

THE AFTER SCHOOL KLUB

Hello 2021 parents & carers - A HUGE welcome to TASK!

Thanks for enrolling your precious people with us. This document, in conjunction with each service's details on the TASK website, has information which will help you and your children while you are with TASK.

1. **Service Information:** Preparing for TASK, care options, absences, casual bookings, changing days, ending enrolments & changes to details.
2. **Invoicing, Government Childcare Subsidy:** payment options and subsidy requirements
3. **Education and Care of Children - Information for children:** how will they spend their time at TASK, additional afternoon activities, TASK team and additional information.
4. **TASK Fair Play Policy:** (Last page of this doc) - please complete & return.



1. SERVICE INFORMATION

Preparing for TASK: what to do

- Ensure you have completed the enrolment process, especially the recording of health & medical conditions (including any dietary requirements), emergency contacts and CCS reference numbers.
- Save TASK information in your contacts (website/phone/email/FB/Instagram) - available on our website under your school.
- Advise child's teacher/school your child is attending TASK.
- Feel free to drop by to introduce yourself to the TASK team & let your child see what they will be getting up to.
- Our team members wear yellow TASK lanyards with name tags and blue hi-vis TASK vests.
- Encourage & remind your child to bring their home readers & any homework given by their teacher.
- All kindergarten (and CPS pre-schoolers) children are delivered/collected to/from their teachers at the start/end of school day.
- All contact details and health and medical information needs to be current - this is a regulatory requirement - please ensure you monitor this and amend when required.

PLEASE PRINT, SIGN & RETURN THE LAST PAGE OF THIS DOCUMENT FOR ALL PERMISSIONS.

Care options and times: check the website for your service's specific sessions and times

- Specific start and finish times for sessions are available on TASK's website under your school.
- Before school care includes a breakfast of cereal or toast.
- After school care starts at the end of the school day, afternoon tea is provided (see menu at your service).
- All children are required to be signed in & signed out of TASK on the iPad using ESI (Electronic Sign In) to make sure everyone is accounted for at all times. A TASK team member, Parent, Carer, or authorised adult MUST sign them in or out. Children are not permitted to sign themselves out.

If someone other than those listed on the enrolment form is collecting, please email this authorisation information to enrol@task-kids.com.au ID will need to be shown at the service in this instance.

COLLECTION FROM TASK

All TASKers are to be collected from the TASK area no later than closing time listed for your service. They MUST be signed out. Fees are payable for late collection.

Absence from TASK: Please inform us if your child will not be attending TASK for any reason. To advise of absence, email enrol@task-kids.com.au with child's name and school. Fees apply for failing to notify.

Summary of fees for late collection failure to notify absence. Sometimes the unexpected happens and we can all forget things from time to time. We are reasonable people, and we will assess charges on a case by case basis.

Please be aware that our team members have families and other commitments. Looking for unaccounted for children is stressful, time-consuming and impacts everyone at TASK.

Cost	Single child/session	Frequency	Paid when
Non-notification of absence	\$15	Per occurrence	On issue of invoice
Late fees for collection after closing time	Under ½ hr \$50 Over ½ hr \$100	Per occurrence	On issue of invoice

EXTRA TASK SESSIONS / CASUAL SESSIONS

- TASK has casual places available for all term-time sessions.
- To enquire about availability email enrol@task-kids.com.au & state the school, day(s) and sessions (BSC or ASC) you require.
- Casual bookings can only be made up to 14 days in advance (ie no longer than 2 weeks in advance)
- You will be emailed confirmation of a casual place.

Do you require different days?

- To request a change in days, send an email with the name of your school, child's name, day required to enrol@task-kids.com.au
- You will be emailed confirmation of day or session changes.

Bookings and cancellations

- Fees are payable for all children with permanent schedules, regardless of attendance (ie even if absent).
- Cancellation of TASK enrolments requires two week's written notice to enrol@task-kids.com.au.

Public holidays

- Fees are payable if your child's scheduled days falls on a Public Holiday during Term time.

When an enrolment ends

- Government regulation requires attendance on your last day to receive all CCS for the two week notice period.

