



16 March 2021

**Catholic Out of School Hours Care (COSHC)
Enrolment and payment arrangements after Term 2, 2021
Our Lady Queen of Peace, Greystanes**

Dear Parents and Carers,

As previously advised, the before and after school care arrangements at Our Lady Queen of Peace, Greystanes are changing in 2021. After Term 2 the service will become a Catholic Out of School Hours Care or COSHC service operated by Catholic Diocese of Parramatta Services Limited (CDPSL). The current provider, Activity Centres Incorporated, will no longer be responsible.

CDPSL is excited to be joining the OLQP school community and, while we anticipate much of this transition is seamless, there will inevitably be some changes and adjustments. It is our goal to support you through this transition.

One of the changes is the enrolment and payments process. At COSHC we use a modern online platform called Xplor and we provide direct debit for convenience of payment of fees.

All parents and carers requiring Before/After School Care from the beginning of Term 3, 2021 will be asked to register their children at COSHC. This takes the form of an online enrolment form linked directly to Xplor. As part of this registration/re-enrolment process you will also be asked to setup your billing details for direct debit.

To commence the enrolment process for your child at COSHC please register via [this link](#). An enrolments team member will then provide you with the re-enrolment procedures including the link to the online enrolment form.

We understand you may have questions about the enrolment process, and we have a dedicated team to support you. They can be contacted at:

Email: eyec.enrolments@cdpsl.org.au

Phone: (02) 8123 2372

Please understand that you will be enrolling with the new provider CDPSL and any current account balances and/or bonds with Activity Centres Incorporated will not transfer over to the new provider. Families are required to settle any outstanding accounts directly with Activity Centres Incorporated. CDPSL does not seek a bond.

We have also attached 'Frequently Asked Questions.' It provides information about enrolments, billing and childcare subsidies and some useful information about COSHC.

Yours sincerely,

Melissa Armstrong, Family Services & Administration Manager, Early Years Education & Care



FREQUENTLY ASKED QUESTIONS

I currently have a child/ren enrolled and attending Greystanes Activity Centre, how do I ensure I continue to have care with COSHC for Before/After School Care from beginning of Term 3 2021?

All families requiring before and after school care from Term 3 2021 will need to complete the new online enrolment form. Please ensure you include the days you require care for your child/ren when completing the online enrolment form. A separate enrolment form must be completed for each enrolled child. Within the enrolment link you will need to upload the below relevant information for your child/ren;

- Medicare Immunisation History Statement
- Birth Certificate
- Medical Plans
- Court Orders

We suggest gathering all your documents together to upload as prompted. You are unable to save the progress of the enrolment form so please set aside 10-15 minutes to complete the enrolment form.

Your re-enrolment will be confirmed once all the required forms have been completed in full, mandatory documents have been provided and your Xplor account has been activated and setup. Once your Xplor account is activated you will be asked to:

- Create your Xplor password
- Set up your Access code – used for electronic sign in and out of the Service
- Save your payment details for the regular direct debit of fees

A confirmation of enrolment email will be sent to confirm that the re-enrolment for COSHC has been completed.

Will COSHC be providing Vacation Care at OLQP?

At this stage, CDPSL does not plan to provide Vacation Care from OLQP, however from the Monday 28th June 2021, we will be offering a Vacation Care service from St Anthony's Girraween which we encourage OLQP families to attend.

For any families that may be needing care for the April 2021 school holidays, COSHC runs fun holiday programs from 16 Catholic schools including OLMC Wentworthville and Mother Teresa Westmead. [Click here to see a complete list of Vacation Care Programs.](#)

Your children are very welcome to attend any of these services during the Easter vacation.

I do not currently have a child/ren enrolled at Greystanes Activity Centre. Can I enrol my child/ren at COSHC from Term 3 2021?

Yes. Just follow the same steps as for families with existing enrolments.

How will enrolments be prioritised?

The Enrolments team will ensure bookings are offered in the following order of priority:



- Enrolled days will be held for families currently using the service or attendance altered as requested on the online enrolment form
- Kindergarten siblings from currently enrolled families will be offered positions next
- New kindergarten enrolments will be processed
- Additional days of COSHC care requested by re-enrolling families will be processed
- New non-kindergarten enrolment requests will be processed

What if I no longer require care from Term 3 2021?

Please send an email to eyec.enrolments@cdpsl.org.au to advise you will not be re-enrolling in COSHC from Term 3.

