

SCHOOL HOLIDAY PROGRAM FAQ'S

WHAT TIME IS DROP OFF AND PICK UP?

- You can drop the child(ren) at 9am. Pick up is at 12pm.

DO I NEED TO PACK THE KIDS FOOD?

- Yes. Please pack them plenty of snacks and a drink bottle. We will have breaks throughout the day We also have a kiosk in the centre where the kids can purchase hot food, drinks and confectionary. We recommend no more than \$10.

WHAT DO THE KIDS NEED TO WEAR?

- We recommend the kids wear comfortable clothing and runners/trainers. They will be quite active throughout the whole day.

GOOGLE MAPS HAS TAKEN ME TO THE WRONG ADDRESS. WHAT IS THE CORRECT ADDRESS TO INPUT?

- Please make sure that you enter **150 Belmore Road NORTH, Riverwood** into your maps app. We are located next to the M5 and opposite Riverwood Community Centre.

DO YOU ACCEPT THE CHILD CARE REBATE?

- Unfortunately we do not have the CCR available at this stage.

CAN I USE MY ACTIVE KIDS VOUCHER?

- At this stage we are not set up to accept Active Kids Vouchers but are hoping to have this available in the future.

ARE MY CHILDREN SUPERVISED ALL DAY?

- Yes. We have staff running the programs each day and your children will always be fully supervised.

DO YOUR STAFF HAVE WORKING WITH CHILDREN CHECKS?

- Yes. It is a mandatory requirement of all staff at Canterbury Bankstown Council to have current Working with Children Checks.

WHAT IF MY CHILD HAS A MEDICAL CONDITION?

Children with medical conditions should provide the centre with their medical plan for review. If your child requires a carer you will need to ensure one attend with your child.

WHAT IF MY CHILD IS SICK AND CANNOT ATTEND A DAY BOOKED?

- No problems at all. We do not refund payments but will hold your booking as a credit for another day during the same school holidays. If your child has any symptoms or is feeling unwell, please do not bring them to the program.

WHAT IF MY CHILD HURTS THEMSELVES OR FALLS ILL THROUGHOUT THE DAY?

- Our staff will always contact you if your child is feeling unwell. If we can't contact you directly, we will contact your nominated contact which was supplied on the enrolment form.

MY CHILD IS 12 TURNING 13 THIS YEAR, CAN HE/SHE ATTEND?

- If your child is still attending primary school feel free to enrol them. The average age of our kids is about 8-10 yrs old.

DO YOU TAKE PHOTOS OF MY CHILD(REN) DURING THE PROGRAM?

- There are times where we will be photographing and videoing the program for promotional purposes. This is outlined in the terms and conditions on our website. Please advise staff if you do not wish your child(ren) to be included in this.

WHAT QUALIFICATIONS/EXPERIENCE DO THE STAFF HAVE THAT ARE RUNNING THE PROGRAM?

- Our staff members have attained a range of experience through working at the centre to design and run previous holiday programs.