



Family Information Handbook

Thank you for enrolling your family with us. Aeon Academy is a leading licensed provider of Out of School Hours Education and Care. We are owned and operated by the not-for-profit Aeon Arts Ltd., and have been delivering world class programming to Canberra kids for over 16 years.

Your child will benefit from our impeccable record with both Territory and Federal regulators and Aeon Academy's hand-picked, dedicated and experienced team. Our Educators and Management are highly motivated, proactive, and can respond quickly to meet the needs of Yarralumla Primary and broader Canberra Community.

Our Service truly values your feedback, suggestions and contributions as we continually seek to refine the delivery of high quality outside school hours care services for our Community.

Your children also benefit from a broad range of program options based on your needs and what your kids enjoy—before school, after school and during school holidays.

By enrolling your child, you are agreeing to the terms and conditions outlined in this handbook and summarised on pages 17 - 20.



Key Contacts

Please speak to any of our staff or email any queries at any time, we are here to assist you. Please leave a message if we are unable to answer your call so we can get back to you.

<p>Front Office</p> <p>Call or email Saadia Sami the Business Manager from 12.30-5.30pm, Mondays - Fridays.</p> <p>ph: 6142 3268 or 0435 148 818 email: hello@aeonacademy.com.au</p>	<ul style="list-style-type: none"> - General Queries - Advise an absence - Changing a permanent booking - Making a casual booking - Family account
<p>Your Parent Portal</p> <p>Via the third party software provider HubHello on: https://aeonacademy.hubworks.com.au/</p>	<ul style="list-style-type: none"> - Update contact details - Update child's health information and alerts - Sign a CWA - Check account balance



Table of Contents

1. Our Goals
2. Our Philosophy
3. Our Team
4. Service Hours of Operation
5. Enrolling your Child
6. Bookings
 - Permanent bookings
 - Specialised Classes Bookings
 - Casual Bookings
 - Vacation Bookings
7. Bond
8. Change/Cancellation of Bookings
9. Fees
10. Payment Options
11. Orientation
12. Attendance - Arrivals, Departures and Absences
13. Late Pick Up
14. Confidentiality
15. Complaints or Concerns
16. What to Bring
17. If your child is unwell
18. Medication
19. Allergies and Medical conditions
20. Allergy Aware Centre
21. Meals/Nutrition
22. Sustainability
23. Toileting
24. Behaviour Guidance
25. Open Days
26. Website & Newsletters
27. Photo Permission
28. Excursions
29. Policies and Procedures
30. Child Care Subsidy
31. Enrolment Terms & Conditions
32. Come in for a chat.



1. Our Goals

- Inspiring & engaging your children
- Delivering unique programs which foster your child's compassion & imagination
- Maintaining a motivated, caring & well trained team who provide continuity of care for your children across our service
- Providing a safe & nurturing space for your child
- Establishing open & effective communication with your Family

At Aeon Academy your children come first. Outside school hour education and care is our specialisation and our sole focus. Our engaged and compassionate leadership team work on site with their fingers on the pulse every day ensuring your child's safety and well-being as their highest priority.

We offer unique opportunities for your children with all programs designed and delivered by expert educators with years of experience in their own fields. This underpins our strong and well-established reputation for providing quality educational and playful programming that kids love.

2. Our Philosophy

At Aeon Academy, we believe all children are innately gifted and talented. Everything we do is about nurturing the creative spark in children and inspiring them to learn through creativity and play. We provide a safe learning environment where children can exercise their imaginative problem solving, build their compassion, engage in enjoyable playful experiences and explore endless possibilities. We believe that education is a natural outcome of creativity.



We provide real choices in OSHE&C. Our strong and well-established reputation for quality programming is built upon a suite of foundation and specialised programs. Our expert team of highly qualified Educational Leaders and Programming Directors quickly and meaningfully tailor programs to differing individual and community needs and interests, maximising engagement and learning.

Sustainability and environmentally responsible behaviour are an essential part of our philosophy. We embed sustainability in the day-to day activities and programming of our Service. We believe in fostering children's long term learning and empowering children as active global citizens.

