

> NEW PRE-SCHOOL /PREP CHILDREN JOINING OUR PROGRAMS

To assist new pre-school/prep children to settle into the program:

- All pre-school/prep children are picked up and dropped off at their classroom for their first term.
- Activities are developed that accommodate the needs of younger children.
- Staff will ensure pre-school/prep children are well catered for, happy and participating during the program.
- Parents will receive verbal reports on how their child is getting on.

> PROCEDURES FOR COLLECTING CHILDREN

It is important that the following collection/drop off procedures are adhered to at all times.

- All children can be signed in and out only by an authorised person listed on their online enrolment form.
- Parents/Guardians may provide notification of the name of an alternative person who will collect the child, including details of their relationship to the child, by updating their account online through our website.
- Identification must be presented upon collection if it is a new person collecting a child.
- We do not allow children to leave the venue to walk home unsupervised.

> LATE PICK UPS

If a Parent/Guardian is late, then a \$2.00 per minute per child fee will be charged to cover the extra costs for this time. Three late collections in one year may lead to exclusion from the program.

> ACCIDENT POLICY

At all times your child's welfare is our major concern. We encourage parents to familiarise themselves with our Accident Policy which is available at the program. OSHClub reserves the right to contact an ambulance if we believe the child's safety is at risk at any time.

> MEDICATION

No medication can be administered to any child without a Medication Authorisation form signed by the Parent / Guardian, and a label on the medication stating the child's name, required dosage, time, date and storage requirements.

OSHCLUB CONTACTS

AUSTRALIA WIDE: 1800 460 870 (From a landline only)

VIC, NSW, ACT, QLD, SA: 03 8564 9000

WA: 08 9261 3200

www.oshclub.com.au

> SAFETY POLICIES

OSHClub has strict policies on Positive Guidance, Bullying, Child Protection and Custody Orders. These are always available at the program for Parents/Guardians to view.

> ISSUES OR CONCERNS

If at any time you are unhappy with the program or would like to discuss a matter please feel free to contact the Program Coordinator. You can also contact OSHClub Head Office on (03) 8564 9000 or from outside Victoria on 1800 460 870 or email: admin@oshclub.com.au

> FAMILY FEEDBACK – WE LOVE TO HEAR FROM YOU

OSHClub welcomes the thoughts of all Parents/Guardians and children received through:

- Evaluation surveys emailed to all families twice per year.
- Evaluation surveys available to all children twice per year.
- Parent feedback directly to the program coordinator or OSHClub Head Office.

> LEGISLATED REQUIREMENTS

OSHClub is guided by the Government's National Quality Framework and manages its programs in accordance with the laws and regulations of the states we operate in.

> PRIVACY

OSHClub uses enrolment forms to collect personal information for the purpose of service enrolment and statistical recording. The information may be shared with funding agencies and administrators for operational purposes only. The information will not be disclosed to any other party except as required by law. You are able to amend or correct information yourself online or by request to OSHClub staff. OSHClub only uses your contact details to inform you of relevant program information.

Experience the fun of Outside School Hours Care ...here at school everyday!



Introduction

> WELCOME TO OSHCLUB'S OUTSIDE SCHOOL HOURS CARE PROGRAM

OSHClub provides high quality Before & After School Care and Holiday Programs on-site at your school, in an environment in which children feel safe and have fun.

Our motto is "Happy Children Learning" which covers two of our important values: children at our programs must be happy, and they should learn or experience something new or fun each day.

At each session we provide a selection of structured and unstructured activities, offering children plenty of choice. The structured activities teach children a variety of skills based on our core principles of Play, Discover, Engage and Share. Our unstructured activities give children the opportunity to relax and play with their friends – and just be children! But that's not all - children also love coming to our programs for the caring and well trained staff.

Our programs are great value too as many families receive a Child Care Benefit (CCB) discount on their fees, and just about every family receives the **50% Tax Rebate** as it's not means tested.

OSHClub is all about Happy Children Learning



> WHAT DOES THE OSHCLUB PROGRAM PROVIDE?

- A safe, caring and stimulating environment.
- A wide variety of experiences and activities that are developmentally appropriate for the early and middle childhood phase.
- Activities that cater to the social, intellectual, physical, recreational and emotional needs and interests of all children.
- Quality care which is accessible by all children and their families.
- A healthy breakfast and a filling and tasty afternoon tea. Foods we provide are healthy, fresh and nutritious. Children's tummies are usually their priority after a busy school day!
- Ensure that the needs of children (and families) are acknowledged and respected.
- A simple, easy to use booking and payment system for parents.
- Friendly, warm, sensitive and co-operative staff.
- A caring environment that promotes positive attitudes, personal growth, high self-esteem and respect for others.

