

Changes to Outside of School Hours Care in 2022
Our Lady of Lourdes, Baulkham Hills

Dear Parents and Carers,

In August 2019 Bishop Vincent announced the formation of a new, not-for-profit agency, Catholic Diocese of Parramatta Services Limited (CDPSL) to extend the pastoral outreach of the Diocese through the expansion of their early childhood services.

CDPSL currently operates 41 early childhood services across the Diocese. These services collaborate closely with the schools to provide high quality pre-school, long day care, before and after school care and vacation care. In line with the Bishop's vision, before and after school services currently provided by private organisations in the Diocese of Parramatta will be progressively transitioned to CDPSL who will deliver the service.

Currently, before and after school care at Our Lady of Lourdes is operated by Cubby OOSH. In 2022 this service will transition to CDPSL and operate as Ambrose School Age Care. The Diocese is very grateful for the many years of wonderful care Cubby OOSH has provided for our families. Cubby OOSH will continue to operate until the end of 2021 and their leaders are working with CDPSL to ensure that there will be a smooth transition for children and families.

CDPSL is excited to be joining the OLOL school community and, while we anticipate much of this transition is seamless, there will inevitably be some changes and adjustments. It is our goal to support you through this transition.

One of the changes is the enrolment and payments process. At CDPSL (trading as Ambrose) we use a modern online platform called Xplor and we provide direct debit for convenience of payment of fees.

All parents and carers requiring care in 2022, will be asked to register their children with Ambrose. This takes the form of an online enrolment form linked directly to Xplor. As part of this registration/enrolment process you will also be asked to setup your billing details for direct debit.

To commence the enrolment process for your child at Ambrose please register via [this link](#)

An enrolments team member will then provide you with the enrolment procedures including the link to the online enrolment form. We understand you may have questions about the enrolment process, and we have a dedicated team to support you. They can be contacted at:

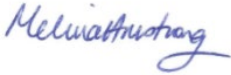
Ambrose School Age Care, Our Lady of Lourdes, Baulkham Hills