Have your family's details changed?

- It is parents/carers responsibility to ensure all family details are current and correct in TASK's database, Hubworks.

To make changes or update Health and Medical information - please email enrol@task-kids.com.au

To make changes to you details e.g. phone numbers, addresses, authorised contacts

1. Go to TASK's website www.task-kids.com.au
2. Select your school
3. Log into your Hubworks account
4. Make changes to your details
5. Submit



2. TASK INVOICING AND GOVERNMENT CHILDCARE SUBSIDY

- Invoices are issued via Hubworks and payments are required two weeks in advance.
- Please ensure prompt payment of fees and do get in touch with any concerns about payments.

Note: swapping, make-up sessions and refunds for non-attendance are not possible due to regulations around government subsidies. We appreciate your understanding and support of this.

Payments for fees can be made using one of three options:

1. by direct deposit: into the TASK bank account below. Ensure you add your/child's name & school (eg "WPS" for Wilkins Public School) so your payment is correctly matched to your account.

2.

Account Name	The After School Klub
BSB Number	112 879
Account No	486192929

3. by credit card over the phone - call TASK Head Office - 1300 827 500

4. by direct debit using HUBWORKS iPay - from your bank account either fortnightly, monthly or by school term.

The iPay fee schedule includes:

Bank account	Per Transaction	\$0.75 + gst
Visa / Mastercard	Calculated on transaction value	0.90% + \$0.75 + gst
Amex	Calculated on transaction value	3.85% + \$0.75 + gst
Failed Transaction	Per failed or return transaction attempt	\$2.75 + gst
Claim / Chargeback	Only charged when payment is reversed	\$50.00 + gst
Refund	Per refund (credit / debit card only)	\$0.75 + gst

HUBHELLO CHILDCARE (for Credit Card and Debit Card debits) or HUBHELLO CCARE (for bank account {BSB & Account No. listed} debits) will appear as the transaction reference on customer account statement.

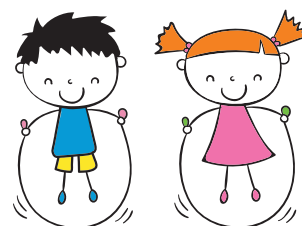
CHILD CARE SUBSIDY AND ELIGIBILITY

TASK is an Approved Provider which allows families access to the Child Care Subsidy (CCS). This is the main way the Government supports families with their childcare fees. Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

- the age of the child (must be aged 13 or under and not attending secondary school, except in certain circumstances where an individual may be eligible for a child who does not meet this criterion, such as children with a disability or medical condition)
- the child meeting immunisation requirements
- the individual, or their partner, meeting the residency requirements listed in the legislation.

In addition, to be eligible for CCS, the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved childcare provider, and not be part of a compulsory education program.

For more information <https://www.education.gov.au/child-care-subsidy-0>



3. EDUCATION AND CARE OF CHILDREN

Information for children - meeting place, routines, activities, and other information.

- All children need to meet for TASK at a nominated place at each service (check your school on our website) for roll call. (Kindergarten (and CPS Preschool) children are collected from their teachers by our team).
- All TASKers wash hands before eating.
- All TASKers have afternoon tea before some playtime outside.
- All TASKers need to stay within eye-sight of Educators at all times.
- Keeping TASKers safe: Our priority at all times is the safety and comfort of your children. All TASKers must wear a coloured vest supplied by TASK to ensure we can easily identify them from non-TASKers. Please help us by reinforcing the importance of this to your children. Vests are washed frequently.
- TOILET VISITS: All TASKers MUST tell staff when they need the bathroom. We follow school policy.
- TASKers will be allocated time to complete reading and homework.
- TASKers have free play time either inside or outside (depending on weather, children's interests, and programmed activities). We have educationally focussed games such as word puzzles, board games, scrabble, number & card games as well as colouring, arts & crafts for this purpose. We are open to suggestions too!

