

# NEWSLETTER

WESTGATE VACATION CARE DEC- JAN 2020

## WELCOME BACK...

Westgate Vacation Care would like to welcome all our family and friends back for a new and improved program. It is our aim to provide every one of our members with not just a safe and secure environment but also an all-inclusive and fun program that meets all the children's needs and interest through a range of active and educational activities.

Our program has been created to offer a range of activities that will help build your child's confidence, support their interests, explore their curiosity and encourage the development of a variety of skills that will allow your child to get the best start in life.

Westgate Vacation Care is always looking to improve our service to ensure that we are providing endless learning opportunities and unforgettable experiences for your children while in our care.

The program will be broken up into four sessions with a number of activities from sports, arts and crafts, science, music, drama, mini games, incursions and excursions.

## BOOKINGS

Westgate Vacation Care will operate Monday- Friday each week from 7:30am-6pm over the school holiday period. Keeping in mind that we will be closed during the Christmas and New Year period as well as Australia Day public Holiday.

Our program is a PRE-PAID program and requires FULL PAYMENT prior to your child's first day. If there are any issues while processing the application that cannot be rectified promptly, we require FULL PAYMENT on a day to day basis until issue is resolved. *Westgate Vacation Care WILL NOT accept any child into our care if accounts are not settled.* Refunds will be given for any accounts in credit.

All bookings must be submitted prior to your child attending the program including all relevant additional information such as action plans and management plans. Any children that require medication must sign it in at the front counter with medication in its original packaging, within expiration dates with a clear label showing child's name.

*Please Note: Unfortunately, the service cannot accept children into our care without the relevant information or medication. It is important that your application forms are accurate and if you select any medical issues that you allow yourself time to gather relevant additional information prior to the child's first day of attendance.*

## FEE STRUCTURE

EARLY BIRD	HD \$38	FD \$48
STANDARD	HD \$44	FD \$54
ON THE DAY	HD \$50	FD \$60

All incursions and excursions come at additional costs as advertised and some may require additional waiver forms to be completed. Check with reception or online for any additional forms.

## PROCESSING APPLICATIONS

Westgate Vacation Care apologise for any inconvenience caused in previous programs when processing applications. We acknowledge that with change of management there has been some disruptions and delays however going forward we will be able to promptly respond and process enquiries within 24 hours. If there are any concerns please contact us directly on 03 9369 6888 and leave a message for program coordinator.

## FEEDBACK

Westgate Vacation Care would like families to provide feedback to ensure that our service and program is meeting the needs and wants of everyone involved. We want to ensure that we support families, provide fun and educational opportunities as well as a fun and interactive program. Surveys will be available both online and at our reception with a suggestion box available in the parent's corner. Westgate value all feedback provided and appreciate your time in helping us improve.

## THEME DAYS

Westgate will incorporate theme days where children are required to dress up and show off their outfits. Educators will also be getting involved in the fun and prizes will go out to the best dressed children in each year level. It is important that you check the calendar for specified theme days.

## WESTGATE AWARD

Westgate Vacation Care reinforces positive behaviours by rewarding children with a certificate acknowledging outstanding efforts or gestures. Children are encouraged and supported by educators and peers throughout the day to day activities.

## CHILD CARE SUBSIDY

The percentage of Child Care Subsidy a family is entitled to is based on combined annual family income and is applied on a per child basis, regardless the number of children in a family or their age.

While the Child Care Subsidy does not include different rates and complex loadings to provide greater assistance to families with multiple children, it is better targeted and provides more assistance for low- and middle-income families in relation to all children.

For more information visit: <https://www.education.gov.au/new-child-care-package-frequentlyasked-questions>

## ABSENCES

Families are entitled to 42 absence days per child, per financial year, and may be entitled to additional absence days in certain circumstances (including illness of the child, a parent or sibling). In shared care arrangements, the allocation of 42 absences per financial year relates to the child, not each individual claimant.

Under the Child Care Subsidy, when a child does not attend care on a day they are scheduled to attend, providers are able to claim an absence for the child up to 42 times in a financial year, so long as on the day the absence is claimed, Child Care Subsidy would have been claimed (i.e. the child would have otherwise been in care, and the family hasn't already reached their fortnightly entitlement of subsidised hours based on their activity test result).

## LUNCH OPTIONS

All children that attend Westgate Vacation Care must bring a refillable drink bottle each day as well as an adequate lunch box with snacks. Our program has a range of breaks such as Morning Tea, Lunch and Afternoon Tea and encourages healthy lunch option. Our service does not have a nut policy in place however asks that parents and guardians are mindful. We also have the option of lunch orders that can be placed at the front counter on arrival. We do not allow children access to the café and ask that families don't leave the child with money. Any children that do not have a refillable drink bottle will be provided with bottled water at the cost of \$3.00 which will be added to the invoice and payable upon pick up.

## SIGN IN AND OUT

Westgate Vacation Care require families to sign their children in and out of the program each day. It is important that all information is filled in on the sign in and out forms and that accurate information is supplied. IE: Under the section "who will collect" must be a name "JANE SMITH" and not anything else "MUM".

**ALL PERSONS ALLOCATED TO SIGNING A CHILD OUT MUST PROVIDE PHOTO ID EACH TIME AND BE 18 YEARS OR OLDER.**