The Aeon Academy experience is akin to being among a caring family. We understand that learning is a lifelong journey and we strive to be an organisation that nurtures that journey; from very young children, to primary students, to teenagers and young people. We are an inclusive and caring organisation that genuinely engages with our community.

We want children to look forward to their outside school hours experience as a formative and fun part of their lives.

3. Our Team

Aeon Academy staff are selected for their caring, compassionate natures and their qualifications and experience. We maintain (at a minimum) a staff ratio of 1:11 at all times in line with regulations.

The Executives, include our artistic and program directors who work behind the scenes to develop and implement our outstanding programs. The Centre Director is on site to lead our team and keep everything flowing.

The Business Manager handles all administrative tasks including enrolments, bookings and accounts and is the friendly voice/ face you speak to in the office.



The Educators lead our programs, engaging and inspiring your children. The Caterer fuels all the fun with home made local, seasonal and organic fare. There is always someone on site at the centre with a first aid certificate.

Service	Time
Before School Care:	7:45 - 9:00 am
After School Care:	2:30 - 6:00 pm
Vacation:	8:30 am - 6:00 pm

4. Service Hours of Operation

Operating Schedule	Period
Term 1	Tuesday 04 February – Thursday April 09, 2020
Autumn Open Day	Saturday Week 5 Term 1
April Vacation Period	Tuesday 14 April – Friday 24 April
Term 2	Tuesday 28 April – Friday 3 July, 2020
Winter Open Day	Saturday Week 5 Term 2
July Vacation Period	Monday 6 July – Friday 17 July, 2020
Term 3	Monday 20 July – Friday 25 September, 2020
Spring Open Day	Saturday Week 5 Term 3
Sept / Oct Vacation Period	Monday 28 September – Friday 9 October, 2020
Term 4	Monday 12 October – Friday 18 December, 2020
Summer Open Day	Saturday Week 5 Term 4



5. Enrolling your Child

Aeon Academy uses HubWorks (third party software) to manage enrolments. Enrolling is the first and most crucial step; providing us with all the information enabling us to care for your child's health needs and is mandatory for the application of the Child Care Subsidy. Please take the time to complete your child's Enrolment Form in FULL, including your date of birth and Centrelink Registered Numbers (CRN).

To enable your child care subsidy entitlement to be applied please confirm enrolments through MyGov. It is compulsory that Complying Written Agreements (CWA's) are then signed via the HubWorks portal. For more information regarding the Child Care Subsidy (CCS) please refer below to item 30.

The enrolment form is also a living document you can access at any time via a parent portal (through HubWorks) where you can view your child/children's enrolment information, bookings and payment records. PLEASE INFORM US OF ANY CHANGES BY UPDATING YOUR ENROLMENT FORM DETAILS.

Emergency Contacts - The safety of your child is of the utmost importance to us. Consequently we require written permission from you (the legal guardian) authorising anyone else who may collect/drop off your child. People who are regularly going to pick up children need to be listed as an emergency contact in your child's enrolment form.

6. Bookings

All bookings are processed through our administration team. To make a booking get in touch by phone on 6142 3268 or by email: hello@aeonacademy.com.au

By making a booking you are agreeing to the terms and conditions in this document.



Permanent bookings

Permanent enrolments are ongoing for the school year. We do not swap or suspend permanent bookings. Permanent bookings are held in suspension during Vacation periods.

Casual Bookings

Casual After School bookings can be made from 24 hours up to 2 weeks in advance and are subject to availability and only available for people with at least one permanent booking.

Casual After School bookings are charged an additional 10% on top of the Permanent bookings.

At least 24 hours' notice is required to cancel a casual booking; otherwise non-attendance/absences at the program are charged.

A fee is charged for cancellations or reductions in casual bookings.

We do not take any casual bookings for Early Years Sparks.

Specialised Classes Bookings

Incur a surcharge which is for an entire term of classes. We do not swap or suspend these bookings.

Vacation Bookings

All Vacation bookings are non-permanent bookings. Payments for vacation bookings are to be one-off up-front.



7. Bond

A bond of \$75 per child is required for all After School Care enrolments. The balance is refundable at termination of enrolment.

