

Helping Hands Fernbrooke

Key Service Information

Service contact details: Ph: 0478 044 500 Email: fernbrooke@helpinghandsnetwork.com.au

Welcome to Helping Hands Outside School Hours Care

Helping Hands works in partnership with Fernbrooke State School to provide Outside School Hours Care (OSHC) services to the school community. We seek to **build brighter futures together** in partnership with parents and school communities by supporting children to learn through play in fun, rich learning environments. From exciting activities and healthy, nutritious food, to caring, motivated team members, the service meets all your children's needs.

What happens at OSHC?

We provide fun activities for all ages, including art/craft, games, sports, drama, board games, cooking activities and fun with friends. On request from parents, children can also participate in homework club. The service provides breakfast at Before School Care and afternoon tea at After School Care.

Our team

Your child/ren are in the care of qualified and experienced team members that have a current Working with Children check. Our Coordinators are trained in First Aid, CPR, Asthma and Anaphylaxis.

What to bring

Please make sure your children wear or bring appropriate footwear and clothing, including a hat.

Where is the service located?

The OSHC service is located on site at Fernbrooke State School. All children attending the service must be dropped off in the morning or collected in the afternoon by an authorised person, and signed in and out of the service each session. Children in and above year 1 can walk straight from their classrooms. Helping Hands team members will pick up and drop off the prep and year 1 students and escort them to and from the OSHC service.

How to Enrol

Please enrol online at our website at www.helpinghandsnetwork.com.au. Follow the link at the bottom of the home page to your school enrolment documents. To obtain a quote or to make an enquiry to use the service, please contact our Customer Service & Billing Team.

Making or cancelling bookings

Bookings are available online, once you have enrolled with us and accepted our terms and conditions. If you are unable to book online for any reason please call us on our **Customer Service and Billing Team** on **1300 612 462** or email accounts@helpinghandsnetwork.com.au (7.30am – 6pm Monday – Friday).

Any cancellation of a confirmed booking needs to occur at least 48 hours prior to the booking date, otherwise the normal session fee will apply. For Vacation Care, any cancellation of confirmed bookings must be received 7 days prior to the booking date.

Any ASC/BSC bookings made less than 24 hours in advance, will incur a late booking fee, currently set at \$4.00. For Vacation Care any booking made less than 5 days in advance will incur a late booking fee, currently set at \$4.00



Fees and session times

Most families are eligible for the non-means tested Child Care Rebate (CCR), which rebates 50% of the cost of care, and many are eligible for the means-tested Child Care Benefit (CCB). The full fee applies for families who do not apply for, or are not eligible for CCR and CCB. The following table outlines examples of the 'gap' fee payable at various income levels, for one child, per session. To establish what level of CCB you may be entitled to, please contact the **Family Assistance Office** on **136 150**.

One Child / Session				
Weekly Income	\$770	\$1,153	\$1,923	\$3,077
Before School - 6:30am to 8:30am				
After CCB	\$7.69	\$8.79	\$11.48	\$15.00 (Full Fee)
After CCR	\$3.85	\$4.40	\$5.74	\$7.50
After School - 2.30pm to 6.00pm				
After CCB	\$7.21	\$9.13	\$13.85	\$20.00 (Full Fee)
After CCR	\$3.61	\$4.57	\$6.93	\$10.00
Vacation Care - 6.30am to 6.00pm				
After CCB	\$7.97	\$14.28	\$29.78	\$50.00 (Full Fee)
After CCR	\$3.99	\$7.14	\$14.89	\$25.00

*The fees and rebate levels are subject to change each financial year and are based on the hours of operation as shown above. Child Care Benefit is available for families with a combined annual income of less than \$130K - \$145K if multiple children are in care, subject to Family Assistance Office assessment. Late pick-up fees apply, of \$1 per minute per child. If a child that is booked for a session, does not attend, and no cancellation is provided, a 'No Show' Fee of \$5.00 will be charged (per child). *Incursions and excursions during Vacation Care program incur an additional cost.*

How to pay

Fees can be paid by Credit Card (VISA or MasterCard) or by direct debit from your nominated bank account. Your account will be automatically charged every two weeks for your attendance fees. A direct debit form will be available, along with the terms and conditions when you enrol online

If you have any questions regarding your account, please contact our **Customer Service and Billing Team** on **1300 612 462** or email accounts@helpinghandsnetwork.com.au (7.30am – 6pm Monday – Friday).

Complaints

Any complaints or concerns regarding this service should be directed to the Coordinator. If you would like to escalate your complaint, please contact the **Customer Service and Billing Team** on **1300 612 462**. If you remain unhappy with the way your complaint or issue was handled, please contact the Regional Operations Manager, Andrea McGurk on 0459 990 653

Policies

All policies and procedures are available at the service. Please discuss any questions or concerns with your Service Coordinator.

Medical Management Plans and Children's Information

Please be aware that we have legal requirements under our legislation regarding children who have any additional medical or behavioural needs. Parents are required to provide staff with any information required for the safe care of their children as well as others who attend the program. Children will not be able to attend the service until all requested information or medication is provided

We look forward to welcoming you to Helping Hands

