any absences (particularly ASC). This can be done via Xplor or via email to the Manager. Additional charges apply for non-notified absences.

2.3 Authorised Nominees

Children will only be released into the care of the parent or person authorised. You may authorise other individuals to sign your child out of the service (*authorised nominees*). These individuals can be nominated on your enrolment form or by adding as a [Hub Guest](#) on your Xplor account. The authorised person will need to show proof of identification when signing out any children.

2.4 Parent Conduct

Parents are expected to communicate respectfully with all educators and service representatives. The Service will not tolerate any unreasonable behaviour, which includes harassing, threatening, rude or intimidating conduct. Any parent displaying behaviour incompatible with expectations may jeopardise their ability to access the Service.

Parents are not permitted to approach or verbally discipline any other child at the Service. If a parent holds concerns regarding the conduct of another child, family or employee, please see the Manager or *Responsible Person*. Alternatively, families may express concerns via the complaint procedure.

The service has a non-smoking and alcohol-free environment policy. Parents/guardians must not smoke within school grounds or within five metres from any boundary of the school.

2.5 Children's Property and Belongings

Parents are asked to monitor and consider the appropriateness of items brought to the service. The Service takes no responsibility for any lost or damaged items which the child has brought from home/school. All property and belongings should be clearly named or labelled to make it easier to locate the owner. The Service has a lost property box for any property left behind.

2.6 The Use of Electronic Devices

During Before and After School Care, children are not allowed to use electronic devices such as iPads/tablets, mobile phones etc. All mobile phones will need to be kept in the child's bag or held at the OSHC office and are not to be used as contact without permission from the service staff whilst the children are signed in at the centre. Smart watches may not be used for calls while a child is at OSHC.

Electronic Devices are allowed during Vacation Care but children are not permitted to take photographs or recordings on these whilst at the service. Limited time is devoted to electronic use with only certain periods of the day being allocated towards it. Children may only bring 'child friendly' (G and PG rated) electronic games and are not allowed to access the internet or play downloaded/recorded movies on their own devices whilst at the service. Electronic devices that are misused by a child will be confiscated and returned to the parent.

3.0 Program

3.1 Service Program

Children have the freedom to choose from a range of activities during sessions. Educators encourage children to explore their play. They supervise and assist them to build on their ideas and learn new skills. The program (including crafts, sports and activities) is displayed on the office notice board.

Before School Care is relaxed and flexible. Children may choose to participate in a range of indoor activities which include board games, creative play, toys, puzzles, reading and craft. Breakfast is served between 7:00am – 8:00am. Children may play on the oval from approximately 7:45am – 8:30am if they wish and weather permits. All children assemble back in the old hall at approximately 8:40am to gather their things before being signed out at 8:55am to attend school.

During After School Care, children are signed in then are addressed as a group about activities for the afternoon as well as what food is being served. At approximately 3:15pm, optional afternoon tea is served. Children can choose to eat or head directly into play/activities. Children have the opportunity to choose between indoor activities e.g. craft, creative play, construction, puzzles, cooking and STEM or outdoor play such as sports, team games, skipping and free play. At approximately 5:00pm (time varies according to the season), the children return to the playground outside the hall to play before finishing the day with quiet activities or group games inside the hall.

Vacation Care programs are published around mid-term. Each day typically has a central theme for activities and learning experiences. The routine is usually a combination of leisure time and planned activities.

The Weekly Programs are compiled in consultation with children, using programming resources and building on previous activities plus browsing for community key events and sites specifically aimed at learning that is fun for children.

3.2 Meals & Food

The service provides breakfast (cereal/toast plus the daily special) at Before School Care. Afternoon tea is served during After School Care and both meals are supplied by the service throughout Vacation Care sessions.

The service strives to provide a variety of nutritious and healthy food choices, which are consistent with the Dietary guidelines for children and adolescents in Australia (NHMR) 2003 as outlined in the food and nutrition policy. All food prepared by the service is in accordance with our food safety program. Parent/guardian suggestions and feedback are always welcome. Please feel free to forward them onto the Manager.

