

# The After School Klub

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Hello 2024  
parents and  
carers. A huge  
welcome to  
TASK!

*Thanks for enrolling your precious people with us. This document, in conjunction with each service's details on the TASK website, has information which will help you and your children while you are with TASK.*

*Read on for information regarding the following -*

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## 1. SERVICE INFORMATION

- Preparing for TASK
- Care options
- Absences
- Casual bookings
- Changing days
- Ending enrolments & changes to details

## 2. INVOICING & GOVERNMENT CHILDCARE SUBSIDY

Payment options and subsidy requirements

## 3. EDUCATION & CARE OF CHILDREN

Information for children: how will they spend their time at TASK, additional afternoon activities, TASK team & additional information.

## 4. TASK FAIR PLAY POLICY

TASK's Fair Play Policy ensures that all children and families understand the basic rules and behaviour.



The  
After  
School  
Klub

# 1. SERVICE INFORMATION

## *Preparing for TASK - what to know*

- Ensure your enrolment information is complete - especially the recording of health & medical conditions, special dietary requirements, emergency contacts and CCS reference numbers. It is important that keep this information up to date. Please email [enrol@task-kids.com.au](mailto:enrol@task-kids.com.au) if anything changes.
- Save TASK information in your contacts (website/phone/email/FB/Instagram) – available on our website in your school's hub.
- Advise child's teacher/school your child is attending TASK.
- Our team members wear yellow TASK lanyards with name tags and blue TASK vests.
- Feel free to drop by to introduce yourself to the TASK team & let your child see what they will be getting up to.
- Encourage & remind your child to bring their home readers & any homework given by their teacher.
- All kindergarten children, and pre-schoolers where applicable, are delivered to and collected from their teachers at the start and end of school day.
- Ensure your contact details and any health and medical information is current – this is a regulatory requirement – please ensure you monitor this and update when required.
- We use HubHello to manage enrolments and bookings. You will receive a login and password from our enrol team. Please keep it safe as you will need it to access your Parent Portal and the HubHello App.

## CARE OPTIONS & SESSIONS

Specific start and finish times for sessions are available on TASK's website under your school.

## ARRIVAL & COLLECTION FROM TASK

All children are required to be signed in & signed out of TASK on our iPad using ESI (Electronic Sign In) to make sure everyone is always accounted for. A Parent, Carer, or authorised adult **MUST** sign them in or out. This is requirement of the CCS (Child Care Subsidy).

*Children are not permitted to sign themselves in or out.*



## ARRIVAL & COLLECTION FROM TASK

### WHAT IF I NEED SOMEONE ELSE TO PICK UP?

If someone other than those listed on the enrolment form is collecting your child, please email this authorisation information to [enrol@task-kids.com.au](mailto:enrol@task-kids.com.au). ID will need to be shown at the service in this instance.

### WHAT IF I AM RUNNING LATE?

All TASKers are to be collected and signed out no later than the closing time of your service which is listed on our website. We understand that sometimes unavoidable stuff happens – if you are running late, please call your service and let them know as soon as you can. Bear in mind we do charge a late fee for repeated late pickups.

### WHAT IF MY CHILD IS ABSENT?

It's really important that you inform us if your child will not be attending a scheduled TASK session for any reason. Simply email [enrol@task-kids.com.au](mailto:enrol@task-kids.com.au) with your child's name and school and date of absence. Fees apply for failing to notify.

When children are on the roll but don't turn up, we have to immediately find out where they are to guarantee that they're safe. This is

stressful, time consuming, and can potentially take our focus off the other children in our care.

If your child is on the attendance roll but does not arrive at TASK, we will immediately call you in order to establish their whereabouts and safety.

If we are unable to reach you by phone or SMS, we will call all other people listed as contacts on your enrolment. If we are still unable to reach you or confirm the safety of a child, within a reasonable time, we will contact the police for assistance.

Our full delivery, arrival and collection policy can be found on our website under Policies and Procedures.

