



# Parent Handbook



## Welcome to OSHClub

OSHClub provide high quality Before & After School Care Programs at schools across the country. At many schools we also include a Holiday Program. We form strong, collaborative ties with the School and tailor our Outside School Hours Care (OSHC) Programs to ensure they meet the needs and interests of every child and family and become an integral part of the school community.

The program runs 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 have the opportunity to learn or experience something new and fun each day.
- Children at our programs are happy.

## At OSHClub we

- Provide a safe, caring and stimulating environment that promotes positive attitudes, personal growth, high self-esteem and respect for others.
- Provide quality care which is accessible by all children and their families.
- Ensure that the needs of children (and families) are acknowledged and respected.
- Employ friendly, warm, sensitive and co-operative staff.
- Schedule a wide variety of experiences and activities that are developmentally appropriate for the early and middle childhood phase.
- Include activities that cater to the social, intellectual, physical, recreational and emotional needs and interests of all children.
- Prepare a healthy breakfast and a filling and tasty afternoon tea during Term times.
- Provide a simple, easy to use booking and payment system for parents.

## What happens at OSHClub?

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. At each session we provide a selection of structured and unstructured activities, offering children plenty of choice. The experiences offered teach children a variety of skills.

The program also offers 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 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, Arts & Crafts, Construction, Dress ups, Board games, Quiet corner and Homework space (if required).



## Food

We provide healthy, fresh and nutritious food. We acknowledge the importance of starting each day with a healthy breakfast, and that children's tummies are usually their priority after a busy school day!

Menus are adapted as required to cater for children's specific dietary/cultural requirements and preferences. The children's suggestions are included in our menu planning.



Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
<ul style="list-style-type: none"> <li>Wholemeal toast with choice of spreads</li> <li>Low sugar cereals with milk-Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats</li> <li>Selection of fruits</li> <li>Water, Milk/Soy Milk</li> </ul> <b>TODAY'S SPECIAL</b> Fruit Smoothies	<ul style="list-style-type: none"> <li>Wholemeal toast with choice of spreads</li> <li>Low sugar cereals with milk-Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats</li> <li>Selection of fruits</li> <li>Water, Milk/Soy Milk</li> </ul> <b>TODAY'S SPECIAL</b> Homemade Blueberry Pancakes	<ul style="list-style-type: none"> <li>Wholemeal toast with choice of spreads</li> <li>Low sugar cereals with milk-Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats</li> <li>Selection of fruits</li> <li>Water, Milk/Soy Milk</li> </ul> <b>TODAY'S SPECIAL</b> Fruit Toast	<ul style="list-style-type: none"> <li>Wholemeal toast with choice of spreads</li> <li>Low sugar cereals with milk-Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats</li> <li>Selection of fruits</li> <li>Water, Milk/Soy Milk</li> </ul> <b>TODAY'S SPECIAL</b> English Muffins	<ul style="list-style-type: none"> <li>Wholemeal toast with choice of spreads</li> <li>Low sugar cereals with milk-Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats</li> <li>Selection of fruits</li> <li>Water, Milk/Soy Milk</li> </ul> <b>TODAY'S SPECIAL</b> French Toast
Afternoon Tea	Afternoon Tea	Afternoon Tea	Afternoon Tea	Afternoon Tea
<ul style="list-style-type: none"> <li>Selection of two fresh fruits and two vegetables</li> <li>Water, Milk/Soy Milk</li> </ul> <b>TODAY'S SPECIAL</b> Wholegrain wraps with avocado	<ul style="list-style-type: none"> <li>Selection of two fresh fruits and two vegetables</li> <li>Water, Milk/Soy Milk</li> </ul> <b>TODAY'S SPECIAL</b> Wholegrain rice crackers with light cottage cheese	<ul style="list-style-type: none"> <li>Selection of two fresh fruits and two vegetables</li> <li>Water, Milk/Soy Milk</li> </ul> <b>TODAY'S SPECIAL</b> Spinach roll-ups with cheese, carrot and kale	<ul style="list-style-type: none"> <li>Selection of two fresh fruits and two vegetables</li> <li>Water, Milk/Soy Milk</li> </ul> <b>TODAY'S SPECIAL</b> Wholemeal toasted sandwiches with sweet potato chips	<ul style="list-style-type: none"> <li>Selection of two fresh fruits and two vegetables</li> <li>Water, Milk/Soy Milk</li> </ul> <b>TODAY'S SPECIAL</b> Tomato soup with rice crackers

## Our Team

Professional Team Members are the key to any high quality OSHC program.

