

### WELCOME TO OUR PATCH!

#### A Patch for Every Child to Grow!

We are thrilled to be introducing Our Patch to your school community. Our Patch is a fresh provider in the education and care space, which has been meticulously designed from the ground up to give children voice and offer them a safe place of wonder in which to **GROW!**



#### A new kind of Outside School Hours Care (OSHC) program for your school community

Together we create a safe and interactive program by listening to your children's needs then connecting those needs to the values of your school.

#### Our Promise

##### Voice

The voice of every child, the foundation of each tailored program running in every session.

##### Value

Time is precious. When children are in the care of Our Patch, we focus on each minute being spent on engaging, developmental experiences with intention.

##### Excellence

Each session is measured on outcomes. A level of excellence enabled by great leadership and connectedness to our community

#### Before & After School Care

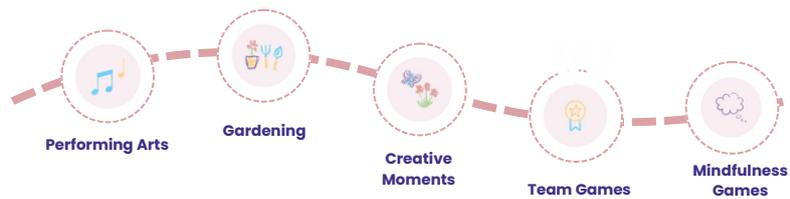
It is our aim to grow and develop grounded and respectful children, brimming with confidence, who are true to themselves, and have a keen commitment to each other and shared community values.

#### Holiday Programs

Our Patch Holiday Programs aim to bolster your child's growth with engaging and diverse experiences that are sure to spark wonder and fun during the school holidays.

#### Our Activities and Programs

Our Patch adds real value in each activity we offer children. We present a wide array of activities to spark imagination and foster creativity in every individual Patch.



#### Our Values



##### Grounded

A true awareness of self with a balance of calmness, humility and honesty.



##### Relationships

A caring community minded team that requires great leadership and exceptional connectedness to children, families, schools and each other.



##### Ownership

By our very nature of pride and satisfaction, we promote autonomy, empowerment and personal ownership with each role we play at Our Patch.



##### Wonder

A journey of discovery through magic and imagination that allows for creativity and laughter each and every day



# Our Patch Albanvale

Albanvale Primary School – 54–64 Diamond Ave, Albanvale VIC 3021

albanvaleps@ourpatchgroup.com  
0460 297 857

Session	Hours	Full Fees		Fees After 90% CCS*	
		Permanent	Casual	Permanent	Casual
Before School Care	7.00am – 8.45am	\$20.20	\$22.70	\$2.02	\$3.00
After School Care	3.15pm – 6.00pm	\$27.25	\$29.75	\$2.73	\$2.98
Pupil Free Day	7.00am – 6.00pm	\$59.95	-	\$5.99	-
Holiday Program	7.00am – 6.00pm	\$65.40	-	\$6.54	-

Fees and hours of operation as on 15th July 2024 and may be subject to change

## Enrolments

Enrolling with Our Patch is completely free of charge. We highly recommend enrolling even if you don't believe you require the service.

Once your child is enrolled our team will be able to care for your child even in an emergency or if you are unable to collect your child from school in time.

Enrolments can be made at [www.ourpatch.education](http://www.ourpatch.education) or via the QR code



## Bookings & Cancellations

Our Patch uses the XAP Child Care Management System.

Once enrolment is complete, bookings and cancellations can be managed online through the Xap website, via the Xap Smile app, or by contacting our Customer Care team.

### Before and After School Care

Bookings can be made online or via the app anytime up to 1 day before (11:59pm the day prior) for Before School Care and After School Care. To make a booking after this time, please contact your service directly or our Customer Care team on 1300 018 310.

To avoid any out of pocket costs, cancellations must be made at least 2 days prior to the session (11:59pm 2 days prior – for example, if you have a booking for anytime Monday, cancellations can be made anytime up to 11:59 pm on Saturday). Any cancellations made within this 2 day period will incur the total fee for the program, less any Child Care Subsidy (CCS).

Permanent bookings are defined as any recurring bookings or booking patterns (whether weekly, fortnightly, or ongoing). Any other bookings, or last-minute bookings, are considered casual.

### Holiday Program

Bookings can be made online or via the app anytime up to 1 day before (11:59pm the day prior) for Holiday program and Pupil Free Days. To make a booking after this time, please contact your service directly or our Customer Care team on 1300 018 310.

To avoid any out of pocket costs, cancellations must be made at least 2 days prior to the session (11:59pm 2 days prior – for example, if you have a booking for anytime Monday, cancellations can be made anytime up to 11:59 pm on Saturday). Any cancellations made within this 2 day period will incur the total fee for the days program, less any Child Care Subsidy (CCS).

## Food & Nutrition

Our Patch will serve a variety of nutritious foods and snacks during sessions in line with PANOSH guidelines.

Breakfast will be served during Before School Care and Holiday Program. Afternoon Tea will be served during After School Care and Holiday Program. Families will be required to pack lunch for Holiday Program.

Please note that all Our Patch services are **nut free**. Please advise of any other food allergies, food intolerances or cultural food requirements for your child at the time of enrolment.

## \*Child Care Subsidy (CCS)

Child Care Subsidy, also referred to as CCS, offers different levels of financial support to assist families with the costs associated with childcare, including Before School Care, After School Care and Holiday Program.

Families may be eligible to have up to 90% of their fees covered by CCS. CCS is paid directly to Our Patch, meaning that families are only required to pay the remainder, or 'Gap Fee'.

All of our Our Patch services are CCS approved, so we encourage all families to find out whether they are eligible.

There is occasionally a delay in CCS being connected to new services of up to 6 weeks. This is out of Our Patch's control and should a delay be expected, Our Patch will notify families and provide information to assist families to manage costs and avoid any overpayments.

### How it is calculated

How much you receive depends on your individual circumstances and is calculated using the following information:

- Your combined family income
- Your level of activity
- Your child care providers hourly rate

You can use the Centrelink Payment and Service Finder to calculate your estimated entitlement.

### To obtain the Child Care Subsidy

- Have or register for a myGov Account. If you don't have a myGov account go to <https://my.gov.au/> and select Create a myGov account.
- Once you are in your myGov Account, link your account to Centrelink and complete the registration process.
- Complete your Child Care Subsidy Assessment
- Confirm your enrolment with current child care provider

Once you have booked your child into care you must then log back into your MyGov account to confirm your bookings with the provider. All steps must be followed to ensure that you receive your CCS entitlements and not charged the full fees.

### Additional Childcare Subsidy (ACCS)

In some circumstances, families may be eligible for the Additional Childcare Subsidy (ACCS). ACCS covers up to 100% of the costs of Childcare.

For more information on the Child Care Subsidy, please contact the Centrelink Family line on **13 61 50**

## Billing & Payments

Fees will be automatically debited every week in arrears from the bank account or credit card provided at enrolment. Please note that declined payments may result in dishonour fees or enrolment suspensions. Statements can be viewed online or via the app.

### Late Pick-up Fee

Families may incur a fee of \$15 per child for the initial 15 minutes, followed by an additional \$1 per child for each subsequent minute beyond the scheduled session closure time.

### Incursions and Excursions

Holiday Program incursions and excursions may incur additional fees. These will vary based on the activity and may be subject to change.



Our friendly Customer Care Team are here to help!

1300 018 310 | [customer@ourpatchgroup.com](mailto:customer@ourpatchgroup.com)