What if my child/ren only attend the service on a casual basis?

You will be required to complete the re-enrolment process and online enrolment form to ensure you continue to have an active enrolment at COSHC from Term 3, 2021.

What if our circumstances change after I complete the online enrolment form and need to amend my requested days?

Notification to eyec.enrolments@cdpsl.org.au will be required immediately if you no longer require the requested care or if you need to arrange a change to the required days. Once your enrolment has been confirmed, a two-week notice period will be required to reduce or terminate the enrolment.

How often will the direct debits occur?

Direct debits will occur on a fortnightly basis on Thursdays. A calendar schedule will be distributed to you advising when the direct debits will be scheduled.

What if I do not have a credit or debit account?

Direct debit offers superior convenience, no more fortnightly invoices to follow up. Direct debit is our preferred payment option. If this is not suitable for you, please contact us.

When will the first direct debit be scheduled?

No payments will be debited through Xplor until Term 3, 2021 and you will be advised before the first debit occurs.

Are there fees associated with direct debit?

If using a debit account, no additional processing fees will be incurred (dishonour fees excepted) however a credit card for payment of fees will incur a small processing fee for each transaction. You will be advised of this fee.

Who do I contact if I have any questions about re-enrolling with COSHC (including online enrolment form completion, confirming enrolment in MyGov, setting up Direct Debit, signing a new CWA)?

We have a dedicated Enrolments Team guiding and assisting parents and carers through the re-enrolment process. Contact details for the Enrolments Team are:

- Email: eyec.enrolments@cdpsl.org.au
- Phone: (02) 8123 2372



The Enrolments Team are here to assist with any questions that you may have regarding re-enrolment and your Xplor activation. We appreciate families taking the time to complete their enrolment.

What is an Approved Provider?

A provider approved under the Family Assistance Law provides childcare in one or more of its services and receives and passes on Child Care Subsidy payments to eligible families to reduce the cost of childcare.

Why is the Approved Provider Changing?

The responsibility for delivering of early years education and school aged care is transitioning from Greystanes Activity Centre to a new agency Catholic Diocese of Parramatta Service Limited (CDPSL).

Will I lose my place when the service transitions to CDPSL / COSHC?

No, all currently enrolled children attending Greystanes Activity Centre will continue to have care available with COSHC. To ensure you have continued care, you must complete the online enrolment form process explained above, you will need to confirm your enrolment in your MyGov account and sign a new Complying Written Arrangement (CWA) all under the new Approved Provider CDPSL.

What are the fees for COSHC St Anthony's?

Fees for permanent bookings will remain unchanged in 2021. The casual fee is being reduced from \$10 to \$2 to align with our network of COSHC services across the Diocese.

	Permanent booking	Casual Booking
Before School Care	\$15.00 per session	\$17.00 per session
After School Care	\$25.50 per session	\$27.50 per session
Pupil Free Days	\$55.00 per day	
Vacation Care (to be run from St Anthony's Girraween)	\$55.00 per day – In centre days \$60.00 per day – Workshops \$75.00 per day – Excursions	

There is a once-off enrolment fee of \$40 per child not already enrolled with Greystanes Activity Centre. For new enrolments to the service, this fee will only be charged upon initial enrolment with COSHC and not charged on an annual basis.



What Government rebates and benefits are available for families?

COSHC services are approved services for Child Care Subsidy (CCS). CCS is a payment offered by the Australian Government for which you may be eligible to assist with the cost of before and after school care.

What is the Child Care Subsidy (CCS)?

The Child Care Subsidy is means tested based on combined family income, the fortnightly activity of families such as work, study, or volunteering and the type of service a child attends. The parent or carer must register and apply for the Child Care Subsidy through the MyGov website or App. Parents or Carers registered for CCS must be the 'Account Holder' with COSHC and needs to provide the relevant COSHC centre with the correct Customer Reference Number (CRN) and date of birth for:

- The parent/carer, and
- Each child attending COSHC (there is a separate CRN for each child).

The CCS is used by COSHC to offset the weekly fee. Parents/carers only pay the residual gap fee. For more information on the Child Care Subsidy and eligibility, please visit <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/who-can-get-it>

Do I still need to pay for a scheduled day if my child is sick?

