WELCOME TO OSHC

Helping Hands Network pride ourselves on providing your child/ren with **fun, play-based learning experiences** before and after school as well as during the school holidays. Whether your child attends OSHC daily or only occasionally, each visit is an **exciting and engaging adventure!**

COMPELLING PROGRAMS

We'll empower your child to explore, navigate, experiment and engage in a diverse range of experiences.

EDUCATORS WHO CARE

Our educators will embrace your child's journey: caring deeply, thinking creatively and inspiring them to thrive.

FUTURE READY

We focus on building knowledge, skills and behaviours that help prepare your child for whatever the future may hold.

UNIFIED PARTNERSHIP

As an integral part of the school community, together we'll create a fun and engaging environment for your child to flourish.

FABULOUS FOOD

We fuel curious minds and growing bodies, helping to shape your child's understanding of health and wellness positively.

REST ASSURED

You can be confident that your child is safe, happy and given every opportunity to fulfil their potential.

KEY SERVICE INFORMATION
Helping Hands Bletchley Park

PROGRAM	TIMES	FULL FEE	FEE AFTER 85% CCS*
BEFORE SCHOOL CARE	6:30 AM - 8:30 AM	$22.90	$5.97
AFTER SCHOOL CARE	2:30 PM - 6:15 PM	$33.50	$6.45
VACATION CARE	6:30 AM - 6:15 PM	$67.90**	$13.07

Fees & hours of operation as at Term 1, 2020 and may be subject to change
**Child Care Subsidy (CCS) can provide up to 85% off your child care fees | **Excluding incursion/ excursion fees*

ENROLMENTS

Enrolling with Helping Hands Network is easy and completely free, just head to our website helpinghandsnetwork.com.au and click register. Your child's enrolment must be confirmed before attending their first session with us.

BOOKINGS & CANCELLATIONS

Once enrolled, you can manage your bookings and cancellations with ease online or via the Kidsoft app.

BEFORE & AFTER SCHOOL CARE

Bookings can be made online any time up to 24 hours before the session commences. To make a booking after this time, please contact your service directly on 0488 040 839. Late bookings will incur an additional $4.00 fee.

To avoid any out of pocket costs, cancellations must be made at least 48 hours in advance. Cancellations within this period will incur the full fee, less any applicable CCS.

SCHOOL HOLIDAYS

Vacation Care bookings can be made online up to 5 days before the session commences. To make a booking after this time, please contact your service directly on 0488 040 839. Late bookings will incur an additional $4.00 fee.

To avoid any out of pocket costs, cancellations must be made at least 7 days in advance. Cancellations within this period will incur the full fee, less any applicable CCS.

CHILD CARE SUBSIDY (CCS)

Many families are eligible for CCS, which can reduce the cost of Outside School Hours Care by up to 85%. All our services are CCS approved, so we encourage all families to find out whether they are eligible. To establish what level of CCS you may be entitled to please contact the Centrelink Family Line on 13 61 50.

STATEMENTS & PAYMENTS

Fees will be automatically debited every 2 weeks in arrears from the bank account, VISA or MasterCard you nominated during enrolment. Please note that if a transaction is declined, a dishonor fee will be applied. You can view your statements online via your online account.

LATE PICK-UP

A $1.00 per minute, per child fee may apply for children picked up after the service close time.

NO SHOW

An additional $5.00 fee per child may be charged for any After School Care booking where no cancellation is provided.

INCURSIONS & EXCURSIONS

Incursions and excursions may incur an additional fee. These vary based on activity and may be subject to change.

For account specific enquiries, please contact our Customer Service and Billing Team on 1300 612 462 or email accounts@helpinghandsnetwork.com.au. Our team are available 8am - 8pm Monday - Friday (AEST/AEDT).

MEDICAL MANAGEMENT

So we can provide the best and safest care, it is important that you inform the service if your child/ren has an identified health care need, allergy or relevant medical condition diagnosed by a registered medical practitioner. On your first day of attendance, bring along a completed Risk Minimisation form, Medical Management forms and any required medications. All medications (including ointments and creams) must be prescribed by a medical practitioner, be in the original container with original pharmacist labels and clear instructions. All labels must be legible and undamaged, and the medication must still be within its expiry date.

WE'RE HERE TO HELP!

Come and see us inservice, email or give us a call. We look forward to welcoming you and your child/ren soon.

0488 040 839

bletchleypark@helpinghandsnetwork.com.au

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