



6.2.22B - c-Verse Enrolment Pack

Information for Parents

FOR ENROLMENTS AND PAYMENT OF FEES CONTACT OUR ENROLMENTS TEAM:

Call: 1800 919 995

Email: enrolments@onetree.org.au

Before your child starts

What you need to know...

Keeping your child safe is our highest priority. The information we ask for helps us to do this. We cannot start your child until you have provided the following:

- ✓ Signed enrolment form
- ✓ Immunisations
- ✓ Birth certificate
- ✓ Doctors information
- ✓ Medicare number
- ✓ Booking forms
- ✓ CRN
- ✓ Name of school
- ✓ Room number

Additional Support

If you feel your child may require additional support:

Fill out the section in the enrolment form. Talk to the service before your child starts. The safety of your child is a priority and we may need a plan from a medical practitioner to assist us.

Join us
in 3 easy
steps...

1

Enrol your child

+

2

Book your child
(now on a waitlist)

+

3

Place is offered



Join us
in 3 easy
steps...

Step

1

Enrol your child

You can enrol your child using the QikKids Family Lounge online through the

One Tree website: www.onetree.org.au

or via the following link:

<http://www.onetree.org.au/childrens-services/enrolments/onlinebooking-service/>

or email: enrolments@onetree.org.au

If you need help, you can contact fees and enrolments and they will assist you.

Step

2

Book your child

1. You can book via the QikKids Family Lounge by completing a booking request.

2. You will be placed on the waitlist for the next available position.

3. You will receive an email from the QikKids Family Lounge saying you have been placed on the waitlist.

You can also book by calling: 1800 919 995

or emailing: enrolments@onetree.org.au

If you need help, you can go to the service in person and they will assist you.

For casual bookings only: Download the My Family Lounge app onto you mobile from the App Store or Google play.



Step

3

Accept a place

You will receive a text or email from enrolments offering your child a place with instructions. To accept and confirm an offer you will need to log onto your account via the Family Lounge.

www.onetree.org.au

Additional information

Payment of fees

- Fees are charged to your account weekly for the current week of care booked.
- Fees can be paid weekly or fortnightly.
- Fees are paid through Debit Success. An DDR form must be completed before your child starts. If there is a change to contact, bank or credit card details, please contact the enrolments team.
- Fees must be paid on time. If you are having trouble paying fees please let us know. We may be able to help with a payment plan.
- Telephone 1800 919 995 or email enrolments@onetree.org.au if you have any questions.

Vacation care

- All vacation care bookings are casual bookings.
- If you know your child will be absent you can cancel the booking three days prior and you will not be charged.
- Our vacation care programs are developed in consultation with the children and families, and are emailed to families four weeks before the upcoming school holidays.
- Bookings are made through our enrolments team on a first come first serve basis.
- Bookings must be submitted to the enrolments team two weeks before vacation care. A \$15 admin fee per family will be charged to your account if your bookings are received after this date.
- When incursions or excursions occur on a booked day additional costs may apply to your booking. You will be notified about these costs on the vacation care program.
- The vacation care booking and permissions form must be completed for each vacation care period.

Additional charges

A \$25 administration charge will apply if care is cancelled and rebooked within a 4 week period. If your child is not collected from the service by closing time, a late fee of \$30 for the first 15 minutes will apply and \$1 per minute thereafter.



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Additional information

Absences

Please inform the service if your child is going to be absent (i.e. holidays, illness or any other reason).

Casual bookings (for Before or After School Care)

Parents wanting to book their child on a casual basis:

- Don't have to pay for public holidays or any absent days not booked for.
- Can book 2 weeks in advance.
- Could lose a place to a child wanting a permanent booking given 2 weeks' notice.
- Will be the first to lose a place if a *Priority 1 or 2 child requires it.
- Can book through the enrolments team and the Family Lounge app 48 hours before (space permitting).

Permanent full time or part time bookings

Parents wanting to book their child on a permanent basis:

- Are guaranteed their place unless a *Priority 1 or 2 child requires the place and there are no casual children booked whose place can be taken.
- Can request a make-up day within the same week.
- Do not have to re-book every 2 weeks.
- Must pay normal fees for any absences (public holidays, illness, holidays or rostered days off).
- Can offer your booking to another family when your child will be absent. Please contact the enrolments team to arrange.
- Must inform the service of any changes to their permanent booking giving 2 weeks' notice.
- Have an allowable 42 absent days each financial year through Centrelink, without losing child care subsidy.

*Under the Education and Care Services National Regulations 2012 and A New Tax System (Family Assistance) Act 1999. Priority of Access Guidelines children are rated as Priority 1, Priority 2 or Priority 3. Priority 1 and 2 children are given priority over all other children. A Priority 3 child is required to give up their place in this instance.



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Additional information

Make-up days

Is a day offered to parents whose child has a permanent booking in the same week when there is a public holiday or the child is absent. Conditions apply.*

Rotating rosters

Parents on rotating work rosters can enrol their child as either a permanent or casual booking. They are subject to the conditions associated with their choice. At the parents request the service will, wherever possible, fill places on the parents non-working day. Parents are encouraged to discuss their needs with the service.

Emergency care

- The service will care for any children requiring emergency care at the school for a period of no more than two consecutive days on which the service operates.
- According to the Education and Care Services National Regulations 2012; an emergency, in relation to a child, means a serious and unexpected short-term care emergency that requires the child to be provided with immediate education and care.

Examples:

1. A child determined to be in the need of protection under a child protection order.
 2. The parent of a child needs urgent health care that prevents them caring for the child.
- All families are encouraged to complete an enrolment form with the service if they believe they may need to utilise emergency care in the future.
 - The school will be responsible for passing on medical information and emergency contacts to the service for any child requiring emergency care.
 - When collecting a child, the parent/guardian will be required to complete the enrolment process before departing the service.

* You may need to discuss this with our Bookings and Enrolments team.

One Tree C-Verse Mundijong OSHC Fees

Before School care: \$24.00 per day

After School Care: \$29.00 per day

Vacation Care: \$65.00 per day

Telephone number: 0418 855 045 (will not be active till
Monday 11th February)

Email: oshcmundijong@onetree.org.au (will not be active till
Monday 11th February)

