

# Holiday Program FAQs!

## What to bring?

- A healthy morning tea and lunch
- A labelled drink bottle for water
- Suitable clothing for an active day – closed toe shoes and jacket if wet/cold
- SunSmart hat for Spring and Summer holidays
- Medical Management Plan & Medication if applicable – see below for details



## Don't forget!

- Keep your lunchbox nut-free to keep everyone safe
- Do not include food items that need to be reheated
- Label all items with child's name!
- Bus departure and arrival times are indicative only. For an accurate estimated time of arrival and departure please contact your service directly.



## Personal belongings

Electronic devices, money and other valuables should be left at home.

If brought to the service, these items remain the responsibility of the family. TheirCare does not accept responsibility for loss or damage.



## What do your kids get?

- Breakfast and afternoon tea snack
- Sunscreen
- Water to refill bottles



## Unexpected changes to activities

In the unlikely event that an activity is unable to run, an alternative activity will be provided.

Activities and times are subject to change due to unforeseen circumstances such as severe weather or provider availability. If an alternative cannot be sourced we will update your invoice to reflect this.

General daily advertised activities are subject to change due to unforeseen circumstances, at the discretion of the service coordinator.



## Serious stuff!

### Medical Management Plan & Medication



All children who have been diagnosed with a medical condition including allergies, food/chemical intolerances, anaphylaxis, asthma, epilepsy will need to provide:

- a completed Medical Management Plan with a colour photo
- necessary medication

Please note it is a legal requirement under the Education & Care National Regulations and the Terms and Conditions for booking that these are provided.

In the interests of child safety, care may be refused on the day should the appropriate documentation or medication or medication not be supplied.

## What is Child Care Subsidy?

Please note that subsidised hours are calculated and allocated by Centrelink on a fortnightly basis. Check Centrelink for eligibility.



## Fortnightly childcare subsidised hours

Each session is calculated using the full service operational hours, not the hours attended by the child.

Additional Child Care subsidy will not cover any hours beyond the subsidised hours per fortnight.

## Changes to your booking

Simply log into your account anytime to make the relevant changes or call us between 6:30am – 9:00pm weekdays on 1300 072 410



## Fees for changes to your booking

More than 5 days	Less than 5 days *	On the day
No Charge	\$10.00	Full Fee

\*Less than 5 days from the start of the booking (120 hours from the start of the session).

When making additional bookings, the \$10.00 fee is eligible for the Child Care Subsidy, which means you may only need to pay the gap, depending on your families' circumstances.



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## Understanding Your Child Care Subsidy Assessment Notice

Your assessment notice includes a summary table that outlines the childcare fee assistance you are eligible for. The table contains the following headings:

- **Child Name:** The names of the children for whom a claim has been made.
- **Subsidy Type:** This includes the Child Care Subsidy and any applicable Additional Child Care Subsidy.
- **Subsidy Percentage:** This percentage is applied to the lower of either the hourly rate cap or the provider's hourly fee.
- **Subsidised Hours per Fortnight:** These hours are based on the activity hours per fortnight for each parent. (Refer to the example below to understand the importance of knowing your family's subsidised hours per fortnight).
- **Withholdings:** A 5% withholding is applied to reduce the likelihood of overpayment.

For example:

Tom is eligible for 24 hours of subsidised Outside School Care (OSHC) per fortnight for his child, Liam. His OSHC provider charges a daily fee for a 12-hour session during Holiday Program. If Tom sends Liam for 7 hours each day, the provider will still charge for 12 hours. This means that 2 days of childcare per fortnight will be subsidised. Once Tom exceeds the 24 hours, he will need to pay full fees.

Based on this example, Tom will have 2 days of Holiday Program covered by his Child Care Subsidy percentage, but will need to pay the full session fee on the third day in the fortnight. It is also important to note that in most cases, Additional Child Care Subsidy will not cover any hours beyond the subsidised hours per fortnight.

## Excursion & Super Excursions days:

**TheirCare Mainstream services:** Arrive at the service by 8:00 am.

Pick-up after 2:30 pm. For an accurate estimated time of arrival and departure please contact your service directly.

**TheirCare Specialist:** Arrive at the service between 9:00 am and 9:30 am.

Pick-up after 2:30 pm. For an accurate estimated time of arrival and departure please contact your service directly.

Dress your child/ren in suitable clothing for an active day – closed toe shoes and jacket if wet/cold. Wear runners & socks. A hat is required on summer days. Pack a labeled lunch and refillable drink bottle.