

FREQUENTLY ASKED QUESTIONS

School Holiday Programs

Spring 2020

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Overview

Running 7:30 am – 6 pm weekdays over the school holidays, our school holiday programs are full of fun and exciting activities, that are flexible and adaptable.

We continue to ensure the safety of your child is paramount with increased hygiene protocols, guided by the latest advice from the ACT Government and ACT Health.

Program details

We are still finalising the details of our school holiday programs. We hope to be able to include some excursions this time, alongside our range of fun incursions and in-service activities.

Our programs focus on fun, which is especially important for children during this challenging time. We provide a welcoming and entertaining environment that encourage children to meet and make new friends, try new things, and participate in a variety of engaging activities that delivers a new adventure every day.

Enrolment and booking process

Bookings can be made on the Communities@Work website. We have an online portal to manage enrolments and bookings which allows you to:

- Make and manage your school holiday bookings
- Update your payment details
- Update personal details
- Book multiple holiday programs with one enrolment

If you are ready to begin, please visit our enrolment page: www.commsatwork.org/school-holiday-program-enrolment-enquiry/

Important information

Cancellations - If you wish to cancel a booking, please ensure you do this with more than 10 business days' notice, otherwise fees will be charged.

Amendments - If you wish to amend a booking, please ensure you do this with more than 5 business days' notice, otherwise fees will be charged. An amendment is defined as moving a booking.

Illness - If your child is ill, please contact our enrolments team. Cancellations inside 10 business days will require a medical certificate, otherwise charges may be applied.

Billing - Please refer to your confirmation email for billing information and our terms and conditions.

Help - Children's Services Enrolments Team can be contacted on 1300 212 273 between 9am and 5pm Monday to Friday or emailed at enrolments@commsatwork.org

Child care subsidy

To find out if you are eligible for the child care subsidy (CCS), please visit www.education.gov.au/childcarepackage.

Once you have made your booking, you may receive a notification to confirm your enrolment on the MyGov website. Please do this as soon as possible to ensure that any applicable Child Care Subsidy can be applied. If this step is not completed or is delayed, you may be charged full fees. Please be aware that if your child is absent on the first and/or last day of their enrolment, CCS payment will not be applied to the absent days. This is a government rule.

Support for families experiencing hardship

ACT Government - The ACT Government has a range of support options available to Canberrans, including specific support for those impacted by COVID-19. Find out more: www.act.gov.au/assistance.

Federal Government - Services Australia has information on their website about financial and support options for families, including the **Additional Child Care Subsidy (ACCS)**. Find out more: www.servicesaustralia.gov.au/individuals/subjects/coronavirus-covid-19-and-how-we-may-help

Communities@Work – We have a range of services to support families in need. Please call us on 6293 6500 if you are struggling or need support. Find out more: www.commsatwork.org/services/community/the-essential-services/

Communities@work's response to COVID-10

Communities@Work has implemented a comprehensive Coronavirus (COVID-19) Response Plan and are taking sensible measures to protect the health of children, families, educators and the community. More information can be found on: www.commsatwork.org

Locations

Our School Holiday Programs run at the following locations across Canberra. All locations can care for children aged 4-12 years of age, except for Amaroo which is 5-12.

1. Amaroo School
2. Charles Weston School
3. Fadden Primary School
4. Isabella Plains Early Childhood Service
5. Maribyrnong Primary School
6. Monash Primary School
7. Mount Rogers Primary School
8. Narrabundah Early Childhood School
9. Ngunnawal Child Care and Education Centre
10. Neville Bonner Primary School
11. Palmerston District Primary School
12. Wanniasa Hills Primary School

Contact Us

Please get in touch with our enrolments team at **1300 212 273** between 9am and 5pm Monday to Friday, or send an email to enrolments@commsatwork.org for any questions or concerns. Visit commsatwork.org for more information.