## ABSENCE & LATE FEES

Cost	Single child/ session	Frequency	Paid when
Non-notification of absence	\$15	Per occurrence	On issue of invoice
Late fees for collection after closing time	Under ½ hr \$50 Over ½ hr \$100	Per occurrence	On issue of invoice

We are reasonable people and understand that sometimes the unexpected happens and we can all forget things from time to time. The above charges are assessed and applied on a case-by-case basis.

## EXTRA TASK SESSIONS OR CASUAL SESSIONS

- While casual places are subject to availability and are not guaranteed, TASK generally has casual places available for all term-time sessions.
- To enquire about availability email [enrol@task-kids.com.au](mailto:enrol@task-kids.com.au) & state the school, day(s) and sessions (BSC or ASC) you require.
- Casual bookings and schedule changes can only be made up to 14 days in advance (ie no longer than 2 weeks in advance)
- You will be emailed confirmation of casual place. Please do not send children without receiving confirmation from TASK.
- To request a change in days, send an email with the name of your school, child's name, day required to [enrol@task-kids.com.au](mailto:enrol@task-kids.com.au)
- You will be emailed confirmation of day or session changes.

## BOOKINGS & CANCELLATIONS

Fees are payable for all children with permanent schedules, regardless of attendance (ie even if absent), as staffing and resourcing costs are fixed.

*Cancellation of casual sessions require a minimum 24 hours' notice.*

### PUBLIC HOLIDAYS

- Fees are payable if your child's scheduled days falls on a Public Holiday during Term time.

### WHEN AN ENROLMENT ENDS

- Government regulation requires attendance on your last day to receive all CCS for the two week notice period.

## HAVE YOUR FAMILY'S DETAILS CHANGED?

It is parents/carers responsibility to ensure all family details are current and correct in TASK's database, HubWorks. To make changes or update **Health and Medical** information – please email [enrol@task-kids.com.au](mailto:enrol@task-kids.com.au)

Changes to more general details e.g. phone numbers, addresses, authorised contacts can be made in the HubHello Parents portal or App.

The portal can also be accessed via the TASK website

1. Go to TASK's website - [task-kids.com.au](http://task-kids.com.au)
2. Select your school
3. Log into your Hubworks account
4. Make changes to your details
5. Submit

## TASK COMMUNICATING WITH YOU

TASK may communicate with you via email ([enrol@task-kids.com.au](mailto:enrol@task-kids.com.au)) or broadcast email via HubHello Message Centre ([communications@hubhello.com](mailto:communications@hubhello.com)) - *this is a no reply email.*

*Please ensure these addresses are saved in your contacts to avoid these important messages going to your junk folder.*

We may also contact families by Broadcast SMS. We receive replies to these messages via email, this is a SMS number only and does not receive phone calls.

## 2. INVOICING AND GOVERNMENT CHILDCARE SUBSIDY

- Invoices are issued via HubHello, and payments are required two weeks in advance.
- Please ensure prompt payment of fees and do get in touch with any concerns about payments.

*Note: swapping, make-up sessions and refunds for non-attendance are not possible due to regulations around government subsidies. We appreciate your understanding and support of this.*

**PAYMENTS FOR FEES CAN BE MADE USING ONE OF THREE OPTIONS.**

### 1. Direct debit using HUBWORKS iPay - from your bank account or credit card fortnightly.

Bank account	Per Transaction	\$0.75
Visa /	Calculated on transaction value	1.56% + \$0.75
Amex	Calculated on transaction value	1.56% + \$0.75
Failed Transaction	Per failed or return transaction attempt	\$2.75
Claim / Chargeback	Charged when payment is reversed	\$50.00
Refund	Per refund (credit / debit card only)	\$0.75

*Transactions appear on your account statements from HUBHELLO CHILDCARE for Credit Card and Debit Card debits, or HUBHELLO CCARE for bank account debits (BSB & Account No. listed)*

### 2. Direct deposit into the TASK bank account below. Ensure you add your/ child's name & school (eg "SPS" for Stanmore Public School) so your payment is correctly matched to your account.

Account Name	The After School Klub
BSB Number	112 879
Account No	486 192 929

### 3. Credit card over the phone – call TASK Head Office – 1300 827 500

# CHILD CARE SUBSIDY AND ELIGIBILITY

TASK is an Approved Provider which allows families access to the Child Care Subsidy (CCS). This is the main way the Government supports families with their childcare fees. Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child.