Mobile: 0460 021 658

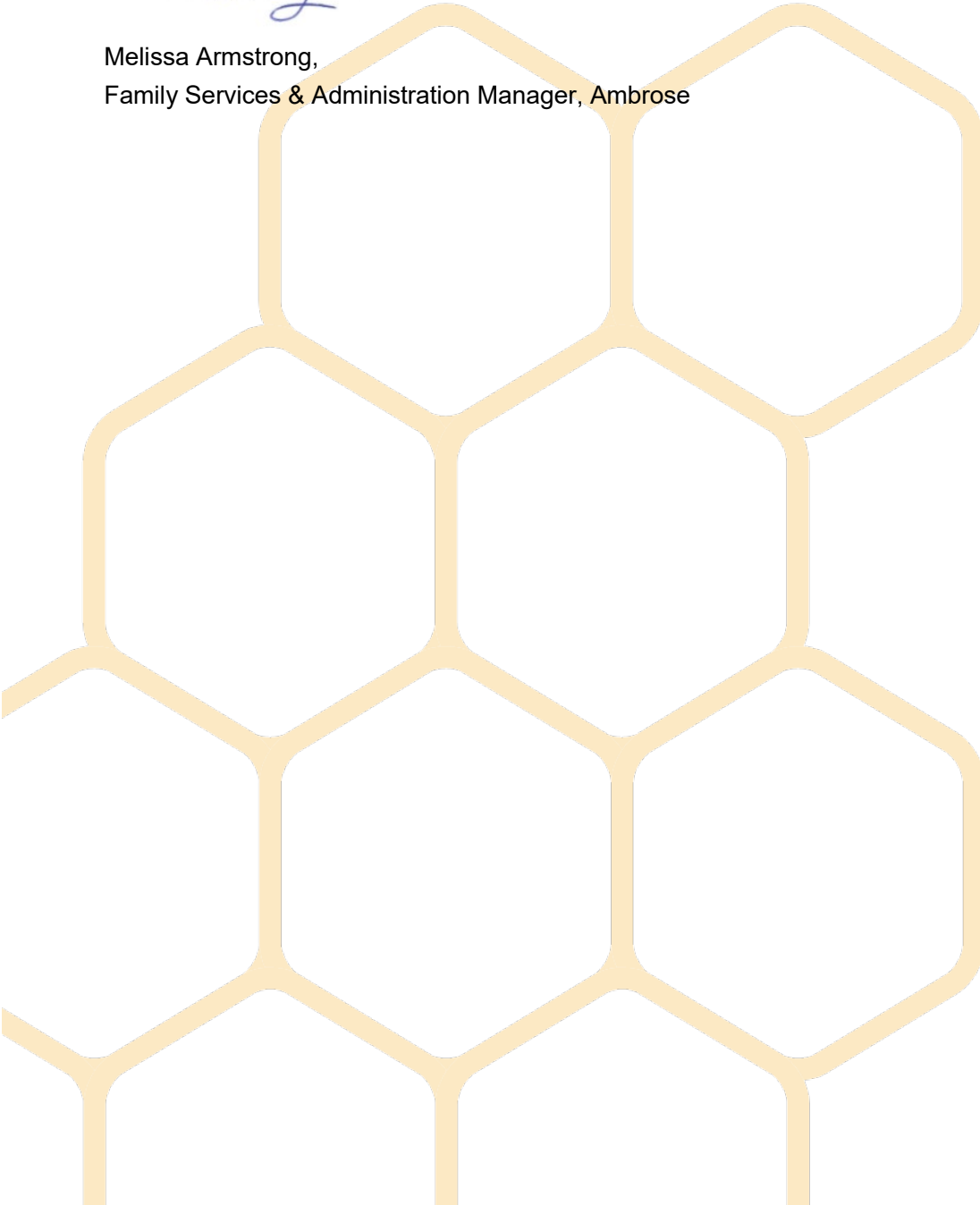
Email: ololbh@ambrose.org.au

Please understand that you will be enrolling with the new provider CDPSL and any current account balances and/or bonds with Cubby OOSH will not transfer over to the new provider. Families are required to settle any outstanding accounts directly with Cubby OOSH. CDPSL does not seek a bond. We have also attached 'Frequently Asked Questions.' It provides information about enrolments, billing and childcare subsidies and some useful information about Ambrose.

Yours sincerely,

A handwritten signature in blue ink that reads "Melissa Armstrong".

Melissa Armstrong,
Family Services & Administration Manager, Ambrose



FREQUENTLY ASKED QUESTIONS

I currently have a child/ren enrolled and attending Cubby OOSH, how do I ensure I continue to have care with Ambrose for 2022?

All families requiring before and after school care in 2022 will need to complete the new online enrolment form. Please ensure you include the days you require care for your child/ren when completing the online enrolment form. A separate enrolment form must be completed for each enrolled child. Within the enrolment link you will need to upload the below relevant information for your child/ren;

- Medicare Immunisation History Statement
- Birth Certificate
- Medical Plans
- Court Orders

We suggest gathering all your documents together to upload as prompted. You are able to save the progress of the enrolment form however we suggest to set aside 10-15 minutes to complete the enrolment form in one step.

Your enrolment will be confirmed once all the required forms have been completed in full, mandatory documents have been provided and your Xplor account has been activated and setup. Once your Xplor account is activated you will be asked to:

- Create your Xplor password
- Set up your Access code – used for electronic sign in and out of the Service
- Save your payment details for the regular direct debit of fees

A confirmation of enrolment email will be sent to confirm that the enrolment for Ambrose has been completed.

I do not currently have a child/ren enrolled at Cubby OOSH. Can I enrol my child/ren at Ambrose from 2022?

Yes. Just follow the same steps as for families with existing enrolments.

How will enrolments be prioritised?

The Enrolments team will offer priority to families who are currently enrolled with Cubby OOSH. To receive priority enrolment for 2022, current families must complete their enrolment with Ambrose by 12th November 2021. After this date, places will be offered to new families.

What if I no longer require care from 2022?

Please send an email lolbh@ambrose.org.au to advise you will not be enrolling in Ambrose in 2022.

What if my child/ren only attend the service on a casual basis?

You will be required to complete the enrolment process and online enrolment form to ensure you continue to have an active enrolment at Ambrose in 2022.

What if our circumstances change after I complete the online enrolment form and need to amend my requested days?

Notification to ololbh@ambrose.org.au will be required immediately if you no longer require the requested care or if you need to arrange a change to the required days. Once your enrolment has been confirmed, a two-week notice period will be required to reduce or terminate the enrolment.

How often will the direct debits occur?