All Team Members have appropriate qualifications as required by legislation and attend regular OSHClub internal training and development each term.

## Team Members' Qualifications

- Working with Children/Blue Card/Working with Vulnerable People/ Child Related Employment Screening
- First Aid Level 2
- Training in Anaphylaxis & Asthma Management
- CPR
- Food Safety Level 2
- Extensive Outside School Hours Care training by OSHClub

## On your child's first day

Please make sure that you have completed an online enrolment form before your child attends the program. 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 Team and answer any queries you may have. Feel free to drop by beforehand to familiarise yourself and your children with the program and our Team Members.

The Coordinator will ensure your child has arrived at the After School Care program and introduce them to the other children and OSHClub Team. They will be monitored closely to ensure they are relaxed, participating and having fun.



## Early years children joining our program

To assist new early years children to settle into the program:

- All Pre-School/Prep/Kindy children are collected and dropped off at their classroom for their first term, and into Term 2 as required.
- Activities are developed that accommodate the needs of younger children.
- Our Team Members will ensure younger children are well catered for, happy and participating during the program.
- Parents will receive verbal feedback on how their child is getting on.



## How to enrol and book

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](http://www.oshclub.com.au), select your school, enter all required information and you're done. Once enrolled, booking sessions is simple.

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.

<b>Permanent bookings</b>	Book set days every week that will carry on throughout the year (can be altered any time as required).
<b>Casual bookings</b>	Make a booking at any time online based upon your needs, however if same day care is required, you should call our office directly.
<b>Late bookings</b>	Bookings made within 24 hours of the session incur a late booking fee. Please refer to your program's Key Information Sheet for details.
<b>Cancellations</b>	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.

## How to pay

Payments are made either 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 with the amount owed after any rebates are applied.

## Fee assistance/rebates

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. These benefits make our programs incredible value.

### Child Care Benefit (CCB)

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)

CCR is not means tested. Most families are eligible for this rebate and will receive a 50% discount on their out of pocket costs. Make sure you nominate the CCR to be paid as an immediate discount which eliminates the need to wait for a refund. Contact Centrelink on 13 61 50 for details on how to register.





## Collecting your child

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.

## Medication

Medication can only be administered to a child with 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.

## Asthma and Anaphylaxis

All children with Asthma or Anaphylaxis must provide their own Auto-Adrenaline Device or Ventolin inhaler.

As an extra safeguard, OSHClub provide our own Epi-Pen and Ventolin inhaler and spacer at every program. However, this is utilised for emergencies only.

Asthma and Anaphylaxis plans must be given to the Coordinator, be in colour, signed by a doctor and be updated every 12 months.

## Holiday Program

Our Holiday Programs are jam packed with exciting activities and awesome incursions and excursions. All details of daily activities are available through our website 4 weeks prior to the Holiday Program commencing.

Children need to bring morning and afternoon tea, their lunch and a refillable drink bottle. Make sure you don't pack any food that need to be heated or cooked, and remember not to bring anything containing nuts. They also need to bring their hat, sunscreen and comfortable clothing and shoes and leave all valuables such as money and electronic items at home.

Payments for Holiday Program bookings are made through direct debit one week in arrears. Unfortunately we are unable to accept cancellations or give any refunds for Holiday Programs once a booking has been placed.

## 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
- Suggestion boxes at the program
- Parent and child feedback directly to the Program Coordinator or OSHClub Head Office via [admin@oshclub.com.au](mailto:admin@oshclub.com.au)

## Legislated requirement

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.

