SPW OSHC Service
Terms & Conditions

Terms and Conditions of Attendance at the SPW OSHC Service

1. I/we give permission for my child's involvement in SPW Outside School Hours Care Service and/or SPW Holiday Program, hereafter referred to as the "SPW OSHC Service", "SPW Holiday Program" or the "Service" and have read all conditions detailed below.
2. I/we understand that the SPW OSHC Service is for school aged children only, and therefore my child/ren must have commenced Term 1 of school before being able to attend the OSHC Service.
3. I/we give permission for my child to participate in activities organised for the days my child will be attending, including watching G-rated movies/videos.
4. I/we authorise staff, in the event of accident or illness, to obtain all necessary medical assistance and treatment for my child, including transport to hospital by ambulance if necessary, and agree to meet any expenses attached to such treatment.
5. I/we understand that the SPW OSHC Service complies with the Regulations as specified for long day environments and that the specifics associated with this are outlined in the SPW OSHC Service Policies and Procedures.
6. I/we acknowledge that my child will not attend the Service if suffering from an infectious or communicable disease as identified by the Department of Health (exclusion periods may apply).
7. I/we authorise staff to apply sunscreen to my child.
8. I/we understand that if my child continuously demonstrates inappropriate behaviour, after behaviour support procedures have been followed, I will be notified and my child may be removed or suspended for a period to be determined or excluded permanently from the Service.
9. I/we agree to pay for all days enrolled regardless of whether my child attends, unless a cancellation has been made greater than 48 hours prior to the before or after school care booking.
10. I/we understand that a casual rate will apply to before and after school care bookings that are not part of a permanent booking schedule.
11. I/we understand that all term-time bookings are made via the Xplor App, and all Holiday Program bookings are made using the Cognito eForm attached to the termly Audiri posts.
12. I/we understand that if my child uses the service on a regular basis, and I am a shift worker, I/we can organise my child's bookings accordingly, however I/we need to contact the service to discuss the nature of my work roster so that, at SPW's discretion I/we will be charged the permanent rate.
13. I/we understand that SPW OSHC is licenced to provide care for a maximum of 150 students from Reception to Year 6. Preferences for places in before or after school care will go to permanent bookings then in order of request dates for casual bookings. Holiday bookings will be based on the timely order that requests are received.
14. I/we understand the cancellation policy is as follows:
    a. Cancellation before the booking deadline – no charge.
    b. Cancellation after the booking deadline due to a genuine medical condition – no charge. Note: this will require a medical certificate.
    c. Cancellation after the booking deadline due to shift work changes – no charge. Note: this requires prior notification with SPW that the parent is subject to shift work rosters.
    d. All other cancellations will be marked as an absence and a fee charged.
15. I/we understand that sibling discounts are not applicable to SPW OSHC Service fees.
16. I/we agree that fees are payable fortnightly in arrears and must be paid via direct debit from a credit card or bank account, through Xplor's payment platform, Debit Success.

17. I/we understand that in the event of a failed direct debit, a notification will be sent to the account holder advising of the unsuccessful payment. The account holder is responsible for rectifying the failed payment immediately using the “Daily Pay Now” feature in Xplor or by contacting the Finance Office on 08 7221 6229 to pay via EFTPOS.
18. I/we understand and acknowledge that SPW reserves the right to refuse any future bookings at any time where accounts remain unpaid or outstanding.
19. I/we understand that financial statements are to be accessed via the Xplor App on the Primary Caregiver’s account.
20. I/We understand caregivers are responsible for ensuring the correct primary carer is entered when completing enrolment details. I/We understand requests for changes to the nominated primary carer for CCS purposes can be processed from the date requested however are unable to be backdated.
21. I/we understand that to claim Child Care Subsidy (CCS), I/we will need to register with the Department of Human Services (telephone 136 150 for more information). I/we understand that the enrolment needs to be submitted by St Peter’s Woodlands Grammar School and confirmed by me/us for Child Care Subsidy to be received.
22. I/we understand it is the responsibility of each family to consider their individual circumstances and ensure that their booked care hours align with their CCS entitlements. Any additional fees or out-of-pocket costs resulting from exceeding allocated CCS hours remain the responsibility of the parent or guardian.
23. I/we agree that an enrolment fee of $75 per child will be charged to students who do not attend SPW. This fee will be waived for children who attend SPW.
24. I/we agree that SPW reserves the right to charge a late pick up fee of $15, per occasion, where an OSHC child is not collected prior to closing time.
25. I/we agree that a $20 fee will be payable where a direct debit is dishonoured.
26. I/we agree that a late payment fee of $10 will be charged per fortnight when an account is not paid within four weeks of the due date.
27. I/we agree that fees not paid within 30 days will be referred to the debt collection agency and the child’s enrolment and booked sessions could be in jeopardy, and may be subject to exclusion from the Service.
28. I/we understand that SPW reserves the right to amend the Terms and Conditions at their discretion.

Terms and Conditions Specific to the Holiday Program

1. I/we understand that minimum numbers are required to run the Holiday Program. In the event of the day being cancelled, SPW will notify me by email.
2. I/we understand excursions may be capped due to the limitations of the venue. This information is provided on the booking form for each holiday period.
3. I/we understand that the Holiday Program and transport are subject to cancellation or alteration in the event of unsuitable weather conditions or other factors which may arise that are beyond SPW’s control.
4. I/we understand that permission forms must be completed for my child to attend excursions.
5. I/we understand that any changes and cancellations must be made 7 days prior to the first day of the Holiday Program. Any changes to bookings made with less than 7 days’ notice before commencement date or during the Holiday Program period will result in the full fee being charged.