Direct debits will occur on a fortnightly basis on Thursdays. A calendar schedule will be distributed to you advising when the direct debits will be scheduled.

What if I do not have a credit or debit account?

Direct debit offers superior convenience, no more fortnightly invoices to follow up. Direct debit is our preferred payment option. If this is not suitable for you, please contact us.

When will the first direct debit be scheduled?

No payments will be debited through Xplor until 2022 and you will be advised before the first debit occurs.

Are there fees associated with direct debit?

If using a debit account, no additional processing fees will be incurred (dishonour fees excepted) however a debit/credit card for payment of fees will incur a small processing fee for each transaction.

Who do I contact if I have any questions about enrolling with Ambrose (including online enrolment form completion, confirming enrolment in MyGov, setting up Direct Debit, signing a new CWA)?

We have a dedicated Enrolments Team guiding and assisting parents and carers through the enrolment process. Contact details for the Enrolments Team are:

Email: ololbh@ambrose.org.au

Mobile: 0460 021 658

The Enrolments Team are here to assist with any questions that you may have regarding enrolment and your Xplor activation. We appreciate families taking the time to complete their enrolment.

What is an Approved Provider?

A provider approved under the Family Assistance Law provides childcare in one or more of its services and receives and passes on Child Care Subsidy payments to eligible families to reduce the cost of childcare.

Why is the Approved Provider Changing?

The responsibility for delivering of early years education and school aged care is transitioning from Hills Before and After School Care Pty Ltd who operates as Cubby OOSH to a new agency - Catholic Diocese of Parramatta Service Limited (CDPSL) who operates as Ambrose.

Will I lose my place when the service transitions to CDPSL / Ambrose?

No, all currently enrolled children attending Cubby OOSH will continue to have care available with Ambrose. To ensure you have continued care, you must complete the online enrolment form process explained above, you will need to confirm your enrolment in your MyGov account and sign a new Complying Written Arrangement (CWA) all under the new Approved Provider CDPSL.

What are the fees for Ambrose at Our Lady of Lourdes, Baulkham Hills?

| Session | Time | After 85% Child Care Subsidy* | After 50% Child Care Subsidy* | Advertised Fee No Child Care Subsidy |
|-------------------|-----------------|-------------------------------|-------------------------------|--------------------------------------|
| Morning | 7:00am – 8.30am | \$3.85 | \$10.50 | \$20 per session |
| Afternoon** | 3:00pm – 6.00pm | \$5.77 | \$15.75 | \$30 per session |
| Pupil Free Days** | 7:00am – 6.00pm | \$11.55 | \$31.50 | \$60 per day |

* Child Care Subsidy (CCS) can provide up to 85% of the cost of your childcare fees. Further information regarding Child Care Subsidy is below. ** External party charges for in-service workshops and excursions may apply.

Casual Bookings - There is a \$2 additional booking fee for casual bookings.

Enrolment Fee - There is a once-off enrolment fee of \$40 per child not already enrolled with Cubby OOSH. For new enrolments to the service, this fee will only be charged upon initial enrolment with Ambrose and not charged on an annual basis.

What Government rebates and benefits are available for families?

Ambrose services are approved services for Child Care Subsidy (CCS). CCS is a payment offered by the Australian Government for which you may be eligible to assist with the cost of before and after school care.

What is the Child Care Subsidy (CCS)?

The Child Care Subsidy is means tested based on combined family income, the fortnightly activity of families such as work, study, or volunteering and the type of service a child attends. The parent or carer must register and apply for the Child Care Subsidy through the MyGov website or App. Parents or Carers registered for CCS must be the 'Account Holder' with Ambrose and needs to provide the relevant Ambrose centre with the correct Customer Reference Number (CRN) and date of birth for:

- The parent/carer, and
- Each child attending Ambrose (there is a separate CRN for each child).

The CCS is used by Ambrose to offset the weekly fee. Parents/carers only pay the residual gap fee. For more information on the Child Care Subsidy and eligibility, please visit

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/who-can-get-it>

Do I still need to pay for a scheduled day if my child is sick?

Yes, and this will count towards your allowable absences if you are eligible for CCS.

For more information about allowable absences please visit:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-manage-your-payment/if-your-child-absent-from-child-care>

Who are the Ambrose Educators?