We are a nut-free service and are accommodating to any special dietary requirements and allergies. Children may bring egg products from home during Vacation Care. However, these items may only be eaten in allocated areas due to the number of children who have serious egg allergies that attend the service.

Please note that children's food is not able to be heated in the microwave or have hot water added by educators at the service.

3.3 Children with Additional Needs

We endeavour to include children with additional needs throughout our programs. Children who have additional needs may be eligible to apply for extra support from the Inclusion Support Agency. For further information, please discuss with the Manager.

3.4 Supervision

The minimum educator to child ratios as set out by the *Education and Care Services National Regulations* is 1 educator to 15 school age children. To ensure adequate supervision is provided, additional staff are often rostered, especially during activities where more supervision is required e.g. swimming or excursions. In the case of excursions, educator ratios will be determined once a full risk assessment of the activity has been conducted.

3.5 Behaviour Management

Learning appropriate behaviour is part of your child's social development. Our educators aim to assist children in being responsible for their own behaviour and to develop an understanding of what is appropriate in a variety of situations. Educators model appropriate behaviour. Behaviour expectations and guidelines are displayed in the office and around the hall.

You are encouraged to discuss your child's behaviour with the Manager to ensure consistent behaviour expectations between home and the service are in place. Boundaries to the children's behaviour will be fair and reinforced consistently in a developmentally appropriate manner. Children will be encouraged to settle their differences peacefully. Educators will focus on positive behaviour, providing praise and encouragement where appropriate. Whenever possible, problems will be prevented before they escalate due to close supervision.

See Policy [2.6 Positive Behaviour Guidance](#) for further details

3.6 Exclusions for Behavioural Reasons

The Service is committed to offering a warm, safe and inclusive learning environment. From time-to-time we recognise some children need additional support to meet the behaviour expectations of the service. Where individualised support is required, the Service will invite the parents in for discussion and planning.

However, if a child's behaviour risks the safety or wellbeing of themselves or others, then either temporary or permanent exclusion may be actioned. Any decision to exclude a child is taken very seriously.

See Policy [2.7 Supporting Complex Behaviour](#) for further details and procedures.

3.7 Excursions

The Service will take the opportunity to provide learning experiences outside the OSHC premises. Generally, these are only during Vacation Care. The Service will have a risk assessment conducted (and available for viewing) and authorisations completed by parents before taking any child outside the school site. Excursions during Vacation Care

are undertaken as a whole group (Prep – Year 6) and are compulsory as there is no option to stay at the service. The focus of these field trips is education, recreation and fun.

Due to the school's physical environment, the Service will sometimes use the FONA (Friends of Nature Area) located adjacent to the pool. This is considered a regular excursion and permission is only needed once every 12 months.

See Policy [3.5 Excursions](#) for full details

3.8 Communication with Families

The Service will regularly post updates on children's learning and activities on our Facebook page. We also use a program called Playground to periodically post photos and videos to tag specific children. You will need an active Xplor account to view. Families can choose during the enrolment process whether to allow their child's photos/videos to be posted.

The Leadership team endeavours to provide regular updates to families about their child's activities and learning during informal conversations during pick up or drop off times. Families are welcome to approach Leadership anytime for feedback on their child's time at OSHC.

4.0 Health and Safety

4.1 Preventing the Spread of Infectious Disease

Any child who is ill needs to be cared for at home. Fevers, vomiting, diarrhoea or unexplained rashes are indications that a child should not attend OSHC.

In the case of your child becoming ill at the service, you will be contacted to collect your child and we will keep your child comforted until you arrive.

An educator may call an ambulance or doctor if urgent medical attention is required. Where medical attention is serious, every effort will be made to contact you or your nominated emergency contacts as soon as possible.

It is important that the Service is notified of any diagnosis of an infectious disease. The service will communicate any potential outbreak to families to mitigate any further spread. No personal information will be connected to an announcement.

Parents should keep an eye out on messages and notices displayed in the office.

