

18 December 2023

Dear North Pine OSHClub Families,

**RE: Important pricing update from Term 1, 2024**

On behalf of everyone at OSHClub we'd like to extend a warm thank you for trusting us to provide outside school hours care and holiday programs for your family, in partnership with the Northpine Christian College community. We deeply value the relationship we are building with your family and look forward to continuing to deliver enriching and great fun outside school hours programs for everyone.

From Term 1, 2024 we will be introducing a new flexible pricing structure that will give families a choice of **two booking options** that offer flexibility when you need it or, a more affordable rate when you don't. These options are detailed below, and are inclusive of a small fee increase on our 2023 pricing:

Booking Type	Booking Requirement	Cancellation terms <sup>^</sup>	Session type	Price per session	Price after 90% childcare subsidy (CCS)	Average change in out of pocket cost per session
Flexible Adventure#	Book 3 or more days in advance	Free cancellation if notice provided 48 hours or more in advance	Rise then Shine	\$27.50	\$2.75	\$0.30
			Stay and Play	\$37.50	\$5.05	\$1.90
Last Minute Adventure	Book 48 hours or less in advance	No free cancellation	Rise then Shine	\$32.50	\$5.45	
			Stay and Play	\$42.50	\$10.05	
Holiday Program	Unchanged	Unchanged	Daily rate	\$74.50	\$7.45	\$0.85

# New name, equivalent to standard term time sessions from 2023 with updated booking and cancellation terms

<sup>^</sup> Consideration will be made for late cancellation outside these terms under compassionate grounds

To further support families who attend regularly, or families with multiple children we are also introducing a new **loyalty discount**. Our Adventure Pack pricing will automatically be applied in the Parent Portal once you have selected your nominated days for the term, and are detailed below:

Booking Type	Cancellation terms	Price per session		Price after 90% childcare subsidy (CCS)*
<b>Adventure Pack 90</b> Book 90 or more sessions per family per term to receive a 20% discount <sup>^</sup>	No free cancellation	Rise then Shine	\$22.00	\$2.20
		Stay and Play	\$30.00	\$3.00

\* For an accurate after-rebate cost please determine your own family's entitlement via the childcare subsidy calculator by inputting the above prices per session.

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Call: 1300 395 735



Full terms and conditions for the Adventure Pack pricing, as well as the new flexible pricing structure can be found on our website at <https://www.oshclub.com.au/bookings-and-cancellations-policy/>.

### Change to Booking Terms and Conditions

In line with industry standards, we will also modify two fee conditions from Term 1, 2024 as follows:

1. **Non-notified absence fee** – The service must be notified (ideally via the parent portal) if your child will not be attending an afternoon session. Failure to provide notice will mean the service delivery team cease other duties until your child is located or accounted for and may result in a call to emergency services. If the service is not notified of your child's absence prior to the Stay and Play session start time a \$20 fee will be charged to your account.
2. **Late pick up fee** – If your child is not picked up before the official closing time of the service, a \$20 per 15-minute fee will be automatically applied to your account.

We understand that unforeseen circumstances can occur and are available to discuss payment options and provide concessions where possible.

If you have questions or feedback relating to the above, please do not hesitate to contact your service coordinator or phone our customer support team on **1300 395 735**.

We thank you for your continued support and look forward to creating more amazing experiences for your children in 2024.

Warm regards,

The team at **OSHClub**



## UPDATED PRICING STRUCTURE AND TERMS AND CONDITIONS FAQs:

**Q: I already have bookings in place, how does this change affect me?**

**A:** Existing bookings will be defaulted to the Flexible Adventure booking type. Please refer to your pricing update letter for the price and cancellation policy of Flexible Adventure rates.

**Q: What if my child is unwell? Will I still be charged?**

**A:** If a child is marked absent within the cancellation period, the usual gap fee will be charged. This is the fee *after* your CCS rate has been applied. Families will still qualify for CCS when their child is absent from a session of care they would normally attend for up to 42 days per child, per financial year. If your child is not marked absent prior to a Stay and Play session start time, an additional non-notified absence fee will also be charged.

**Q: Why is there a late pick-up fee?**

**A:** When a parent is late to pick up their child, educators must stay late past their shift time and the service closure time. This may result in overtime payment for our team and prevents staff from returning home to their own families, or post-work commitments.

**Q: Why is there a non-notified absence fee?**

**A:** The safety and wellbeing of children in our care is our number one priority. The non-notified absence fee is charged when a child is booked in for a session and we are not notified that child will be absent. If we are not notified, our team are required to locate the child to ensure they are safe, which includes searching school grounds, contacting teachers, phoning the parent/guardian and may require a call to emergency services. In addition to this, if the service is at capacity with a waitlist and a spot opens due to a non-attendance, another child will miss being able to take part in the session experiences. Please note this fee is completely avoidable if you notify us that your child will not be attending the session prior to the session start time.

**Q: How do the Adventure Packs work?**

**A:** The adventure packs are applicable for Rise then Shine and Stay and Play bookings and can include multiple children in the same family. To qualify for this pack, you will need to nominate your preferred sessions in the Parent Portal using the Flexible Adventure booking type, and check out in a single transaction. The discount will automatically apply when the minimum number of sessions is reached. You will not pay for all sessions upfront; the sessions will be charged fortnightly in arrears as usual.

If the discount is accepted, these sessions cannot be cancelled. The discount can be removed at checkout if the cancellation conditions do not suit you.

**Q: Why did you change the pricing structure?**

**A:** To support our staff in organising the best possible experience for the children in advance, we roster and organise resources based on expected bookings. One of the benefits of these changes is that with earlier bookings, we can better roster based on the forecast bookings in the system. This means we can secure the best staff early if we need to organise additional educators at our services. In addition to this, if a service reaches near capacity close to the booking date, it can be harder for us to find last minute staff, which means we cannot fit in all the children who want to attend. This change will give more opportunities to children to take part in our experiences and will also mean you see more familiar faces in service, more often.