8. Change/Cancellation of Bookings

The required Notice Period for Changes in current after school schedules or Cancellations is 30 operating business days. This allows us sufficient time to process the changes and make any adjustments to our staffing levels prior to rostering. Changes must be requested via email to hello@aeonacademy.com.au. Please be aware that changes with less than the above notice period will incur a full fee for all booked sessions of care. Please note the 'surcharge' for the specialist classes is non-refundable.

Casual places are more flexible and can be changed or cancelled with a minimum of 24 hours written notice during school term periods. Seven (7) days notice is required for changes or cancellations of Vacation program bookings during Vacation periods. Cancellations and changes to casual bookings must be requested via email to hello@aeonacademy.com.au and may incur fees.

If your child is not attending during the notice period please advise the program. Staff are not authorised to accept verbal changes.

9. Fees

Families are billed for the difference between full fees and the child care subsidies received. Families are sent fortnightly bills via the email elected on enrolment forms. Advance payment is to be made within a fortnight for all scheduled sessions. Upon enrolment family's fortnightly fees must be paid two weeks in advance and paid by Friday the week prior. The parent must then continue to pay the fortnightly fee in advance in order to maintain a credit balance equivalent to two weeks of fees.



2020 ASC Price Schedule

Program	Hourly Rate	Session Hours	Session Price	Casual Session Price	Term Price
Foundation Program 'Creative Play' Ages 5 - 13	\$11.50 + 10% for casual bookings	3 - 6pm 2:30 - 6pm 2:45 - 6pm 4 - 5:30pm	\$34.50 \$40.25 \$37.50 \$17.25	\$ 38 \$44.25 \$41.25 n/a	\$345 \$402.50 \$375 \$172.50
Early Years Program 'Sparks' Ages 3 - 6	\$15.75	3 - 6pm 2:30 - 6pm 2:45 - 6pm 4 - 5:30pm	\$47.25 \$55.15 \$51.25 \$23.65	n/a	\$472.50 \$551.50 \$512.50 \$236.50
Specialist Programs 'Creative Catalyst', 'Vala' & 'Cornucopia' Ages 7 - 16	\$9.15 surcharge	4 - 5:30pm	\$13.75 surcharge	n/a	\$137.50 surcharge
Before School Care 'Creative Play' Ages 4 - 13	\$16.00 + 10% for casual bookings	7.45 - 9am	\$20	\$22	\$200

Opening Hours: 2.30 - 6pm (late pick up fee applies after 6pm)

Child Care Subsidy is capped @ \$10.48 per hour & entitlement calculation is an estimate only.

Casual Bookings only available for Foundation Program 'Creative Play', and require a minimum of 24hrs notice. Please note casual bookings can only be made if you have at least one 'permanent' after school booking with us.

When ceasing, or reducing permanent bookings, 14 days written notification is required.



2020 Vacation Programs Price Schedule

Program	Hourly Rate	Total Per/Day Price	Open Day Discount
Foundation Program 'Creative Play' Ages 5 - 13	\$11.50 X 9.5 hrs	\$ 109	n/a
Early Years Program 'Sparks' Ages 3 - 6	\$15.75 X 9.5 hrs	\$150.00	n/a
Specialist Programs 'Creative Catalyst' & 'Vala' Ages 7 - 16	\$13.75 surcharge X 7.5 hrs	\$212 (\$ surcharge 103.00 + \$109 foundation)	\$170.00
Loyalty Program Ages 13 - 16	\$13.75	\$103.00	n/a

Opening Hours: 8.30am - 6pm (late pick up fee applies after 6pm)

Note: Child Care Subsidy is capped @ \$10.48 per hour & entitlement calculation is an estimate only.

* CCS available to reduce out of pocket expenses

Upfront payment for Vacation programs is required to confirm the booking.

* 20% Open Day discount is applicable to the 'specialist classes' ONLY.



Extra Charges		
Pick-up charge	\$9.15	(from YPS Montessori & Preschool)
Casual booking charge	10%	10% of fee per session
Late pick-up charge	\$20.50 flat rate + \$2/minute	Starting from 6.01pm = \$20.50, 6.02pm = \$22.50 6.03pm = \$24.50 etc.
Notification failure charge	\$15.25	per instance
Extra accounting or admin charge	\$25.50	per instance
Cancellation or Reduction fee	\$15.25	per instance
Late payment fee	\$15.25	per instance

All charges appear on fortnightly Bills.