4.2 Exclusion due to Illness

As protection for all children and educators, the following exclusion policy applies to all children enrolled at the service. The Service is guided by the [Queensland Health's Timeout Resource](#), which sets out exclusion periods for relevant infectious diseases.

Additionally, children who have not been immunised against certain diseases will also be excluded if an outbreak was to occur.

4.3 Medication

If possible, parents should administer any prescribed medication to their child before or after attending the service, in preference to requesting that educators at the service do so.

Unless the administering of medication is a specific medical emergency (asthma or anaphylaxis), educators will only be permitted to administer medication to a child if it is:

- In its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date: and is
- Accompanied by a Medication Administration form completed by the parent/guardian.

A record is kept for any medication administered to your child. A parent is requested to acknowledge the administered medication when the child is collected.

Self-Administering of Medication

The service recognises that some children are able to self-administer medication with conditions such as asthma and diabetes. In consultation with the Manager and prior parent/guardian authority, this may be organised. In these situations, the relevant risk minimisation will be completed by the parent/guardian prior to the child administering the medication. Service staff must still be informed by the child when they are doing this.

4.4 Incident Management

Despite every precaution, incidents and injuries can occur at the service. The service has established procedures to manage the response to incidents and injuries. Our educators exceed the minimum requirements for first aid qualifications and can generally treat minor injuries at the Service. Should any injury or incident require emergency services or medical attention, the Service will act with urgency to do so. Every effort will be made to contact you or your nominated emergency contacts as soon as possible.

Any injury or incident will be fully documented with parents notified as soon as reasonably practicable but within 24 hours. For serious incidents, notification to the Regulatory Authority is also required.

4.5 First Aid Qualifications

Only staff members who have first aid qualification will administer first aid. At least one staff member who is first aid trained will be on site at all times, however, often the vast majority of educators on shift are first aid qualified. The service is fully equipped with maintained first aid kits and carry a portable first aid bag on all excursions.

4.6 Sun Safety

Please provide a broad brimmed Sun Smart hat (clearly labelled with your child's name) with good coverage that protects the face, neck and ears. Please also provide an alternative sunscreen if your child has specific allergies.

In accordance with our Sun Safety Policy;

During peak UV times (monitored daily, through the Bureau of Metrology website), children will not be permitted to play outside without a hat and sunscreen. When children are playing outside, they must have applied a SPF 30+ broad-spectrum, water-resistant sunscreen, with parent permission and consideration of allergy safety.

Wherever practicable, outdoor activities will take place before 10:00am and after 3:00pm and we will ensure that adequate shade is provided during outdoor events, including excursions.

4.7 Emergency Plans and Drills

Both fire and lock-down drills are practiced once a term to ensure that children and educators are familiar with the procedures should an emergency occur. A copy of the Evacuation procedure is displayed in the hall. Parents/guardians are asked to familiarise themselves with these procedures.

Appendix

Schedule of Timelines for Absences and Cancellations

The following timelines and fees apply as of 12 July 2021:

| | |
|--|--|
| Absences | Prior to the start of the session (BSC & VC 7am; ASC 2:45pm) |
| Cancellations (including changes to bookings) – All types of care | 7 days (one week) |

Schedule of Fees

The following OSHC fees apply as of 12 July 2021:

| | |
|--|--|
| Before School Care - Permanent Bookings | \$18.00 per session |
| Before School Care - Casual Bookings | \$21.00 per session |
| After School Care - Permanent Bookings | \$25.00 per session |
| After School Care - Casual Bookings | \$30.00 per session |
| Vacation Care* | From \$75.00 per session |
| Excursions and Incursions (Vacation Care) | Fees outlined for individual events dependent on costs |
| Non-Notification (Absent) Fee** | \$5.00 per occurrence. |
| Late Collection Fee** | \$20 for the first 15 minutes and \$1 per min thereafter |
| New Family Enrolment Fee** | \$20 per family-charged once |

*Indicative base fee only. Please refer to each vacation care program for actual costs.

** Not eligible for Child Care Subsidy out-of-pocket fee reduction.