- Other activities at TASK – We hope to offer a variety of extra activities available for TASKers – to provide variety to our program. These activities are provided at no extra cost.
Depending on numbers in attendance, we will include a mix of sports, drama, art, music or dance & movement.
- TASK has a COVID safe plan in place which includes frequent hand washing, temperature checking, use of hand sanitiser, frequent wipe down of high touch surfaces and infection control measures. Please ensure children do not attend TASK if they are unwell. If a child becomes unwell while with us, families will be called for collection. We appreciate your understanding and cooperation with this. Plans are in place should school/TASK be impacted directly by a positive case of Covid-19.

NON-TASK AFTER SCHOOL LESSONS/ACTIVITIES

TASK can accommodate children attending other activities at school such as drama, music, languages, chess, tennis, sports training etc.

Please advise:

- Activity (e.g. tennis), time, day
- Written permission to: enrol@task-kids.com.au.



The activity provider needs to sign the child out and back in to TASK to ensure duty of care responsibility is clear.

TASK TEAM INFORMATION

- The Responsible Person is the Supervisor and is in day to day charge of your TASK service
- Educators are employed because of their experience in childcare and all Educators are involved in ongoing training at TASK.
- A staff notice board is on display at TASK. This provides details of who is in charge and on duty each day. Please refer to our notice board for more information.
- TASK team members all have validated working with children checks.
- All senior team members have dedicated, professional first aid training and child-safe training.
- All educators are inducted to TASK and have a passion for working with children. Many are studying child-related disciplines at the tertiary level or at a post-graduate level.
- TASK teams participate in courses related to caring for children to improve their skills, confidence, and the quality of TASK services.

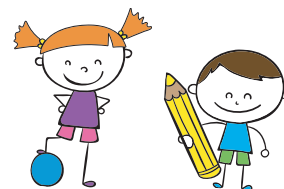
OTHER INFORMATION

- TASK will be fun – they will make new friends & they will get to know children in other classes & school years which helps their sense of belonging in the school community.
- TASK offers holiday programs at various locations (not all services) and these may change due to demand. Details are available on our website. All primary-school aged children are welcome, regardless of whether they attend TASK or not.
- Facebook, Instagram & Website – TASK is on Facebook and Instagram – please like us!

<https://www.facebook.com/TheAfterSchoolKlub>

<https://www.instagram.com/theafterschoolklub>

Or see our website www.task-kids.com.au



- Feedback - please let us know your feedback about TASK. Both positive and negative and we welcome suggestions for solutions to problems as well. If you have any concerns or worries, call, email or go to our website – we can't fix it if we don't know about it!

KEY POLICIES AND PROCEDURES FOR PARENTS/CARERS

TASK has developed comprehensive policies and procedures in line with regulations and based on ACEQA's guidelines. These are available on our website under "quick links". The Education and Care Services National Regulations and Law are also available on our website. Parents/carers, please note specific issues contained in the policies and procedures which help us take care of your children:

CLOTHING / SUN PROTECTION

- TASK has a 'NO HAT, NO PLAY' policy. When outdoors, everyone must wear a hat.
- Yellow TASK hats are available for those who lose or forget to bring their own.
- Sunscreen – 50+ Sunscreen is available at TASK. If your child has an allergy/sensitivity to sunscreen, please supply a suitable sunscreen for them to wear and inform the team on site. All children are reminded to apply sunscreen on arrival at TASK after school care and at holiday care (on arrival and at every meal break).

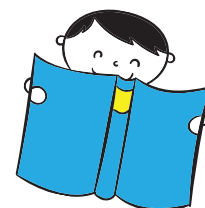
CHILDREN with a DIAGNOSED MEDICAL CONDITION

TASK is committed to the safety and support of all children attending our services. To assist us with this and to ensure we operate within the regulations and law governing OSHC, we ask for your co-operation in providing additional information when requested.

Our Health and Medical Team (HMT) will review this information and may be in touch with additional questions. This is used to establish what other support we may be able to provide your child.

Please be aware that once information is received, a review can take up to two weeks before schedules are confirmed.

