

Bundoora Primary School Out of School Hours Care (BOSHCare)

At Bundoora Primary School we provide a quality Before and After School Care Program for primary aged children (BOSHCare).

We pride ourselves on providing children with a fun experience that they will enjoy. From exciting activities and healthy, nutritious snacks to caring, motivated staff, the program meets all your children's needs.



Operating times are:

Monday to Friday
7.00am to 8.45am
and
3.15pm to 6.00pm

Cost:

Before School Care is \$15.00 (less CCS)
After School Care \$20.00 (less CCS)

Most families are eligible for the Child Care Scheme (CCS) which makes our Before and After School Care Program very affordable. The full fee (\$15.00 before school & \$20.00 after school) applies for families who do not apply for and are not eligible for CCS. We also offer a discounted charge for our international families (please see our office staff) who are not eligible for CCS benefits.

To enrol your child in the Bundoora Primary School Out of School Hours Care Program (BOSHCare), simply go to <https://www.smartcentral.net/v2/user/new/> and enter your details online. Once you have registered, **you can book your child or cancel a booking in our Before or After School Care Program by simply calling or messaging [0467 712 368](tel:0467712368).**

Please call **1300 859 470** or email support@smartfees.com.au for further assistance with any online applications.

Our Coordinator is Laura Harnetty, assisted by Matthew, Stephanie, Jacqueline, Mikaela, Terri and Jacob.

Please contact the school office on 9467 2601 if you require any further information.

Frequently Asked Questions

Q: I am having trouble enrolling online through the website.

A: If you're having difficulty through the website overleaf, please contact Kerrie Driver on 9467 2601. She will register you at SmartCentral and send you a welcome email where you can finalise your application.

Q: What do I do if there is a change in my child's medical situation?

A: If there is a change in your child's medical situation, please notify a staff member as soon as possible so that we are aware of this change and can act accordingly. You must also log in to your BOSHCare account as soon as possible and document this change on the child's enrolment form. This ensures that all staff will be made aware of the change in future.

Q: I have a question about billing, what do I do?

A: If you have a billing issue, please contact the school. Your best person to contact is Kerrie Driver. She can be contacted via email at oshc@bundooraps.vic.edu.au or via phone on 9467 2601.

Q: How do I make a booking for BOSHCare?

A: We require that all attending children are enrolled on the SmartCentral website with all required enrolment information filled out including emergency contact details and medical conditions. Once you've done this, you will be able to make online bookings on the website. These bookings can be made up until the day before the session you want to book. If you want to cancel the booking, you will not be charged as long as you cancel with 24 hours' notice online.

Q: There is an urgent situation and I need to book my children into OSHC, what do I do?

A: If you need to make an on the day booking for either Before or After School Care, please leave a text message or call 0467 712 368 to let us know ASAP. While we try to accommodate last minute bookings as much as possible, regular last minute bookings will not be accepted. On top of this, if we are at capacity already (that is, 50 children at BSC and ASC), your child will not be able to attend and you will have to make other arrangements.

Q: My child is sick, but I already booked them into BOSHCare. What do I do?

A: If your child is not attending BOSHCare because of an illness, we are happy to cancel the booking with no charge as long as you provide a doctor's certificate or some sort of evidence which shows why your child was not in attendance (eg. If a child was sent home by the school due to illness, this will be sufficient evidence). We also require parents to let us know that their child is sick by calling or messaging us on 0467 712 368.

Q: I booked my child into BOSHCare but I don't need them to attend anymore. What do I do?

A: If you have not cancelled your booking online, you will need to let us know as soon as possible on 0467 712 368 via text or a phone call. Failure to give notice of this results in staff spending considerable amount of time in the session looking for your child and if you are not contactable during this time, we may have to report your child as missing to the Police as per our missing child policy.

If you have any other questions, feel free to ask a staff member or send us a text message.