

information bulletin

FAQ for families

My child was absent from Before and After School Care on Monday 23 March, do charges still apply?

Yes. As the school was still open, our staff were rostered to work and therefore charges still apply for this day. If you are able to provide a medical certificate for your child's absence we will waive your child care fees. Medical Certificate must be provided within 7 days of the child's absence.

Now that schools are closed, will the Before and After School Program close too?

Yes. From Tuesday 24 March, all Victorian schools will close as the school holiday break is brought forward. Kingston's Before and After School Program will not operate from Tuesday 24 March. The program will recommence when advice is provided by the Premier, Daniel Andrews or the Victorian Government Department of Education.

Will I be charged for Before and After School Care when the program is not operating?

No. All Before and After School Care Bookings will be cancelled from Tuesday 24 March and fees will not be charged.

I have a direct debit set up for my before and after school care fees, do I need to cancel it?

No. If you have an outstanding debt on your account, fees will continue to be debited each week, on your preferred day until the debt is paid in full. If your child is not booked into care and you do not have a debt you will not have any fees debited from your account.

Do I need to re-book my Before and After School Care Days when school recommences?

If you have not already cancelled your booking, your current bookings will be put on hold and will activate when school resumes.

If you have already cancelled your booking, you will need to book again for when school resumes, your child's initial booking is not automatically guaranteed and is subject to available places at the time of rebooking.

If you would like to make changes or cancellations to your Before and After School Program Bookings please email our administration team on beforeandafterschoolprogram@kingston.vic.gov.au.

When will school recommence?

We will follow the advice provided by the Department of Education and Training and the Department of Health. At this stage, the start of Term 2 will be Wednesday 15 of April 2020. If there is a change of this date, we will communicate this to all families via email.

The school holiday program has been cancelled, will I be charged for the days I have booked my child in for?

No. All School Holiday Program bookings have been cancelled, as a result families will have a credit placed on your account.

If you require a refund, please send an email to schoolholidayprogram@kingston.vic.gov.au with the following information;

- Your Full name
- Address
- Bank Account Details (BSB and Account number)

Refunds may take 14 to 21 days to be processed.

Please note: the refund amount may differ from the amount paid for Holiday program, this happens as some of that credit has already been absorbed with your Before and After school care.

Will a team member be available to talk to in the Kingston Administration Team?

Yes. Our administration and coordination team will continue to work. We would encourage families to send us an email if you have any queries. You can contact us at:

Beforeandafterschoolprogram@kingston.vic.gov.au

Schoolholidayprogram@kingston.vic.gov.au