

5 September 2023

**Re: Introducing NEW bulk discounts, booking terms and conditions change, and Term 1 2024 pricing**

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 in partnership with the Mother Teresa Catholic College community. We deeply value our relationship and look forward to continuing to deliver great outside school hours care services in collaboration with you and the school community.

To support families who attend regularly and families with multiple children who may be experiencing cost-of-living pressures we are excited to announce our new bundle package pricing – coming very soon – as follows:

Booking Type	Price per session		Average* out of pocket cost per session
<b>Adventure Pack 90</b> Book 90 or more sessions per family per term to receive a 15% discount^	Rise then Shine	\$23.80	\$8.82
	Stay and Play	\$34.00	\$12.59

*^Session types can be both Rise then Shine (morning program) and Stay and Play (afternoon program) to qualify for the discount. Total number of bookings includes bookings for multiple children in the same family. To qualify, bookings must be made in a single instance, must occur within a single term, and must be made 15 or more days in advance of the first booking. Bookings cannot be carried over to subsequent terms. Does not apply to Holiday Program bookings.*

*\*Out-of-pocket cost per session is indicative only. The table displays the average Childcare Subsidy for Mother Teresa Catholic College. For an accurate after-rebate cost please determine your own family’s entitlement via the Child Care Subsidy Calculator by inputting the above prices per session.*

When families are booking, the discount will be automatically applied for termly bookings made across before and/or after school sessions once they have nominated their required days and sessions in the parent portal.



### NEW and flexible fee options

To further support families during this time, we are pleased to confirm that OSHClub has committed to holding current prices until Term 1, 2024. To enable this, and reflecting the changing needs of families, we are excited to introduce a new fee structure that will allow families to choose how much flexibility they need when making bookings for outside school hours care.

From the Early Bird Adventure option to Last Minute Adventure bookings, families will have the choice of three booking options that enable flexibility when they need it, or a more affordable rate when they don't.

The following new booking options will be implemented effective Term 4, 2023:

Booking Type	Booking Requirement	Cancellation terms	Session type	Price per session	Average* out of pocket cost per session
<b>Early Bird Adventure #</b>	Book 15 or more days in advance	<u>Free cancellation</u> if notice provided 14 or more days in advance <sup>^</sup>	Rise then Shine	\$28.00	\$10.97
			Stay and Play	\$40.00	\$17.30
<b>NEW! Flexible Adventure</b>	Book between 3 or more days in advance	<u>Free cancellation</u> if notice provided 48 hours or more in advance <sup>^</sup>	Rise then Shine	\$30.80	\$13.77
			Stay and Play	\$44.00	\$21.30
<b>NEW! Last Minute Adventure</b>	Book 48 hours or less in advance	N/A	Rise then Shine	\$33.00	\$15.97
			Stay and Play	\$45.00	\$22.30

# Current price, no increase in fees until Term 1 2024

\*This CCS percentage is the average CCS payable for Mother Teresa Catholic College families as of July 2023.

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



### Change to Booking Terms and Conditions

In line with industry standards, and to ensure continuity of staffing whilst continuing to provide industry-best, engaging programs OSHClub will introduce/amend two fee conditions as follows:

1. **No show fee** – If a child is unable to attend a booked session, a direct communication to OSHClub via phone, text or email is required. If this is not provided prior to the session starting a \$20 fee will be charged.
2. **Late pick up fee** – If a child is not picked up before the official closing time of the service, a \$20 per 15-minute fee will be automatically applied to the account.

These fee amendments will be brought into place in line with the updated flexible pricing framework.

We understand how important it is for families to see familiar faces when they drop off and collect their children from our services and visibility of our staffing requirements in advance is critical for us to be able to provide this.

We want to assure you also that we understand that unforeseen circumstances can occur and therefore where hardship is faced, we will always be available to discuss payment options and provide concessions where possible for families who need it.

### Price increase on hold until Term 1, 2024

In addition to the above, we would like to inform you/seek your approval for a small increase to our fees from Term 1, 2024:

Booking Type	Price per session from <u>Term 1 2024</u>		Average* out of pocket cost per session	Change in out-of-pocket cost compared to 2023
Early Bird Adventure	Rise then Shine	\$29.50	\$12.47	\$1.50
	Stay and Play	\$42.10	\$19.40	\$2.10
Flexible Adventure	Rise then Shine	\$32.50	\$15.47	\$1.70
	Stay and Play	\$46.30	\$23.60	\$2.30
Last Minute Adventure	Rise then Shine	\$34.5	\$17.47	\$1.50
	Stay and Play	\$47.1	\$24.40	\$2.10
Holiday Program		\$81.5	\$30.19	\$1.11



Booking Type	Price per session from <u>Term 1 2024</u>		Average* out of pocket cost per session	Change in out-of-pocket cost compared to 2023
<b>Adventure Pack 90</b> Book 90 or more sessions per family per term to receive a 15% discount^	Rise then Shine	\$25.08	\$9.29	\$0.47
	Stay and Play	\$35.79	\$13.25	\$0.66

Finally, a reminder about the increased investment in the childcare subsidy (CCS): The subsidy will now increase the maximum rebate available for families on lower incomes from 85% subsidised care to 90% subsidy. CCS has extended access for Aboriginal and Torres Strait Islander families and has also been extended to families who earn a joint income of up to \$530,000 which means more families can access morning and afternoon programs with fees subsidised by the government. To check your individual out of pocket costs, visit the Child Care Subsidy Calculator via our website and input the above prices per session.

Once again, we thank you for your support and look forward to continuing our strong and successful school partnership in 2024.

If you have any questions, please don't hesitate to contact me.

Warm regards,



**Melinda Crole**  
 CEO Australia  
 Junior Adventures Group