10. Payment Options

Direct Debit via iPay

The Preferred method for After-School bookings is Direct Debit- parent/carer can enable this time-saving payment method by providing their iPay details on their child's enrolment form and indicating they wish to enable Direct Debit at the time of booking. Payments will be debited on the first day of each fortnight, payments that default will incur a late fee. Any fees associated with the use of iPay are passed on to families.

iPay authorisation also allows us to debit those pesky amounts owing in excess of a regular direct debit payment (eg. an extra casual class). Parents can rest assured with this method that they will not accrue debt.

Credit or Debit Card

Payments can be made over the counter or by phone within Office hours. Fees associated with the use of credit/debit/EFTPOS cards are passed on to families.

Cash payments are not accepted.



11. Orientation

All new children are made to feel welcome at our service and introduced to Aeon Academy's staff, facilities, programs and routines so that they can successfully navigate the Aeon environment and make the most of their time here.

You and your child/children are welcome to visit our centre prior to commencing care with us. This orientation offers the opportunity to get to know the staff, children, routine and layout of the service. Please arrange a time through our Business Manager by phone: 6142 3268 or email: hello@aeonacademy.com.au

12. Attendance - Arrivals, Departures & Absences

Children are signed IN and OUT each day on our electronic signing device located at our front office desk.

Non-attendance/absences at the service are charged unless bookings have been cancelled with required notification.

Please notify the Aeon Academy Front Office on the day of the absence by phoning 02 6142 3268 or emailing hello@aeonacademy.com.au by 12:30pm for after school sessions and 10am for Vacation sessions. If notification is not received, a Notification Failure Charge (see Extra Charges, above) may be applied to your account.

13. Late Pick Up

Where you are unavoidably detained and are unable to collect your child, you must call and advise your expected time of arrival. If you have not arrived by 6:00pm, the service will attempt to telephone you. If this is unsuccessful, contact will be attempted with your emergency contacts listed on your enrolment form.

If no-one can be contacted and your child has not been collected by 6:15pm, Children's Services will be contacted and asked to take over responsibility for your child. Late pick-up fees do apply.



14. Confidentiality

All Aeon Academy staff are informed of and respect their legal obligation to protect your privacy. We follow strict administrative practices to ensure this.

15. Complaints or Concerns

(we believe that effective communication is the key to build understanding, trust and positive partnerships with families.) Please let us know if you are unhappy with any aspect of the service that we provide for you and your child. If you have a complaint or concern, you are encouraged to discuss this with our Centre manager. Annalisa will (be available to talk and she will make every effort to resolve any concerns you have with our centre) seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant.

Discussions with the complainant are not to be conducted in the presence of children, other employees or parents, and heated discussions are to be avoided. These may result in the complainant being asked to continue their discussion at a later date. If you feel the problem is not resolved or do not feel comfortable to take the complaint to the Centre Director, the Executive can also be contacted. Please ask our Business Manager to refer you or write directly to the Centre Director to hello@aeonacademy.com.au.

16. What to Bring

- Hat
 - Water Bottle
 - Change of Clothes - when service participating in water fun days
 - Suitable footwear and clothing - reflecting seasons and excursions
- *The service provides generic brand sunscreen over the Summer period.

Please leave toys, electronic devices and other personal items at home. It is difficult for the staff to supervise the use of these items and eliminates the risk of lost, damaged or broken personal belongings. If you feel these items will support your child during their time here please discuss with the Centre Director first.



17. If your child is unwell

For the protection of other children and staff, please do not bring your child to the centre if he or she is sick (including colds). With some illnesses, you may be asked to keep your child at home until declared well and to bring in a doctor's' clearance certificate.

If your child becomes unwell while at the service, parents/guardians (or emergency contacts) will be notified and asked to either take the child home or to seek medical attention. Your child will be made comfortable and will be separated from the other children until the parent/guardian arrives.

