

## Enrolments & Bookings

### Enrolments

Enrolments must be fully completed prior to care. We strongly encourage all families to enroll their child/children so in case of an emergency, hospital, or doctor appointment you have the options of utilising the service. To start the enrolment process, either email our staff who will send you the link or visit our website and click on the Enroll button on the Enrolments page.

### Bookings (Before and After Care)

Bookings are essential as it allows us to cater and to staff the program to the correct levels as required under the current Regulations. Parents can book in for Term Bookings (full-time/part-time), casual care and emergency care.

### Bookings (Vacation Care)

Bookings are essential as it allows us to cater and to staff the program to the correct levels as required under the current Regulations. Parents can book in via the Xplor app. Bookings need to be made before the Vacation Care starts.

### Parent's Responsibility

It is the parent's responsibility to notify the service (through our **Xplor Home** app) when children are going to be absent. If a child fails to show for a booked After School Care session, staff will try and locate them in the school and school grounds. If they are not found the parents will be called and notified of this. If the child's whereabouts is still not known, processes will be put in place to report the missing child to the Department of Education and Training.

### Allowable Absences

Once a child has been booked into a session, that session must be paid for regardless of if the child attends or is absent. The Commonwealth will allow up to 42 absence days without supporting documentation. Your CCS will still be paid for by the Commonwealth for those 42 absences.

### Allowable Absences (cont)

If you provide a doctor's certificate for a child being absent, you still have to pay for your session, but your CCS will be paid for, and it will not be deducted from the 42 absence days allowed. Educators will add the certificate to your child's profile.

### Cancellations

Term bookings cannot be cancelled. 48 hrs. notice must be given to cancel any casual sessions.

### Other fees

#### Late Pick Up Fee:

Should you pick your child after closing time you will be billed a late fee of \$2 per minute.

#### Administration Fee:

A \$5 fee is charged for each of the following:

- Child not signed In
- Child not Signed Out
- Non booking for attendance
- Reminder notification by email/text of declined fee transaction.

### Outstanding fees

A child's place cannot be maintained at the program if fees are outstanding for more than 60 days unless arrangements have been made with management to organise a payment plan. If you have trouble paying fees, please speak to Rob to discuss your situation. Debt Collecting services are used.



### KHARISMA KIDS CONTACT NUMBERS:

**Service 0411 295 273**

[kkids@sfslynbrook.catholic.edu.au](mailto:kkids@sfslynbrook.catholic.edu.au)

[www.kharismakids.melbourne](http://www.kharismakids.melbourne)

[kharismakids@live.com.au](mailto:kharismakids@live.com.au)

Updated April 2024



**BEFORE SCHOOL  
CARE**

**AFTER SCHOOL  
CARE**

**STUDENT FREE  
DAYS**

**VACATION CARE**

- Before School Care
- After School Care
- Vacation Care
- Student Free Days
- ChildCare Subsidy Approved
- Sunsmart Program

#### NQS Rating

QA1: Meeting NQS

QA2: Meeting NQS

QA3: Meeting NQS

QA4: Meeting NQS

QA5: Meeting NQS

QA6: Meeting NQS

QA7: Meeting NQS

Overall Rating: Meeting NQS



## Welcome and Introduction

Kharisma Kids P/L is a private family owned childcare provider specifically for Outside School Hours Care (OSHC). We are committed to providing a high quality service that meets the needs and interest of all children and families, through creating a stimulating, safe and secure healthy learning environment at Before, After School and Vacation Care (currently suspended due to low utilization). Children will have many opportunities to participate in a wide variety of activities and experiences that are planned for the children, by the children with staff guidance.

Our service is fully licensed through the Department of Education and Training (DET). We meet all regulatory requirements under the current enforced regulations. We were assessed by the National Quality Standards with an overall standard of MEETING NQS. We hope this brochure helps families with many frequently asked questions of the program.

Should you have any other questions or queries please contact the Educational Team on 0411 295 273

[kkids@sfslynbrook.catholic.edu.au](mailto:kkids@sfslynbrook.catholic.edu.au)

#### Child Care Subsidy

Child Care Subsidy (CCS) is available to families to subsidise your fees. If you have not been assessed for CCS, you will need to contact the Department of Human Services (DHS) (Centrelink) on 13 61 50 between 8am – 8pm (or 13 12 02 for information in different languages,) **PRIOR** to commencement of care. It may be possible to commence care at the program but fees will be charged at the full rate until your CCS percentage is advised to the program. If you do currently have CCS, then you must provide the Customer Reference Numbers (CRN's) and Date of Births of all children in attendance and the registered parent.

#### Immunisation Records

Please supply your current immunisation records on enrolment as this is essential for your CCS entitlements.

#### Xplor Home app

We use **Xplor** for our Childcare Management software. Parents will need to download the **Xplor Home app** after their Enrolment has been completed. The app allows bookings to be made, notifying staff of absences, downloading statements, viewing observations, registering Hub guests and signing in and out children of booked sessions.

#### Payment of Fees

Our service uses Direct Debit for all fees. Direct Debit is provided by Debit Success.

Parents will need to set up their direct debit using the Xplor Home website <http://login.myxplor.com>

## Operational Sessions

#### Sessions

The Before and After School Care will operate throughout the school year. Student Free Days operate when required. (minimum numbers required to operate) Vacation Care operates 9-10 weeks per year.

**We are limited to 45 places. Bookings are essential.**

#### Hours of operation

Before School Care  
6:45 am – 8:45 am

After School Care  
3 pm – 6:15 pm

Student Free Days  
7:00 am – 6:00 pm

Vacation Care  
7:00 am – 6:00 pm

#### Fees (Prices as at Dec 2024)

BSC \$27 less CCS (Booked Care)\*  
*Breakfast Included*

ASC \$34 less CCS (Booked Care)\*  
*Afternoon Snack included*

\*Add \$5 for Casual Bookings

Student Free Days \$75 less CCS  
*Lunch provided unless otherwise stated*

Vacation Care \$75 less CCS  
*Lunch provided unless otherwise stated*