Ambrose employs qualified and experienced educators who are supported in their ongoing professional development and industry specific training to enhance their provision of quality education and care. We understand the importance of providing continuity of care and we are working with the team at Cubby OOSH to offer roles to any current employees who wish to remain employed at the service.

Our services always have an educator rostered who is qualified in first aid, asthma and anaphylaxis and CPR. All educators working directly with the children hold a valid working with children check.

What support is available for children with additional needs?

We welcome and celebrate diversity at Ambrose. Our educators are experienced in caring for children with a wide variety of needs and requirements. Please speak to the coordinator to ensure your child's transition and experience at the service is inclusive and joyful.

What are the operating hours for Ambrose at OLOL?

Before school care (BSC): 7.00am-8.30am

After school care (ASC): 3.00pm-6:00pm

Pupil free days: 7.00am-6.00pm

Signing your child in and out of the Ambrose service

The person that comes to collect your child must be over 16 years of age and if they are not the legal parent or guardian, these people must be nominated on the enrolment form. Every child needs to be signed in and out of the service by the legal parent or guardian or nominated person.

How do the centre and educators communicate with families?

Each service communicates with their families on a regular basis. This could be via a newsletter, email, phone call, or a communication board at the service.

What does my child need while at Ambrose?

A wide-brimmed or bucket style hat for outdoor play for each session at Ambrose.

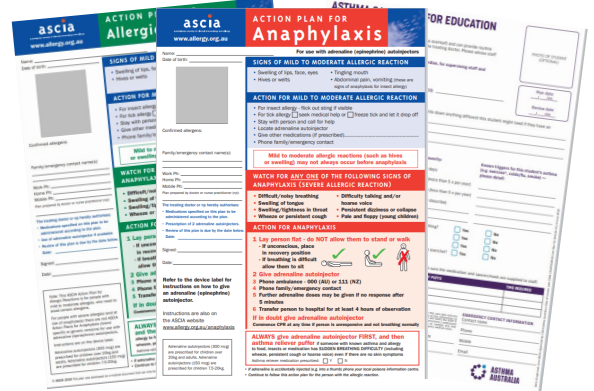
Any medication that is needed during their time at Ambrose.

Does the service provide food for my child/children?

We have a four-week rotating menu guided by Nutrition Australia and is continuously reviewed to support all children. Breakfast is provided each day for before school care and afternoon tea snacks are provided. Please inform your Ambrose in advance if your child has any special dietary needs or requirements. Every effort is made to ensure your child is catered for in an inclusive manner. Ambrose services are nut free to ensure we support the health and safety of children with medical conditions. Our menu will be on display for parents to view on our parent notice board.

What if my child has asthma, anaphylaxis or an allergy?

If your child has a medical condition that requires medication, by law we must be provided with a colour in-date copy of your child's medical action plan along with in-date medication to be kept at the service. Your child cannot attend if we do not have these items. These will be required as part of the enrolment process.



What activities will my child participate in?

Each Ambrose offers a range of child focused activities, both programmed and free play, for children of all primary school ages to participate in such as:

- outdoor play – team sports, group games and free choice activities
- physical activity – dancing, indoor and outdoor play
- craft
- cooking
- board games
- dramatic play
- construction
- reading
- free play activities

Does Ambrose need to follow any regulations?

Outside School Hours Care services (OSHC) are approved to operate under the Children (Education and Care Services National Law Application) Act 2010, the Education and Care Services National Regulations and the National Quality Framework (NQF). Ambrose services offer an educational program in accordance with My Time Our Place, the framework for school age care in Australia.

The Australian Children's Education and Care Quality Authority (ACECQA) oversees the national implementation of the National Quality Framework (NQF), which is the application of the National Law and Regulations covering before and after school services (along with other approved Early Childhood Education and Care Services). In order to operate before and after school care under the NQF, several regulatory approvals are required, including Provider Approval and Service Approval.

As a requirement of the NQF, all approved before and after school services are assessed against the National Quality Standard and given a rating against seven quality areas and an overall rating. Ratings are published to provide parents and the community more information about individual services.

The seven areas for assessment are:

- Educational program and practice
- Children's health and safety

- Physical environment
- Staffing arrangements (including the number of staff looking after children)
- Relationships with children
- Collaborative partnerships with families and communities
- Leadership and service management

Further information can be found on the ACECQA website <https://www.acecqa.gov.au/> and the Department of Education website <https://www.education.gov.au/my-time-our-place>

