



NEWLANDS OUT OF SCHOOL HOURS CARE

Family Handbook

Updated January 2025

Hours of operation

Before Care: 7:00am - 8:50am

After Care: 3:30pm - 6:00pm

Pupil Free Days: 7:00am - 6:00pm

Contact us

Email: newlandsooshc@gmail.com

Program phone: 0491 273 710

OUR PHILOSOPHY

At Newlands Out of School Hours Care, we provide quality care for children before and after school, and on pupil free days. Our service is licensed to care for up to 160 children each session. We are proudly community-based, and meet each child's need for care in a creative, stimulating and safe environment. The best interests of children and families are of paramount importance to our service.

At the forefront of our practices are the 5 outcomes for children as outlined in the "My Time, Our Place" Framework for School Age Care. Our program is planned by qualified educators, and takes into account each child's interests, family and cultural background and stage of development. We ensure that activities and routines assist in the social, emotional, creative and physical development of these children. Planned arts and crafts, cooking, games and sports activities run each day, with children invited to choose what they participate in. We also have a range of materials for self directed play, exploration and relaxation.

Driving all aspects of the running of our service, our philosophy is to:

- Meet the needs and interests of each child.
- Value each child, their family and our staff members, and treat everyone with respect, equity and fairness. This includes those from culturally and/or linguistically diverse backgrounds, Aboriginal and Torres Strait Islander people, and those with a disability.
- Give all children opportunities to contribute, participate and feel a sense of belonging at the service.
- Ensure new children have a smooth transition into the program.
- Present engaging activities and learning opportunities that a child may not have experienced before.

- Use cultural and background information to enhance program routines, interactions and experiences.
- Integrate diversity into the everyday running of the program without the use of stereotyping.
- Educate our children using positive behaviour guidance and emphasise respect towards others.
- Meet the needs of our local community and support our school.

OUR STAFF

Coordinator: Jill

Assistant Coordinators: Bede, Rhonda

Educators: Jody, Monica, Jasmine, Siobhan, Dylan, Ozlem, Ruby

Qualified and enthusiastic casual team members also work with us when required.

At Newlands OSHC, staff are friendly and fun! All staff hold a current Working with Children Check and have completed or are currently undertaking relevant childcare, teaching or psychology studies. At least two staff members with current First Aid qualifications, Asthma and Anaphylaxis Training and Food Handling qualifications are present during every session.

A minimum ratio of 1 educator for every 15 children is held at all times, in accordance with the Education and Care Services National Regulations.

SESSIONS OF CARE

Before School Care

BSC is available from 7:00am Monday to Friday during the school term. Children must be escorted into the OSHC space and signed in on the iPad by a parent or authorised contact.

Cereals and milk are available for breakfast each day. Twice each week we have an additional breakfast option, such as wholemeal toast, scrambled eggs, yogurt, or breakfast jaffles. Children are welcome to bring their own breakfast, but please avoid foods containing nuts due to the high risk of anaphylaxis.

With calm, creative and energetic activity options each morning, we aim to provide a positive start to the day and help each child feel ready to begin their day in the classroom.

After School Care

ASC is available until 6:00pm Monday to Friday during the school term. A typical schedule for an ASC session includes:

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|---------------|--|
| 3:25pm | Children in Foundation, Grade 1 and Grade 2 are collected from their classrooms. Roll call for these children is conducted within their classroom blocks, before they are escorted to the OSHC space by 2 staff members. |
| 3:30pm | Children in Grades 3 to 6 make their own way to OSHC for roll call. |
| 3:45pm | Follow up procedure for missing/unaccounted for children (see below). |
| 3:45pm | Afternoon tea and outdoor play (all children are asked to eat, play or relax outside at this time). |

- 4:15pm** Indoor rooms open, activities begin. Children can participate in planned, educator-led activities, or engage in free play with our numerous resources. Children are free to come and go from different areas, provided they remain within OSHC boundaries.
- 5:30pm** Main activities are packed up, with assistance from the children. Wind-down games begin.
- 6:00pm** Service closes.

Pupil Free Day Care

Our OSHC service offers care from 7:00am-6:00pm on Pupil Free Days. Typically, each day has a running theme, such as 'The Great Outdoors', 'Mad Science Day' or 'Pyjama Day'. In the weeks leading up to the day, an email will be sent with information and instructions on how to book.

Vacation Care

Newlands OSHC recently partnered with the holiday program company OSHClub, who are the legal provider of the service and are responsible for the administration, organisation and staffing during the holidays. At OSHClub's 'Holiday HQ', each holiday season focuses on a different theme, with a range of exciting activities, incursions and excursions each day. Families will need to register and book through the OSHClub website (www.oshclub.com.au) to be eligible to attend.

ENROLMENT PROCEDURE

How to Enrol:

- Head to the Outside School Hours Care section of the Newlands Primary School website.
- Look for the blue enrolment button, as shown below:

Enrol in our OSHC
Program NOW

- Complete your Xplor enrolment form for Newlands OSHC. Handy hints:
 - If you already have a child attending Newlands OSHC or have used Xplor before, please use the same email address and mobile number already associated with your account. This is essential to prevent problems associated with duplicate accounts.
 - Fill the form out on a computer or laptop, not a mobile device. We recommend using the Chrome browser.
 - Allow time to complete the form in one sitting.
 - Have your parent and child Centrelink Reference Numbers (CRNs) and your child's Vaccination Record (available through myGov) ready.
 - Any questions marked with an asterisk (*) are compulsory and you will not be able to move forward without entering this information.
- Once we have received and finalised your enrolment, you'll receive a 'Welcome' email from Xplor. This email invites you to create your Xplor Home account (a necessity).
 - **This app is for both parents/guardians of your child. You will each need separate accounts.**
- Download the Xplor Home app on your mobile device and follow the prompts to set up your account.



