

 KIDS GLUE

Before & After School Care - 407-161-148X  
Vacation Care - 407-161-163B

# PARENT INFORMATION LETTER

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Welcome to *Kids Club*

The following information is provided to help you make the most out of your child's booking.

## *Enrolments:*

Pre-admission interviews will be conducted with Management or the Group Leader. This gives you an opportunity to view the facility and meet our staff, at the same time becoming familiar with the environment. To enroll your child, you are required to complete an enrolment form and pay an enrolment fee of \$20.00 per child (refundable).

Kids Club will be open from 6.30am to 9.00am and 3.00pm to 6.00pm on school days, and from 6.30am to 6.00pm during school holidays. Public Holidays the service is closed but most pupil free days we will be open (depending on bookings at the time). We operate 51 weeks per year. Kids Club accept the bookings of children who are attending primary school (Prep-year 7). Our staffing ratio is per the Childcare Act 2002 - 1 adult to 15 school aged children - excursion rates are 1 adult to 8 school aged children.

It is important for you to inform staff if you will be late for some adverse reason, as staff have private commitments to keep and we are not insured or licensed for times out of our trading times. It is also important for you to let the Centre know if you have an emergency, so that your contingency arrangements can be made for your child's care. **A late fee of \$10/min will be charged if a child is picked up after 6.00pm closing time.** It is *essential* that you notify staff if your child is absent for After School - as we have a duty of care of your children if they are booked with us. If they fail to attend, we will start making phone calls.

## *Child Care Benefit:*

Our facility complies with the requirements of the State and Federal Government Legislation so that the services offered attract Childcare Benefit for all families. **It is of the utmost importance that Parents/Carers apply to Centrelink to receive Childcare benefit, please phone 13 61 50 immediately upon enrolment.** These arrangements should be made before the child commences at the facility. Upon processing your application for Childcare Benefit, Centrelink will advise you of your Childcare Benefit. If you require an 'out of pocket' quote, please have this % with you. If you disagree with the CCB receipted to your account, you are to contact Centrelink direct, as we upload the CCB %/amount and have no input into the amount you receive on your account. You are also able to arrange your CCR (Child Care Rebate) to be paid to your account direct also (please contact Centrelink regarding this).

## *Payment of Fees*

Fees are payable one week in advance. You will receive your account via email or if no email address is supplied you will find your account in the accounts pockets at the front desk. Fees are to be paid on time via, eftpos, ezi-debit, centrepay. *Cheques will NOT be accepted.* If accounts are not paid on time, we will have no alternative but to suspend

**Kids Club Dalby**

**ABN: 49-141-145-952**

**Hoopert Custom Cutters Pty Ltd & The Trustee for Pedler Family Trust**

**Ph: 07 46698416 or 0400 954772**

the booking until payment is received, unless we have received communication from you notifying us of your situation. This can mean that if another booking is received, your child may miss out on their booking.

*Change of Bookings/Absences*

It is required that a 'Change of Booking' form be filled in for any changes in the bookings - giving two weeks notice (including cancellations). Any absences will be charged for. Once you have reached the 42 days allowable absences, you will be required to pay full price as Centrelink will not cover absences after this point - unless a Doctors Certificate is received for illnesses or an Affidavit is received regarding your work roster. Any absences must be signed for on the 'Sign in Sheets' the next time you are in the Centre - to ensure that you receive your Childcare Benefit for these days. **All of our forms are available to download on the website [www.kidsclubdalby.com.au](http://www.kidsclubdalby.com.au).**

*Please inform Staff, in writing, two (2) weeks before the termination of your child's placement. If this is not received, two weeks fees are payable (no CCB is claimable for these 2 weeks) in lieu of notice as this booking has been held for your child for this two weeks and booking could have been filled elsewhere.. Forms for this are on the front desk.*

*Pupil Free Days*

On pupil Free Days, Kids Club will generally be open (depending on bookings). On these days - if your child is not attending - they will be put down as absent if it falls on one of your days booked as it is part of the School Term and is therefore in the Outside School Hours Care booking times.

*Parent Handbook*

It is imperative that you read the Parent Handbook from cover to cover - so that you understand fully our Policies and Procedures. If you wish to view the Centres Policies and Procedures, please go to our website and download a copy or alternatively, contact us and we can arrange a loan copy for you.

If you have any queries regarding this matter - please contact either Sandra Hoopert (0427 924295) or Elisha Pedler (0427 884037).

Thank you for using Kids Club

Sandra Hoopert (Business Partner)

Elisha Pedler (Business Partner)

✂.....

**Parent Information Letter acknowledgment - To be filled in.**

I \_\_\_\_\_ hereby fully understand the Policies for Kids Club and fully understand my obligations to any bookings I make - financial and communicative.

\_\_\_\_\_  
**Parent/Carer Signature**

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

**Kids Club Dalby**  
**ABN: 49-141-145-952**  
**Hoopert Custom Cutters Pty Ltd & The Trustee for Pedler Family Trust**  
**Ph: 07 46698416 or 0400 954772**