If your child has a temperature the parent/guardian will be informed and asked for permission to give paracetamol. Paracetamol will not be given without parent written authority.

Any injury/illness occurrences at the centre will be recorded in the accident/illness record book.

18. Medication

- Is only administered with the permission of the parent/guardian who MUST sign a medication form and give it to a trained staff member with the medication.
- Is checked by another staff member before being administered.
- Must not be left in your child's bag.

If you have any queries about this policy, please contact the Centre Director - we adhere strictly to this, for the safety of all children at the centre.

19. Allergies and Medical conditions

Please ensure you have provided the service all information required, to ensure your child's safety, health and wellbeing, should your child have an allergy or medical condition (located on the Child Enrolment form).

All children with allergies and medical conditions must also have a Medical Risk Minimisation & Communication Plan alongside an Action Plan. Please contact the service if you are unsure if this applies to your child or for the appropriate forms.



20. Allergy Aware Centre

Our service is a nut free service. Please ensure your child does not bring any food or snacks that contain traces of Nuts. This protects the safety and well being of the children and staff in our centre who have an allergy to Nuts.

We rely on families to provide us with all relevant medical information concerning their child's health needs and will take into consideration and support any allergies or food intolerances. (see below 'Meals/Nutrition')

21. Meals/Nutrition

The meals offered at Aeon Academy promote a healthy and nutritional diet. We support sustainability practices by reducing our use of plastic where possible. We compost food scraps and recycle. We provide seasonal and local food where possible.

We will take into consideration and support any allergy, food intolerances or cultural dietary requirements. Families need to inform staff upon enrolment of any requirements by providing all requested information with the enrolment form. Feedback and suggestions in relation to the menu are welcome.

Session	Food provided*
Before School	Breakfast options
After School	A snack including fresh fruit & veg
Vacation	Morning Tea, Lunch & Afternoon Tea

*Water is made available at all times.

We understand that children may have certain preferences for food and may not wish to eat what is on offer. If you decide to send your child along with alternative food please ensure it is based on healthy options and is nut-free.

22. Sustainability



Aeon Academy is committed to engaging children and staff in sustainable practices for the improvement of our environment. We strongly encourage recycling and waste management. We maintain a garden and incorporate it into our enriching programs.

23. Toileting

It is a condition of enrolment in the Sparks program that children be fully toilet-trained. Our service is not equipped to handle ongoing toileting issues. We understand that accidents do happen, and should one occur you can trust our staff to be sensitive and supportive.

In the case of an accident children's wet clothes will be bagged and placed in their school bag. The parent/guardian will be informed at pick-up. If we have ongoing concerns about a child's toileting we reserve the right to cancel any future bookings.

24. Behaviour Guidance

Aeon Academy's Behaviour Guidance Policy seeks to ensure a safe, secure, respectful and stimulating environment, which enhances children's self-esteem and encourages them to interact positively and cooperate with others.

Key components of our Behaviour Guidance Policy include:

- Children, staff and family involvement in the refinement of behavioural guidelines and consequences of inappropriate behaviour at Aeon Academy and that these expectations are applied consistently.
- Safety and security of all children is ensured by supervising them at all times, monitoring, modelling, teaching and reinforcing positive behaviour.
- Communication with a child's parent or guardian is undertaken when their behaviour consistently conflicts with the Service's behavioural guidelines and a collaborative Behaviour Guidance Plan is developed to support improved behaviour.

The Service may exclude a child from care if:

- a child has caused physical and/ or emotional harm to another child, Educator or visitor
- has caused damage to property, equipment and/or resources of the school or program



- has caused significant disruption to the delivery of the program, including continual use of bad language and defiance.

At Aeon Academy we use our WITS to resolve conflict situations. WITS provides concrete strategies individuals can use in any situation. WITS stands for

Walk Away

Ignore It

Talk it Out

Seek Help

If you have any concerns regarding your child's participation and engagement at our Service please raise them with a staff member or in writing by email.

25. Open Days

Our open days occur once per term and are fantastic opportunities to come and experience Aeon Academy yourself, share it with friends and family and your child/ren. There are opportunities to meet and chat with our team members as well as our broader community in a relaxed and inviting atmosphere.