Yes, and this will count towards your allowable absences if you are eligible for CCS. For more information about allowable absences please visit <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-manage-your-payment/if-your-child-absent-from-child-care>

COSHC Educators

COSHC employs qualified and experienced educators who are supported in their ongoing professional development and industry specific training to enhance their provision of quality education and care. We understand the importance of providing continuity of care and we are working with the team at Greystanes Activity Centre to offer roles to any current employees who wish to remain employed at the service.

Our services always have an educator rostered who is qualified in first aid, asthma and anaphylaxis and CPR. All educators working directly with the children hold a valid working with children check.

What support is available for children with additional needs?

We welcome and celebrate diversity at COSHC. Our educators are experienced in caring for children with a wide variety of needs and requirements. Please speak to the coordinator to ensure your child's transition and experience at the service is inclusive and joyful.



What are the operating hours for COSHC Our Lady Queen of Peace?

- Before school care (BSC): 6.30am-9.00am
- After school care (ASC): 3.00pm-6:30pm
- Pupil free days 6.30am-6.30pm

Signing your child in and out of the COSHC service

The person that comes to collect your child must be over 16 years of age and if they are not the legal parent or guardian, these people must be nominated on the enrolment form. Every child needs to be signed in and out of the service by the legal parent or guardian or nominated person.

How do the centre and educators communicate with families?

Each service communicates with their families on a regular basis. This could be via a newsletter, email, phone call, or a communication board at the service.

What does my child need while at COSHC?

1. A wide-brimmed or bucket style hat for outdoor play for each session at COSHC.
2. Any medication that is needed during their time at COSHC.

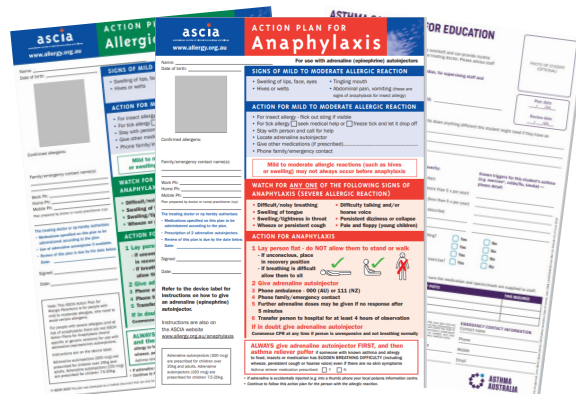
Does the service provide food for my child/children?

We have a four-week rotating menu guided by Nutrition Australia and is continuously reviewed to support all children. Breakfast is provided each day for before school care and afternoon tea snacks are provided. Please inform your COSHC in advance if your child has any special dietary needs or requirements. Every effort is made to ensure your child is catered for in an inclusive manner.

COSHC services are nut free to ensure we support the health and safety of children with medical conditions. Our menu will be on display for parents to view on our parent notice board.

What if my child has asthma, anaphylaxis or an allergy?

If your child has a medical condition that requires medication, by law we must be provided with a colour in-date copy of your child's medical action plan along with in-date medication to be kept at the service. Your child cannot attend if we do not have these items. These will be required as part of the enrolment process.



What activities will my child participate in?



Each COSHC offers a range of child focused activities, both programmed and free play, for children of all primary school ages to participate in such as:

- outdoor play – team sports, group games and free choice activities
- physical activity – dancing, indoor and outdoor play
- craft
- cooking
- board games
- dramatic play
- construction
- reading
- free play activities

Does COSHC need to follow any regulations?

Outside School Hours Care services (OSHC) are approved to operate under the *Children (Education and Care Services National Law Application) Act 2010*, the *Education and Care Services National Regulations* and the *National Quality Framework (NQF)*. COSHC services offer an educational program in accordance with *My Time Our Place*, the framework for school age care in Australia.

The Australian Children's Education and Care Quality Authority (ACECQA) oversees the national implementation of the National Quality Framework (NQF), which is the application of the National Law and Regulations covering before and after school services (along with other approved Early Childhood Education and Care Services). In order to operate before and after school care under the NQF, several regulatory approvals are required, including Provider Approval and Service Approval.

As a requirement of the NQF, all approved before and after school services are assessed against the National Quality Standard and given a rating against seven quality areas and an overall rating. Ratings are published to provide parents and the community more information about individual services.

The seven areas for assessment are:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements (including the number of staff looking after children)
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

Further information can be found on the ACECQA website <https://www.acecqa.gov.au/> and the Department of Education website <https://www.education.gov.au/my-time-our-place>