



## FREQUENTLY ASKED QUESTIONS

The Out of School Hours Care service at Kathleen Millikan Centre will close at the end of Term 2 (28 June) as Thrive Casterton has set up an OSHC service at Casterton Primary School. The following are answers to some questions you may have about the closure.

### **Why is Council closing its service?**

Council have reviewed the service structure at Kathleen Millikan Centre and in light of Thrive Casterton commencing operation, Council have made the decision to cease OSHC service given the new provider's service is more extensive than what Council is able to provide.

### **What does the new service offer that Council's one doesn't?**

Great features of the new service include offering school holiday program, this is a service Council have not been able to offer the community of Casterton and District as well as the location on the grounds of Casterton Primary School offering engaging age appropriate facilities. Council's facilities at Kathleen Millikan Centre are designed specifically for Early Years service delivery.

### **What services will we miss at the new service compared to what Council offers?**

While some familiar features may change, the new service will offer facilities which are age appropriate and engaging for school age children. With families required to transition care to the new provider, your child will continue to be amongst their peers during the outside school hours care sessions. Thrive Casterton use the same booking platform as Council, Xap, which will be familiar to families to navigate.

### **Will it cost more at the new service?**

Thrive Casterton are a private provider setting their own fee structure less the applicable Child Care Subsidy. Council's fees and charges are offset by ratepayers, however with the introduction of a private provider offering the same service as Council, Council would need to consider competitive neutrality to ensure business activities should not enjoy any net competitive advantages simply by virtue of public sector ownership.

### **Will I have to pay during the two-week notice period if my child is at the new service?**

Council are supporting enrolled families by waiving the usual two week notice period, this will allow families to transition care arrangements immediately without doubling up of costs. When cancelling OSHC with Council please ensure your child attends their last booked session for CCS to apply (CCS will not be paid for non-attendance). For further information please refer to <https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186>.

### **Why the short turnaround period – why can't Council keep its service going for longer?**

By Council ceasing OSHC service delivery at the end of Term 2 2024 (28 June) we believe this provides families adequate notice to transition care to the new provider as well as aligning with the Term 2 school holiday period to benefit those families who require school holiday care.

### **How many Council staff will lose their jobs because of this?**

No Council staff will be impacted by this decision.

### **Does this affect any other services at KMC?**

All other services at KMC will remain the same, there is no change to long day care enrolments, kindergarten enrolments as well as before and after kindergarten care enrolments.

### **Will my existing OSHC enrolment with Kathleen Millikan Centre transfer to Thrive Casterton?**

Families will be required to reenrol with Thrive Casterton. Thrive Casterton use the same booking platform as Council, XAP. For further information on enrolling with Thrive Casterton you can visit their website [www.thriveoshc.com.au](http://www.thriveoshc.com.au), email [casterton@thriveoshc.com.au](mailto:casterton@thriveoshc.com.au) or call 0400 273 311.

### **Will Priority of Access be applied to my child's enrolment at Thrive Casterton?**

As per the Child Care Provider Handbook, 'providers are asked to (but are not legally obliged to) prioritise children who are at risk of serious abuse or neglect and/or a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment'. Thrive Casterton are able to support the transition of care for existing families enrolled in the OSHC program at Kathleen Millikan Centre by prioritising their enrolment (subject to program vacancies). Council recommend you transition care for your child as soon as possible.

### **Who do I speak to if I have any other unanswered questions?**

Queries for Council can be directed to [enquiry@glenelg.vic.gov.au](mailto:enquiry@glenelg.vic.gov.au) or phone 1300 GLENELG (1300 453 635), queries for Thrive Casterton can be directed to [casterton@thriveoshc.com.au](mailto:casterton@thriveoshc.com.au) or call 0400 273 311.