These include:

- the age of the child *(must be aged 13 or under and not attending secondary school, except in certain circumstances where an individual may be eligible for a child who does not meet this criterion, such as children with a disability or medical condition)*
- the child meeting immunisation requirements
- the individual, or their partner, meeting the residency requirements listed in the legislation.

In addition, to be eligible for CCS, the individual will be liable to pay for care provided, the care must be delivered in Australia by an approved childcare provider, and not be part of a compulsory education program.

*FOR MORE INFORMATION*

[www.education.gov.au/child-care-package](http://www.education.gov.au/child-care-package)



### 3. EDUCATION AND CARE OF CHILDREN

Information for children – meeting place, routines, activities, and other information

- All children need to meet a TASK educator at a nominated place at each service (check your school on our website) for roll call. Locations are usually marked with a TASK Flag or sign. Kindergarten children (and Preschoolers where applicable) are collected from their teachers by our team.
- Breakfast or afternoon tea is served each session. Menus are on display at your service
- All TASKers must wash hands before eating.
- **Keeping TASKers safe:** Our priority always is the safety and comfort of your children.
- All TASKers are given a coloured vest supplied by TASK to ensure we can easily identify them from non-TASKers. Please help us by reinforcing the importance of this to your children.
- Vests are washed frequently.
- All TASKers must always stay within eyesight of Educators.
- **Toilet visits:** All TASKers MUST tell staff when they need to visit the bathroom. We follow school policy.
- **Activities** - Our programmed activities are displayed at the service.
- TASKers have free play time either inside or outside (depending on weather, children's interests, and programmed activities). You can view the program at your service. We are open to suggestions too!

- Observations and the full program are available to view through the HubHello portal or App.
- **Other activities at TASK** – we may offer extra activities to provide variety to our program. These may include a mix of sports, drama, art, music or dance depending on the number of children. These activities are provided at no extra cost.
- While at TASK, TASKers are given the opportunity and space to complete any reading or homework.
- Electronic devices such as phones, smart watches, tablets, laptops, are NOT permitted.
- If a device is required for homework, talk to your service manager for our BYOD policy.
- TASK will not be held responsible for any lost or stolen items, please consider this when bringing items of monetary or sentimental value.

#### NON-TASK AFTER SCHOOL LESSONS & ACTIVITIES

TASK can accommodate children attending other activities at school such as drama, music, languages, chess, tennis, sports training etc.

Please advise: [enrol@task-kids.com.au](mailto:enrol@task-kids.com.au)

The activity provider will need to collect the child from TASK and return them to ensure the duty of care responsibility is clear.

## TASK TEAM INFORMATION

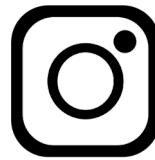
- At each TASK session there is a Service Leader in charge of your TASK service.
- A staff notice board is on display at TASK. This provides details of who is in charge and on duty each day. Please refer to our notice board for more information.
- All TASK team members have valid working with children checks and safe food handling training.
- All senior team members have child specific, professional first aid and child-safe training.
- All educators are employed directly by TASK and thoroughly inducted and trained in-house. Many are studying child-related disciplines at the tertiary level or at a post-graduate level.
- TASK will be fun – children will make new friends & they will get to know children in other classes & school years which helps their sense of belonging in the school community.

## SOCIAL MEDIA

TASK is on Facebook and Instagram – please follow and like us!

<https://www.facebook.com/TheAfterSchoolKlub>

<https://www.instagram.com/theafterschoolklub>



## TASK HOLIDAYS

TASK offers holiday programs at various locations (not all services), and these may change due to demand. Details are available on our website.

All primary-school aged children are welcome, regardless of whether they attend TASK or not.

*Feedback - please let us know your feedback about TASK. Both positive and negative and we welcome suggestions for solutions to problems as well.*

*If you have any concerns or worries, call, email or go to our website – we can't fix it if we don't know about it!*





## KEY POLICIES AND PROCEDURES FOR PARENTS AND CARERS

TASK has developed comprehensive policies and procedures in line with government regulations and education sector guidelines.

