Dear Parent/Guardian,

Armadale Primary School (APS) is implementing a number of initiatives to enhance the operation and experience of its Out of School Hours Care (OOSHC) and Holiday programs. These initiatives are designed to ensure the smooth operation and ongoing viability of the programs, while at the same ensuring that staff are not distracted from their number one priority, the care and safety of your children. While some changes have been forced on us due to increasing costs and operational requirements, others are required to give the program better control over its cash flow which will ultimately lead to a better level of service.

Starting from January 1, 2016, there will be changes to the fees and how you pay your OOSHC accounts. These changes are outlined below:

1) Payment via Ezidebit:

In order to simplify the OOSHC payment process, from January 1 2016, all accounts will be payable through Ezidebit, a firm dedicated to the collection and management of customer payments. The move to Ezidebit will save significant costs associated with credit card fees, and will free up administrative time for OOSHC staff to focus on delivering a high quality of service at affordable rates.

Fees will continue to be collected monthly and families can choose to pay via Direct Debit (at no additional cost) or Credit Card (transaction fees will apply). You will be required to complete an Ezidebit Direct Debit Request Form and nominate your payment preference along with your enrolment form PRIOR to using the service in 2016.

OOSHC will no longer accept manual credit card payments and all fees must be paid using Ezidebit from January 1st 2016.

You will still be sent a monthly invoice prior to fees being taken from your account. It is your responsibility to ensure that you have enough funds in your account to cover the fees, otherwise the transaction will fail and Ezidebit will deduct an additional $9.90 from your account.

Please note, for those who chose to pay by Credit Card, “Ezidebit Childcare” will appear on your statement. For those who pay via Direct Debit from a nominated bank account, “Armadale OOSHC” will appear on your bank statement.

2) A once-off enrolment fee per family:

To cover the administrative costs associated with setting up each family in the new OOSHC system, a once off enrolment fee of $10 per family will be levied. This is standard practice for out of school hours care and is well below the enrolment fees charged by comparable services in the area. This is NOT an annual fee and will only be deducted from your account one time.
3) Increase in fees:

The cost of **before and after school care** will increase by $1 per session from January 1\textsuperscript{st} 2016 as follows.

- Before school care (‘Befores’): $12
- After school care (‘Afters’): $17

The cost for **Holiday Program Excursions** will increase to $70 per day from January 1\textsuperscript{st} 2016 (Note: incursions will remain at $60 per day).

The decision to increase the fees was not taken lightly but is necessary to meet the increased cost of salaries, maintain the safety of the Multi-Purpose Centre and ensure that the service provided meets the required standards. Again we have benchmarked the new fees against comparable services in the area and the APS OOSH program remains one of the lowest cost programs, despite the fee increase.

The OOSH Working Group (a sub-committee of School Council) is working very hard to enhance OOSH and the Holiday programs and ensure their continued viability for the ongoing use and benefit of our local community. We thank you for your continued support and will continue to monitor and continuously improve the service provided.

Yours sincerely,

**OOSH Working Group**

Simon Gowland (Chairperson), Nicki Batagol, Rochelle Cukier, Malcolm Dow, David Portnoy, Laurie Conheady and Michael Martin