

EHOSHCH

FAQ'S

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WHAT ARE YOUR OPENING AND CLOSING TIMES?

BSC: 6.45 AM - 9AM
ASC: 3PM - 6PM
PICK-UPS PASSED 6PM WILL INCUR A LATE FEE CHARGE OF \$15 PER 15 MINUTES.

CAN MY CHILD LEAVE BSC EARLY?

YES, SOME CHILDREN LIKE TO LEAVE EARLY TO CATCH UP WITH THEIR FRIENDS IN THE MORNING BEFORE SCHOOL. WE TYPICALLY SEND CHILDREN TO SCHOOL AT 8.45 AM AFTER DOING THE ROLL. IF YOUR CHILD WISHES TO LEAVE EARLY WE DO REQUIRE AN EXTRA CURRICULA FORM TO BE FILLED OUT WITH PERMISSION FOR YOUR CHILD/REN TO LEAVE. THE SCHOOL DOES NOT HAVE SUPERVISED AREAS BEFORE 9 AM AND EHOSHCH IS NOT RESPONSIBLE FOR ANY INCIDENTS THAT MAY OCCUR DURING THE PERIOD BETWEEN A CHILD BEING SIGNED OUT AND SCHOOL BEGINNING.

CAN MY CHILD ATTEND EXTRA CURRICULA ACTIVITIES DURING ASC?

YES, WE NEED AN EXTRA CURRICULA FORM FILLED OUT AND SIGNED WITH PERMISSIONS AND START AND END TIMES OF THE ACTIVITY. WE CANNOT GUARANTEE THAT WE WILL BE ABLE TO ESCORT CHILDREN TO/FROM THE ACTIVITY DUE TO EDUCATOR/CHILD RATIOS AND WE REQUEST THAT CHILDREN SIGN IN AND OUT WITH A COORDINATOR BEFORE LEAVING AND WHEN THEY RETURN.

IS FOOD PROVIDED DURING BSC AND ASC?

YES, WE PROVIDE A MORNING AND AFTERNOON SNACK DURING BSC AND ASC HOWEVER IT IS NOT A FULL MEAL SO WE ASK PARENTS TO GIVE CHILDREN BREAKFAST BEFORE DROPPING OFF TO BSC AND ENSURING CHILDREN HAVE A FULL LUNCH.

WHAT HAPPENS WITH BSC & ASC CHARGES DURING SCHOOL HOLIDAYS?

ALL BSC & ASC CHARGES ARE WAIVED DURING VACATION CARE. VACATION CARE CHARGES ARE DISPLAYED ON THE BOOKING FORM AND WILL BE ADDED TO YOUR ACCOUNT AS PER THE DAYS YOU INDICATE ON THE BOOKING FORM. SOMETIMES ADDITIONAL SURCHARGES WILL BE ADDED ON CERTAIN DAYS FOR INCURSIONS/EXCURSIONS.

DO I GET CHARGED FOR ABSENCES?

YES, WE REQUIRE 7 DAYS NOTICE FOR CANCELLATIONS FOR BSC AND ASC OTHERWISE THE NORMAL CHARGE WILL BE ADDED TO YOUR ACCOUNT. VACATION CARE CANCELLATIONS REQUIRE 2 WEEKS NOTICE DUE TO SPACES BEING LIMITED UNLESS WE CAN FILL THE SPACE.

LOST PROPERTY

ANY LOST PROPERTY FOUND AT OSHC IS PUT ON THE RED LOST PROPERTY TROLLEY AT THE BOTTOM OF THE RAMP. WE ASK PARENTS/CARERS TO MAKE SURE ALL PROPERTY IS CLEARLY LABELLED INCLUDING HATS, CLOTHING, BAGS, LUNCH BOXES, SWIMMING GEAR, BASKETBALLS, ETC. ANY OTHER PROPERTY FOUND AROUND THE SCHOOL GETS TAKEN TO THE SCHOOL LOST PROPERTY NEAR THE SCHOOL SHOP.

WHEN CAN I ENROL MY CHILD INTO OSHC FOR NEXT YEAR?

WE OPEN UP RE-ENROLMENT FOR CURRENT FAMILIES AT THE BEGINNING OF TERM 4 EACH YEAR FOR THE FOLLOWING YEAR, WE GIVE OUR CURRENT FAMILIES 2 WEEKS TO COMPLETE THEIR RE-ENROLMENT BEFORE OPENING ENROLMENTS UP TO ALL FAMILIES. WE DO NOT ROLL OVER BOOKINGS TO THE NEXT YEAR TO BE ABLE TO OFFER PLACES TO NEW FAMILIES.

WHEN AND HOW DO I BOOK MY CHILD FOR VACATION CARE?

WE RELEASE THE PROGRAM AND OPEN UP BOOKINGS FOR EACH VACATION CARE 4 WEEKS BEFORE THE HOLIDAY PERIOD EACH TERM. OUR BOOKING FORM IS DIGITAL AND CAN BE ACCESSED VIA THE QR CODE IN THE OSHC FOYER OR YOU CAN REQUEST IT TO BE EMAILED TO YOU BY CONTACTING CONTACTOSHCH@EDGEHILLSS.EQ.EDU.AU

WHAT DO I DO IF MY CHILD IS ABSENT?

IF YOUR CHILD WILL BE ABSENT FOR A SESSION PLEASE TEXT US ON 0488027775, EMAIL CONTACTOSHCH@EDGEHILLSS.EQ.EDU.AU, ALTERNATIVELY YOU CAN MARK YOUR CHILD ABSENT ON THE XPLOR APP. THE SCHOOL DOES NOT INFORM US IF A CHILD IS ABSENT AS WE ARE SEPARATE ENTITIES AND HAVE CONFIDENTIALITY POLICIES TO ABIDE BY.

WHAT IF MY CHILD NEEDS MEDICATION?

WE ARE HAPPY TO GIVE MEDICATION ON YOUR BEHALF HOWEVER WE NEED A LABELLED PRESCRIPTION ON THE MEDICATION PRESCRIBED BY A DOCTOR AS WELL AS A MEDICATION ADMINISTRATION FORM FILLED OUT BY A PARENT/CAREGIVER.

WHAT IF SOMEONE ELSE IS PICKING UP MY CHILD?

PLEASE GIVE US A CALL OR TEXT TO INFORM US OF ANYONE PICKING UP YOUR CHILD THAT IS NOT ON THE CONTACT LIST, ADDITIONALLY YOU CAN ADD AND REMOVE CONTACTS ON YOUR XPLOR APP AS NEEDED.

WHY AM I BEING CHARGED FULL FEE?

MANY PARENTS/CARERS ARE UNAWARE THAT IF YOUR CHILD/REN ARE ABSENT ON THE FIRST DAY OR THE LAST DAY OF ATTENDANCE YOU WILL BE CHARGED FULL FEE WITHOUT ANY SUBSIDY ADDED, THIS IS A STIPULATION FROM CENTRELINK THAT WE HAVE NO CONTROL OVER. ADDITIONALLY, EACH CHILD HAS A TOTAL OF 42 ABSENCES PER FINANCIAL YEAR, ONCE THOSE 42 ABSENCES HAVE BEEN REACHED CENTRELINK WITHDRAWS YOUR CCS UNTIL THE NEXT FINANCIAL YEAR WHEN IT RESETS.

for any other enquiries please come see us in the office or contact us via email or phone!