Children with diagnosed medical conditions require the following information to be completed and supplied to TASK on enrolment:



- Current letter of diagnosis from a medical practitioner.
- Medication (eg EpiPen, Ventolin, Antihistamine, Creams, ADHD medication, other). Details and permissions as well as actual medication
- Action Plan completed, signed, and dated by a doctor annually (Asthma, Anaphylaxis, Allergy, other). This is a requirement under Regulation 90 of the Education and Care Services National Regulations
- Risk Minimisation Plan to be completed in conjunction with the Action Plan and completed by parent/carer at time of enrolment. This needs to be updated annually. This is a requirement under Regulation 90 of the Education and Care Services National Regulations
- Additional Clinical Support Plan. You will be advised if this is required upon Enrolment. Once the documentation is submitted the HMT will review and discuss any support options with families.

****Important**** Action Plans must be reviewed and completed by a medical practitioner annually and medication supplied must always be in date. TASK will do their best to remind parents should medication and/or Action Plans expire but ultimately this is your responsibility to monitor. Please keep a note of these important dates so you are aware when they are due. Children cannot attend TASK if current medical requirements are not up to date or have expired. TASK reserves the right to terminate care if this is not provided following requests. Please be aware this is to ensure the safety of your child at TASK.

For more information, please see the full Medical Conditions Policy on our website. Please be assured all information about your child will be kept confidential and is only used to help us support them at TASK.

THE AFTER SCHOOL KLUB

Please return this section via email (scan/pic) to enrol@task-kids.com.au

DETAILED EXPLANATION OF AUTHORISATIONS & NON-AUTHORISATIONS

If someone other than those listed on the attendance log is collecting for you, please email this authorisation information to enrol@task-kids.com.au. We will need to view ID of the person as well as have your written permission (email ok). Please be aware that we will contact parents if someone arrives to collect your child and we have not been made aware of this. Our priority is always the safety and location of TASKers.

EXPLANATION OF AUTHORISATIONS

Individuals recorded as emergency contacts have permission to collect/act/make decisions on behalf of the parent(s)/carer(s) in relation to your TASKer. Authorisations need to be dated and provided to TASK in writing (email ok) to enrol@task-kids.com.au. Refusal to authorise individuals to collect/act on behalf of children (including non-attendance to excursions) or to administer medication (including self-administration) must be provided in writing to TASK and dated accordingly.

Please note that if you do not sign and return this document this will be taken as acceptance of the TASK Fair Play Policy and permissions to publish photos of your child in TASK communications, on our website and on our Facebook pages.

PERMISSION FOR CHILDREN

I give permission for my child(ren) to attend excursions off-site and incursions on-site: (circle) Yes / No

Permission for TASK to take photos for use in TASK communications, website, Facebook (circle) Yes / No

TASK FAIR PLAY POLICY

This is an agreement between TASK and your family. It is to ensure that all children and families understand the boundaries in place to keep themselves and everyone else safe.

While at TASK, everyone agrees to:

- Always be respectful of other children, staff and visitors to our service.
- Look after the space we are in and the equipment we use - including returning any equipment to where it belongs and helping to pack up together.
- Listen and co-operate with the directions of all TASK team members.
- Carry out activities in a way which is safe, inclusive and calm.
- Always stay within the space allocated for TASK activities and within view of TASK educators.
- Be kind, gentle and calm towards everyone at TASK. Talk to TASK educators if something is worrying you or your child. TASK has zero tolerance for violence and aggression towards other children & staff.
- Use appropriate language and actions while at TASK.
- Have no harsh physical contact towards anyone at TASK.
- Always encourage others to engage in safe behaviour.
- Remember, school rules are TASK rules, so if it's NOT ok at school, it's NOT ok at TASK

Please be aware that if children are creating an unsafe situation for themselves or others, TASK may call parents for early collection. If behaviours continue to be a concern, TASK will reach out to families to determine if support is required. Sometimes a break from TASK can help re-set children and this will be discussed with families in conjunction with other management strategies to assist.

Your child's name and school _____

Your name _____

Signature _____ Date _____



Thank you for completing. Please forward this page to enrol@task-kids.com.au (photo or scan)