These free events are truly inspiring with heaps of interactive activities held indoors in the arts wing of Yarralumla Primary School and outdoors too- see our website for updates.

Each day is different but think cool stuff like painting, clay making, boffer weapon action, planting seeds in our kitchen garden, exploring exhibitions of children's artwork from the last vacation program (now available for pick-up) and the current school term. We always have food, refreshments and entertainment. Open days are always on the Saturday of week 5 of term, from 11 am to 3 pm.

26. Website & Newsletters

Our [website](#) has policies, programming details, news and events as well as enrolment and other links. Newsletters are sent out regularly throughout the year



providing information for families regarding programming and events. Sign up to our newsletter [here](#) to keep in touch.

27. Photo Permission

Photo permission is assumed as a condition of enrolment at our Service however any family has the right to refuse permission for their child to be photographed by notifying us by email at any time.

28. Excursions

Aeon Academy conducts a yearly excursion in Term 4 for our Creative Catalyst program. This excursion is to our Artistic Director Teffany Thiedeman's living, breathing studio space and coincides with her yearly exhibition at Hearth. Permission slips are sent out in term 4 to confirm children's attendance on this excursion. Local Outings such as visits to the next-door ACT Govt playground, School Playground/s, Oval, and School surrounds may be undertaken throughout the year to explore, play and forage for materials. By enrolling your child at the service permission for your child to attend these shorter excursions is assumed unless otherwise notified in writing.

The centre reserves the right to exclude a child/ren from outings and/or excursions if they have concerns regarding that child's behaviour or believe they are a flight risk.

29. Policies and Procedures

All of our policies are available in hard copy at our office at any time. Our primary policies and procedures are located on our website <https://www.aeonacademy.com.au/who-we-are/our-policies/>

30. Child Care Subsidy

Child Care Subsidy (CCS) is the main payment available to assist families with the costs of child care. It is generally paid directly to providers to be passed on to families as a fee reduction. Families pay the provider the difference between the fee



charged and the subsidy amount. Families can make a claim and apply for Child Care Subsidy using their Centrelink online Account through MyGov. Please note; the percentage of CCS you are eligible for is capped by the government at an hourly set fee. The following example illustrates the out of pocket expenses per day for a School Age Child permanently enrolled in Creative Play. Please note: in this example the family is eligible for 50% CCS.

Input Fields		Calculated Values	
School Child:	<input checked="" type="checkbox"/>	Child Care Fees:	\$ 33.96
Hours of Subsidy:	100 Hrs Per Fortnight	Child Care Subsidy:	\$ 15.43
Subsidy Rate:	50.00 %	CCS Withholding (5%):	\$ 0.77
Hourly Rate:	\$ 11.32	CCS Paid to Service Provider:	\$ 14.66
Hours Booked:	3.00 Hours Per Fortnight	Fortnightly Out-of-pocket Child Care Cost:	\$ 19.30

Families are liable for all costs associated with the difference in fees the centre charges per hour and the hourly cap. More information for families on Child Care Subsidy is available here. <https://www.education.gov.au/ChildCarePackage>

31. Enrolment Terms & Conditions

General Conditions

1. Aeon Academy reserves the right to change our terms and conditions and undertakes to communicate these changes to families with reasonable notice. Specifically; changes to fees and charges will be made with a minimum of 14 days notice using Hubworks! message centre and via our website.
2. I have lawful authority to enrol my child/ren in the Aeon Academy Service and any information I provide will be true and correct;



3. I understand that it is my responsibility to provide current details to the Service in writing via my HubWorks! parent portal and will promptly update any changes (i.e. contact details, medical information, family circumstances)
4. I have notified the people nominated on the Hubworks! enrolment form as emergency contacts and/or authorised contacts that their details have been passed on to the Service and advised that they may be asked for a photo ID when they collect my child.
5. I authorise the Service to take and use photographs and short videos of my child/ren taken at the program unless otherwise notified in writing.
6. I understand activities are subject to cancellation or alteration in the event of unsuitable weather conditions or other factors which may arise that are beyond the Service's control.
1. I acknowledge that except as otherwise expressly required by law, the Service does not accept any liability for personal injury, property damage or loss sustained by any participant as a result of his or her participation at the Service due to any cause whatsoever unless caused by the proven negligence of the Service, its directors or employees.

