

Enrolments & Bookings

Enrolments

Enrolments must be fully completed prior to care. We strongly encourage all families to enroll their child/children so in case of an emergency, hospital or doctor appointments you have the options of utilising the service.

To start the enrolment process, either email our staff who will send you the link or visit our website and click on the Enrol button on the Enrolments page

Bookings (Before and After Care)

Bookings are essential as it allows us to cater and to staff the program to the correct levels as required under the current Regulations. Parents can book in for Term Bookings (full-time/part-time), casual care and emergency care.

Bookings (Vacation Care)

Bookings are essential for Vacation Care. Bookings are normally open from the time the program plan is released before the school holidays.

Parent's Responsibility

It is the parent's responsibility to notify the service (through our **Xplor Home** app) when children are going to be absent. If a child fails to show for a booked After School Care session, staff will try and locate them in the school and school grounds. If they are not found the parents will be called and notified of this. If the child's whereabouts is still not known, processes will be put in place to report the missing child to the Department of Education and Training..

Allowable Absences

Once a child has been booked into a session, that session must be paid for regardless if the child attends or is absent. The Commonwealth will allow up to 42 absence days without supporting documentation. Your CCS will still be paid for by the Commonwealth for those 42 absences.

Allowable Absences (cont)

If you provide a doctors certificate for a child being absent, you still have to pay for your session but your CCS will be paid for and it will not be deducted from the 42 absence days allowed. Educators will add the certificate to your child's profile.

Cancellations

Term bookings cannot be cancelled. 48 hrs notice must be given to cancel any casual sessions. Once Vacation Care booking are made there are no refunds, cancellations or transfers.

Outstanding fees

A child's place cannot be maintained at the program if fees are outstanding for more than 60 days, unless arrangements have been made with management to organise a payment plan. If you have trouble paying fees please speak to one of our Team members to discuss your situation.. ALL FEES MUST BE CLEARED BY THE END OF EACH TERM. Debt Collecting services are used.

Late fees

Should you pick your child after closing time you will be billed a late fee of \$2 per minute.



KHARISMA KIDS CONTACT NUMBERS:

Service 0411 295 273

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www.kharismakids.melbourne

kharismakids@live.com.au

Updated Nov 2020



**BEFORE SCHOOL
CARE**

**AFTER SCHOOL
CARE**

**STUDENT FREE
DAYS**

Operational Sessions

Sessions

The Before and After School Care will operate throughout the school year. Curriculum days / Student Free Days operate when required. (minimum numbers required to operate)
Vacation Care operates 10 weeks during school holidays. (minimum numbers required to operate)

We are limited to 45 places. Bookings are essential.

Hours of operation

Before School Care
6.45 am – 8.45 am

After School Care
3.20 pm – 6.15 pm

Vacation Care
7am – 6pm

Student Free Days
6:45am – 6:15pm

Fees (Prices as at Jan 2020)

BSC \$20 less CCB (Booked Care)
Breakfast Included

ASC \$26 less CCB (Booked Care)
Afternoon Snack included

Add \$5 for Casual Bookings

Vac Care \$58 base fee
Afternoon Snack included

Child Care Subsidy

Child Care Subsidy (CCS) is available to families to subsidise your fees. If you have not been assessed for CCS, you will need to contact the Department of Human Services (DHS)(Centrelink) on 13 61 50 between 8am – 8pm (or 13 12 02 for information in different languages,) **PRIOR** to commencement of care. It may be possible to commence care at the program but fees will be charged at the full rate until your CCS percentage is advised to the program. If you do currently have CCS, then you must provide the Customer Reference Numbers (CRN's) and Date of Births of all children in attendance and the registered parent.

Immunisation Records

Please supply your current immunisation records on enrolment as this is essential for your CCS entitlements.

Xplor Home app

We use **Xplor** for our system software. Parents will need to download the **Xplor Home app** after the Enrolment has been completed. The app allows bookings to be made, notifying staff of absences, downloading your statements, viewing observations, registering Hub guests.

Payment of Fees

Our service uses Direct Debit for all fees.

Direct Debit is provided by Debit Success.

Parents will need to set up their direct debit using the Xplor Home website
<http://login.myxplor.com>

- Before School Care
- After School Care
- Vacation Care
- Student Free Days
- ChildCare Subsidy Approved
- Sunsmart Program

NQS Rating

QA1: Meeting NQS

QA2: Meeting NQS

QA3: Meeting NQS

QA4: Meeting NQS

QA5: Meeting NQS

QA6: Meeting NQS

QA7: Meeting NQS

Overall Rating: Meeting NQS



Welcome and Introduction

Kharisma Kids P/L is a private family owned childcare provider specifically for Outside School Hours Care (OSHC). We are committed to providing a high quality service that meets the needs and interest of all children and families, through creating a stimulating, safe and secure healthy learning environment at Before, After School and Vacation Care. Children will have many opportunities to participate in a wide variety of activities and experiences that are planned for the children, by the children with staff guidance.

Our service is fully licensed through the Department of Education and Training (DET). We meet all regulatory requirements under the current enforced regulations. We were assessed by the National Quality Standards with an overall standard of MEETING NQS. We hope this brochure helps families with many frequently asked questions of the program. Should you have any other questions or queries please contact the Educational Team on 0411 295 273
kkids@sfslynbrook.catholic.edu.au