> ENROLLING IN THE PROGRAM IS FREE

Enrolment is easy – and completely free – **we don't charge any annual registration fees**. Just complete our enrolment form online at www.oshclub.com.au, select your school, enter all required information and you're done. Once enrolled, booking sessions is simple.

Permanent bookings – book set days every week that will carry on throughout the year (can be altered any time as required).

Casual bookings – make a booking at any time online based upon your needs, however if **same day** care is required, you should call OSHClub. Refer to your programs Key Information Sheet for your last minute bookings phone number.

Cancellations – Bookings made within 24 hours of the session incur a late booking fee. Please refer to your program specific Key Information Sheet for details.

An online enrolment form must be completed before your child can attend the program. If your family details change, please ensure you update them through our website so that our records are up to date. Cancellations made within 24 hours of the start of the session will incur the full fee. If you do provide 24 hours' notice by removing your booking online, you will receive a full credit for your out of pocket fee. Holiday Program Cancellations are charged in full.

> ACTIVITIES

After a structured school day it is important for children to have a chance to relax and participate in the activities THEY want to do. Our programs are all about guided choice for children. Along with the planned and structured activities on offer, children are always free to simply make use of our comprehensive range of free-play equipment. We provide play spaces including areas such as Toys, Construction area, Dress up area, Board games, Art & Craft area, Quiet area and Homework area (if required).

All activities programmed for the coming week will be on display at the program and also are usually displayed in the school newsletter.

> FOOD

Examples of breakfast and afternoon tea foods served:

Before Care

- Cereals (Low Sugar) - Fresh Milk
- Toast - Fruit Juice (low sugar)
- Fresh Fruit - Yoghurt
- English Muffins

Special Occasions

- Pancakes - French Toast
- Raisin Bread - Crumpets

After Care

- Fresh Fruit + Vegetables - Dips
- Sandwiches - Sultanas
- Yoghurt - Cheese
- Pita Bread - Soups

Special Occasions

- Noodles - Jelly
- Raisin Bread - English Muffins
- Pasta - Pancakes

> CHILD CARE BENEFIT (CCB) AND THE 50% CHILD CARE REBATE (CCR)

Why pay full price? Enrol for CCB and ensure you receive your entitlements to fee discounts. As well almost all families registered for CCB receive the 50% CCR as this is not means tested. These benefits make our programs incredible value.

Child Care Benefit

All families claiming CCB for approved child care must have their income assessed by the DHS, as CCB is a discount based on family income. Families on the lowest incomes receive the highest rate of assistance.

50% Child Care Rebate

CCR is not means tested. Most families are eligible for the tax rebate and will receive a 50% discount on their fees. Make sure you nominate the CCR to be paid as an immediate discount which eliminates the need to wait for a refund.

Contact the Federal Department of Human Services (Formally FAO) on **13 61 50** for details on how to register.

> ACCOUNT PAYMENTS

Payments are made by Credit Card (VISA or Mastercard) or by direct debit from a nominated bank account. Parents are charged fortnightly in arrears with usage statements available online. Credit Cards and/or Bank accounts are automatically debited. Declined payments will incur a fee charged by Ezidebit.



> STAFFING

Professional staff are the key to any high quality Outside School Hours Care program. OSHClub complies with the National Quality Framework when appointing staff and meeting staff to children ratios.

All staff have appropriate qualifications as required by legislation and undergo regular OSHClub internal training and development.

Coordinators have undergone the following:

- A successful Working with Children/Blue Card Check
- Training in Anaphylaxis & Asthma Management
- First Aid Level 2
- CPR
- Food Safety Level 2
- Extensive Outside School Hours Care training by OSHClub

> THE FIRST DAY/ORIENTATION

Please make sure that you have completed an online enrolment form.

The Coordinator will ensure your child has arrived at the program and introduce them to the other children and staff. Your child will be monitored closely to ensure they are relaxed, participating and having fun. On your arrival, please ensure that you sign your child in or out. Please notify the coordinator if you are a first time user of the program – they will then show you and your child where things are located, introduce you to the staff and answer any queries you may have.

