



OWNA UPDATE

We are progressing well with setting up our new platform for better engagement with our families. We would like to thank you all for your responsiveness and support thus far, we know you are keen to start using the App. A staged approach is being taken and our timeline for transition is as follows:

Colleen Gale

- 3 to 5 February – Room Leaders use app for familiarity
- 8 February – Invite select families in to app, consultation between staff and families
- 8 to 12 February – Educational Leader/Room Leaders use in consultation with selected families
- 15 February – Invite all families
- 22 to 26 February – Complete transition using all premium features (transition financials/CCS, enrolment, waitlist, etc)

Mobile

- 8-12 February – Commence transition for Mobile Preschool

OOSH

We will look at OOSH in March depending how the above timelines go

What you can do to help transition smoothly

Complete and return the [OWNA Consent Form](#) to your service

Send a copy of your latest Immunisation History Statement through childcareservices@singleton.nsw.gov.au

REMINDERS

- Please accept your offers in the timeline. Offers in the 'MyFamily Lounge' will be given to the next family on the waitlist if you do not accept offers
- Green Opal cards are needed every day for bus travel. Please ensure your child has their card with them daily.
- If your child is going to be away for any session, please mark as absent on the 'MyFamily Lounge' App. Non notification fees apply.
- Accounts must be paid 2 weeks in advance. Account in arrears will be suspended.
- Outside play requires a hat. Please ensure your child has a sun safe hat each day.

ALLERGIES

CGCC is caring for children with Anaphylaxis particularly NUTS and EGGS. Please ensure you are not bringing these items into the centre, including food in children's bags.

Please also ensure children are washing hands and faces before entering the service, particularly if they have eaten nut or egg products for breakfast.

We thank you for your assistance in keeping all our children safe



VACATION CARE

During school holidays, Singleton OOSH had a huge Vacation Care!

We catered for families who requiring care when school lets out between terms and the Christmas break. Leading up to Vacation Care the staff created an exciting program for all those who attending. A theme for each day is created, resources collected and activities planed.

These included; Fun Science Day, a great day for those with an interest in experimenting, hypothesizing and developing. Colourful concoctions, explosions and much more. We also had Neon Colour day, face painting, glow sticks, glow in the dark paint and all things fluoro! We celebrate the end of the holiday period with Party Day, food, music, games and a slight sugar rush for all those participating!

The children always look forward to Vacation Care and are eager to contribute their ideas and suggestions to help us create the best program possible!



SHEETS

A reminder to please pack sheets for your child if they are sleeping at the service. Many children like to snuggle under their sheets so a top and bottom sheet would be preferable.



OOSH 2021.

OOSH Team

- Kim, Emma, Grace, Cherie, Bev,



MOBILE PRESCHOOL 2021

Mobile Preschool Team

- Cassie & Bree



Goodbye

We sadly have said goodbye to Sue. Sue was cooking our amazing meals for the children at CGCC. We wish her all the best as she spends time with her family.

SCHOOL STARTERS

Good luck to all the children starting School this week. We hope you enjoy your days at big school.



COLLEEN GALE 2021

Nursery Room - Lydia & Natt



Float - Maddison & Carly



Junior Room - Carol & Sam



Cook - Kathy



Preschool Room - Heidi & Sarah M



Management Team - Nicole and Peta



Program cover Team - Linda & Sarah I



Educational Lead - Amber



Break cover - Marilou



ACCOUNT REQUIREMENTS

1.1.1.1 Payment

Fees are required to be paid for all booked days of care, including when the child may be absent due to illness or holiday. Fees are payable on the first day of the child's attendance each week and must remain two weeks in advance. Fees may be paid weekly, fortnightly, monthly or by the term as long as it is in advance. Fees are payable by direct debit from bank. A receipt of payment will be shown on your statement.

Casual Bookings

A casual booking is where a child who normally attends care is booked in for an additional day of care during a week. The appropriate fee for casual bookings will be added to the family account.

Change of Permanent Bookings

A family is required to provide a minimum of 2 weeks written notice for any changes to permanent bookings. Changes to, cancellation of or suspension of permanent bookings for families wishing to take holidays then return to the service after their holiday will not be accepted. Parents are required to pay for care during absences including holidays. Where a family cancels their booking to take a holiday their place will not be held and if the family wishes to return they will be placed on the waiting list for the service. Waiting list fees will apply.

Vacation Care

Parents are required to pick days carefully as no refunds or credits will be given for incorrect bookings or changes in care requirements. Fees are required to be paid for all days of enrolment, including when the child may be absent due to illness. Bookings open for families three weeks prior to Vacation Care commencing.

1.1.1.2 Overdue

Parents are encouraged to discuss any difficulties related to payment of fees with the Nominated Supervisor. Payment plans may be established to assist families during difficult times. An Administrative Fee applies when fees are in arrears and no discussion has been held with the Nominated Supervisor. Continued failure to pay fees will result in the matter being referred to Singleton Council's Finance Unit for debt recovery. The child's placement at the Service will be forfeited.

1.1.1.3 Late Pick-up

Children are to be collected before the closing time to allow time to sign out and communicate with staff. Any parent who collects their child after 3.00pm for the Mobile service and/or after 6.00pm for Long Day Care or 6:30pm for OOSH will be charged a late fee as outlined in Singleton Council's Fees and Charges. The Late Pick-up Fee is calculated up to the time until the parent leaves the premises with the child. Where possible, parents should advise the Service if they are running late to collect their child. This ensures that staff do not commence contacting the Emergency.

Contacts and that they are able to provide reassurance to the child. If a parent continues to collect their child after closing, the Nominated Supervisor will make the parent aware that they risk forfeiting their child's placement at the Service and discuss alternative care options where possible.

1.1.1.4 Failure to notify (OOSH)

If a child is enrolled but is not present, staff will commence a search for that child which includes contacting the parents/emergency contacts. It is the responsibility of the parents to advise the OOSH service prior to 3.00pm if their child will not be present on any day they are normally enrolled. Failure to do so will result in a Failure to Notify Fee being charged to parents as per Council's Fees and Charges.