About Us
Extend is a leading provider of high quality OSHC and Vacation Care services within primary schools throughout Australia. Our focus is on providing exceptional experiences for the children in our care and offering friendly, helpful and professional customer service to our families and schools. Visit extend.com.au for further information.

Program Hours
Before School Care: 7.00am - 8.45am
After School Care: 3.30pm - 6.00pm

Program Fees*
Before School Care: $16.25 permanent booking $18.25 casual booking
(approx $4.91 - $9.13 after fee relief entitlements)
After School Care: $23.00 permanent booking $25.00 casual booking
(approx $6.68 - $12.50 after fee relief entitlements)
Early Release: $10.50 per additional hour (when classes are dismissed early)
(approx $3.64 - $5.25 after fee relief entitlements)
*fees are per child per session. For further information on fee relief see over the page.

Getting started
✓ Complete and sign the OSHC Enrolment form. An annual enrolment fee of $25 per family applies.
✓ Indicate the permanent bookings you require on the enrolment form or tick “casual bookings” if you only require to use the service on a casual basis.
✓ Complete and sign the Ezidebit direct debit form (skip this step if we already have your current Ezidebit details or download a copy at extend.com.au)
✓ Return the Enrolment form, Ezidebit form and if applicable, any medical action plans or other required documents to Extend Head Office via email, fax or postal address.

Once your enrolment has been processed, you may contact Head Office for support in changing or adding bookings as required. Please note it is a regulatory requirement that all children are enrolled first before attending any Extend Outside School Hours Care service.

You will receive confirmation via email when your enrolment is processed. Invoices are billed fortnightly in arrears with the amount debited from your nominated account 7 days from the date of the invoice.

P: 1300 366 437  F: (03) 9428 0399  A: 30-32 Hull St Richmond VIC 3121  E: enquiries@extend.com.au  W: www.extend.com.au
Booking Procedures & Terms

- **Permanent booking:** One or more permanent days per week for an entire term/year OR a booking made 14 days in advance.
- **Casual booking:** A booking made with less than 14 days notice.
- **Cancellations:** Cancellations to OSHC bookings must be made 7 days prior to the scheduled date of attendance. Booking cancellations made with less than 7 days notice will incur the full fee. Strictly no refunds or cancellations to Vacation Care bookings and Pupil free day bookings. A medical certificate or written confirmation is required for cancellations related to illness in order for a Before or After School Care booking to be removed.
- **Late pick-up fee:** A late pick-up fee will apply of $1 per minute after the scheduled close of service, charged in 15 minute increments (a minimum of $15 will be charged per child).
- **Overdue payment fee:** Overdue payment of invoices will incur a $10 late payment fee each billing cycle.

Linking to receive Fee Relief

There are two types of fee relief. Most families are either eligible for one or both:

- **Child Care Benefit (CCB)** – this is income tested
- **50% Child Care Rebate (CCR)** – this is NOT income tested

If you are eligible for CCB you are automatically eligible for CCR as well.

**Here’s what you need to do:**

- Complete the CRN and Date of Birth details for you and for each child attending. (Each CRN number is unique. If you are unsure of these details call the Family Assist Office on 13 61 50.)
- We will enter your details on our CCMS system to link online with the FAO. Once you are linked you should expect to pay a reduced fee upfront depending on your entitlements and payment options.

*For further information and to estimate your out of pocket expense see the “Fee relief” page on the Extend website or contact our friendly customer service team.*

Tailored activities

Activities are planned ahead on a fortnightly basis to allow for a program that is tailored carefully to meet the needs of each child of the service. This fortnightly planner is displayed in the OSHC room and promoted in school newsletters. Activities are based on the school site and include a wide range of activities incorporating arts and crafts, sport, science, cooking, dance and drama. Homework club is also available upon request for children who need structured guidance and the opportunity to complete homework at the end of the day.

Food

Healthy afternoon tea is provided at no extra cost, which typically includes fresh fruit, celery and carrot sticks, salada biscuits, basic sandwiches with spreads and water. Breakfast is provided at Before School Care (if applicable). Extend does not provide nuts or products containing nuts and is mindful of other high-allergenic foods. If your child has any special dietary requirements please indicate this on the enrolment form or contact the Extend Head Office.