These are available on our website under “support links”. The Education and Care Services National Regulations and Law are also available here.

## CLOTHING & SUN PROTECTION

TASK has a ‘NO HAT, NO PLAY’ policy. When outdoors, everyone must wear a hat. Yellow TASK hats are available for those who lose or forget to bring their own.

SUNSCREEN 50+ Sunscreen is available at TASK. If your child has an allergy/sensitivity to sunscreen, please supply a suitable sunscreen for them to wear and inform the team on site.

All children are reminded to apply sunscreen on arrival at TASK after school care and at holiday care (on arrival and at every meal break).



## CHILDREN WITH A DIAGNOSED MEDICAL CONDITION

TASK is committed to the safety and support of all children attending our services. To assist us with this and to ensure we operate within the regulations and law governing OSHC, we ask for your co-operation in providing additional information when requested.

Our Health and Medical Team (HMT) will review this information and may be in touch with additional questions. This is used to establish what other support we may be able to provide your child.

Please be aware that once information is received, a review may take up to two weeks before schedules are confirmed.

Children with diagnosed medical conditions require the following information to be completed and supplied to TASK on enrolment:

Current letter of diagnosis from a medical practitioner.

- **Medication** (eg EpiPen, Ventolin, Antihistamine, Creams, ADHD medication, other). Details and permissions as well as actual medication
- **Action Plan** completed, signed, and dated by a doctor annually (Asthma, Anaphylaxis, Allergy, other). This is a requirement under Regulation 90 of the Education and Care Services National Regulations
- **Risk Minimisation and Communication Plan** to be completed in conjunction with the Action Plan and completed by parent/ carer at time of enrolment. This needs to be updated annually. This is a requirement under Regulation 90 of the Education and Care Services National Regulations
- **Additional Clinical Support Plan**. You will be advised if this is required upon Enrolment. Once the documentation is submitted the HMT will review and discuss any support options with families.

*\*\*Important\*\* Action Plans must be reviewed and completed by a medical practitioner annually and medication supplied must always be in date. TASK will do their best to remind parents should medication and/or Action Plans expire but ultimately this is your responsibility to monitor. Please keep a note of these important dates so you are aware when they are due. Children will be unable to attend TASK if current medical requirements are not up to*

*date or have expired. TASK reserves the right to terminate care if this is not provided following requests. This is to ensure the safety of your child at TASK.*

*For more information, please see the full Medical Conditions Policy on our website. Please be assured all information about your child will be kept confidential and is only used to help us support them at TASK.*

# TASK FAIR PLAY POLICY

TASK's Fair Play Policy ensures that all children and families understand the basic rules and behaviour expectations which guarantee the safety and enjoyment of everyone at TASK.

Please take a moment to talk through the policy with your child(ren) and ensure they understand its contents. By booking and attending TASK sessions, you acknowledge that both you and your child(ren) understand the Fair Play Policy and will uphold and be bound by its contents.

While at TASK, everyone agrees to:

- Always be respectful of other children, staff and visitors to our service.
- Look after the space we are in and the equipment we use – including returning any equipment to where it belongs and helping to pack up together.
- Listen and co-operate with the directions of all TASK team members.
- Carry out activities in a way which

is safe, inclusive and calm.

- Always stay within the space allocated for TASK activities and within view of TASK educators.
- Be kind, gentle and calm towards everyone at TASK. Talk to TASK educators if something is worrying you or your child. TASK has zero tolerance for violence and aggression towards other children & staff.
- Use appropriate language and actions while at TASK.
- Have no harsh physical contact towards anyone at TASK.
- Always encourage others to engage in safe behaviour.
- Remember, school rules are TASK rules, so if it's NOT ok at school, it's NOT ok at TASK.

*Please be aware, if children are creating an unsafe situation for themselves or others, you may be called for early collection. If behaviours continue to be a concern, TASK will reach out to families to determine if support is required.*

 3/138 New Canterbury Rd  
PETERSHAM NSW 2049

 1300 827 500

 [task-kids.com.au](http://task-kids.com.au)

