

# ELANORA HEIGHTS OUTSIDE SCHOOL HOURS CARE PROGRAM



## KEY INFORMATION SHEET

### ADDRESS:

43 ELANORA ROAD  
ELANORA HEIGHTS NSW 2101

### HOURS OF OPERATION:

BEFORE SCHOOL CARE  
7.00AM-9.00AM

AFTER SCHOOL CARE  
2.55PM-6.00PM

PUPIL FREE DAY  
7.00AM-6.00PM

### CONTACT DETAILS:

PHONE: 0477 550 537

EMAIL: ADMIN@COMMOSH.EDU.AU

WEB:  
WWW.COMMOSH.EDU.AU/EHPS

ENROL/BOOK:  
WWW.COMMOSH.EDU.AU



CommunityOSH welcomes you to the Elanora Heights Public School Outside School Hours Care Program. We are passionate about offering innovative and engaging care environments for children that challenges them to learn and succeed. We are dedicated to providing working families with the affordable support they need and peace of mind knowing their children are safe and cared for.

### Session fees prior to Child Care Subsidy:

Before School Care: \$13.00 (average out of pocket cost is \$5.00)

After School Care: \$18.00 (average out of pocket is \$7.50)

Pupil Free Day Program: \$60.00 (average out of pocket \$23.00)

# ABOUT YOUR OSHC PROGRAM

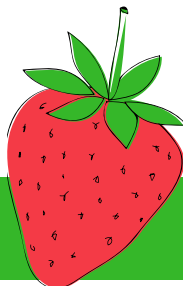


## What we provide:

An exciting and engaging program of activities for the children to choose from. The program is fully stocked with modern resources that appeal to a wide range of interests and ages. A delicious and nutritious breakfast and afternoon snack is on the menu everyday.

## What to bring:

Children to bring a hat, drink bottle and weather appropriate clothing.



## How to enrol and book:

To enrol & book into the program please create an account at [www.commosh.edu.au](http://www.commosh.edu.au) You can then log into your account at any stage and manage your bookings at any time.

## Payments:

Payments are made in arrears fortnightly during the term via credit card or direct debit from your nominated bank account. Prior to charge your statement is emailed to you for you to review.

## How to cancel a booking:

Cancellations and changes can be made at no charge up to midnight the night before your Before or After School Care session. You can either log into your account or contact our Customer Care Team to update your bookings on 03 9977 3000.

## Late Pick Up:

We understand that it is not always easy to pick up on time so when you are genuinely late we do not charge for the first 5 minutes. Additional time is charged at \$1.00 per minute. Please assist by contacting the program to let them know you are going to be late.

## Policies

Please refer to the Policy & Procedure document available at the program in relation to: enrolment, payment, staffing, programming, sign in/out of children into program, behaviour management, illness & infectious diseases, dietary, anaphylaxis and asthma management.

## Complaints

Complaints can be made directly to your account manager at [admin@commosh.edu.au](mailto:admin@commosh.edu.au) or 03 9977 3000. If you are not satisfied with how your complaint was managed, please contact the **Early Childhood Education Directorate who are our regulatory authority** and will manage any complaints or can provide you with further Information.

**Phone:** 1800 619 113 (toll free)

**Fax:** 02 8633 1810

**Email:** [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au)