Medical Conditions

1. I acknowledge that my child will not attend the Service if suffering from an infectious or communicable disease and will be subject to the appropriate mandatory exclusion period as identified by the Department of Health.
2. I authorise staff, in the event of accident or illness, to obtain all necessary medical assistance and treatment for my child and agree to meet any expenses attached to such treatment.
3. I authorise staff to apply first aid and sunscreen to my child.
4. If my child has a medical condition, dietary requirement or any additional needs I will provide an action plan (if one is in place) or supporting documentation prior to the commencement of care and will supply all items required for treatment to the Service (i.e. Ventolin, spacer, EpiPen, antihistamine etc.)
5. In the event that my child is injured, becomes ill or is involved in a serious incident while at the Service, either I or an authorised person (listed on this form) will collect my child as soon as possible.



Behavioural Conditions

1. I understand that if my child continuously demonstrates inappropriate behaviour, after behavioural management policies and procedures have been followed, I will be notified and my child may be suspended for a period to be determined or excluded permanently from the Service.
2. I acknowledge that if my child is subject to exclusion, the Service may disclose my child's name and the reasons for the exclusion to persons in control of the school that the service operates from.

Bookings Conditions

1. I understand that a minimum of two weeks notice is required to make changes to a permanent booking. Scheduled bookings cannot be suspended, switched, swapped or held.
2. I will request any changes in writing.
3. I understand that a minimum of 24 hours notice is required for any casual bookings with exceptions made only in the case of emergencies.
4. I understand that for cancelled casual bookings the full fee will be payable, less any government entitlements, unless a minimum of 24 hours notice of cancellation has been provided.
5. I will advise the Service if my child will be absent and I understand that for permanent bookings the full fee will be payable less any government entitlements.
6. I agree to pay for all booked sessions (that are not cancelled within the relevant time frame) regardless of whether my child actually attends.
7. I understand a late pick up charge of \$20.00 plus \$2 accrued per minute thereafter, per child, applies after the Service finishing time.
8. I acknowledge that before and after school care fees will not be charged during ACT school holiday periods. However, all public holidays that fall during school terms will attract the usual fee.
9. I understand that for permanent bookings, if my child does not attend the Service during their last two weeks of care, government fee reductions cannot be applied and full fees will be charged (in accordance with guidelines set out by the Department of Education).



10. Bookings for Children with additional needs must be made within 4 weeks advance notice for Vacation bookings and 2 weeks advance notice for After School bookings (unless a lesser time frame is agreed to by the Service) to ensure special arrangements and additional staffing needs can be met.

Payment Conditions

1. I understand that payment is only accepted using direct debit or credit/debit card payments. To avoid the higher costs associated with credit card charges (approx 2% surcharge per transaction) your family can make eftpos payments using a debit card (approx 28 cents per transaction).
2. I understand that cash payments are not accepted.
3. I agree to keep my account up to date and meet all costs incurred for my enrolment in the Service.
4. I agree to pay for all booked sessions (that are not cancelled within the relevant time frame), regardless of whether my child actually attends.
5. I accept that if payments are not received on the due date a \$15 late payment fee will be applied for each late fortnightly payment.
6. I understand that if my fees are not paid on time that my Family may be excluded from the Service and third party debt recovery action will be taken in accordance with our debt recovery policy.
7. I understand that I will be responsible for all debt recovery fees/charges/costs, including any legal fees, incurred by the Service for the recovery of an outstanding account.
8. I understand that if my account has been suspended by the Service due to lateness/failure to pay my account that the Service reserves the right to impose additional conditions prior to recommencement of service provision.

32. Come in for a chat.

Effective communication encourages the building of relationships between children, caregivers, parents and families. The more we get to know your family and children the better we can meet yours and your child's needs. Therefore, it is important that



you keep your records with us as up to date as possible and inform staff of any events or changes in your child's life or routine. Both you and your child are welcome to learn more about the Service. Please drop in and get to know us!

Welcome to Aeon Academy!