Xplor Home



- To arrange a PERMANENT booking (see below), please email us at newlandsooshc@gmail.com. Please specify whether you're requesting Before or After Care, and which days you would like. We will get back to you to confirm availability and will set the booking up on our end.
- To request a CASUAL booking (see below), go to the 'Bookings' tab in your Home app. Select 'New', and the date of the booking you're requesting. In the comment box, type whether you are requesting BEFORE, AFTER, or BOTH sessions. Once seen by the Coordinator, you will receive a notification CONFIRMING or DECLINING the request depending on availability.
- You will also use the Xplor Home app to:
 - Sign your child in and out using a contactless QR code or mobile and pin
 - View important messages from our centre
 - View your account statement at any time (primary guardian/CCS claimant only)
 - View observations and photos of your child at play
 - Mark your child as absent
- You can also log in any time on the Parent Home web platform by going to home.myxplor.com

PERMANENT vs CASUAL

When your child attends this service, they will all under one of two payment/ booking categories:

Permanent

Is defined by your child attending the same days every week, for a term or more. Permanent sessions will always be charged regardless of attendance. If your child is not attending a session, you are still required to mark them absent on the app.

Casual

Is defined by your child using the service irregularly or attending extra one-off session in addition to their permanent days. A casual session can be made via the My Family Lounge app. Cancellation of sessions is also done via the app by marking them "absent". If this is done by 5:30pm the night before (for Before Care) or 9:30am on the day (for After Care), payment will not be necessary. However, late cancellations of a casual spot must be paid for in full.

Please note that places at the service are in high demand, and casual bookings may not always be available.

MEALTIMES

Children will be provided with a variety of cereals each morning and nutritious snacks in the afternoons. The varying weekly menu is displayed at the entrance to the OSHC space. All food is Halal and vegetarian. If your child suffers from any food allergies or intolerances, you MUST notify staff both verbally and in your enrolment form, and we will make all reasonable efforts to accommodate their needs.

ARRIVAL & DEPARTURE

Children must be signed into Before School Care and out of After School Care each day by a parent or other authorised contact person. To sign in/out, scan the QR Code with your Home app, or enter your mobile phone number and PIN into the iPad and follow the prompts. Persons under the age of 18 are not permitted to collect children from the service.

To support our children and their safe arrival please always remember to inform them in the morning if they will be attending After School Care. Children are encouraged to wear an "I'm going to OSHC today" bracelet to help remind them on days they attend.

We have a duty of care to all children at Newlands Primary School and child safety and wellbeing is our first priority. It is your responsibility as the parent/guardian to mark your child absent if they will not be attending. If any children have not arrived at ASC by 3:45pm, an announcement will run over the P.A. system, then parents/guardians will be contacted. Failure to notify staff of absence is an inconvenience and child safety issue and will be taken seriously. Continued failure to notify staff of child absences may jeopardise your ability to use the service.

To notify us of an absence please use the Xplor Home app. In the bookings calendar, click the session and then "Absent". You do not need to notify the school office or classroom teacher. If you are unable to mark your child absent on the app please text us directly on 0491 273 710. Please, no late emails regarding absences.

LATE COLLECTION OF CHILDREN

If you cannot arrive by 6:00pm to collect your child or will be sending someone in your place, you must telephone the service to inform us of the late arrival/change. We ask for your cooperation by aiming to collect your child/children by 5:45pm. The following procedures will apply if your child is not collected by 6:00pm:

1. If your child is not collected on time, a fee of \$1 per minute is applicable after 6:00pm; this fee will be applied straight to your bill.
2. The Coordinator will make every attempt to contact the parents. If necessary, we'll then phone an emergency contact listed on your enrolment form.
3. The program's first concern is for the wellbeing of the child. Therefore, in the exceptional circumstances where a parent has not collected the child and cannot be reached, the Department of Human Services or the police will be contacted.
4. Families who are habitually late or fail to inform us of their child's absence from the program may be asked to make alternative childcare arrangements.

CHILD CODE OF CONDUCT

To ensure Newlands OSHC remains a safe, stimulating and fun place to be, we have the following behavioural expectations. Please read through these with your child and help them to understand why these guidelines are in place.

- We always show kindness and respect to ourselves and others
- We are open to new ways of doing, thinking and being
- We care about everyone's wellbeing and safety
- We respect each other's personal space
- We speak and play at an appropriate volume
- We listen when others are talking
- We walk inside and run outside
- We take care of our equipment and pack up after ourselves
- We listen to and follow the Educators' instructions
- We go to the toilet in threes and ask an Educator first
- We only play in places where an Educator can see us

- We take pride in our program!

ACCIDENTS, ILLNESS & INJURY

If your child is unwell, you must keep them home. Children with infectious diseases will be excluded from the service until they are well enough to attend again. This ensures the safety of all children, staff and families. The Coordinator will consider re-inclusion of your child after you're able to present medical clearance from a doctor.

If a child becomes unwell or seriously injured whilst at the service, the Coordinator will contact a parent/guardian immediately. Qualified staff will administer First Aid, however if a contact cannot be reached or it is necessary to seek immediate or additional medical attention, an ambulance will be called and the child will be taken to hospital. The cost of the ambulance and all medical treatment is the responsibility of the parent/guardian.

If your child is injured while at OSHC, we will complete a written report of the incident. You will be contacted as soon as possible if this includes an injury to the head. Upon collection of the child, you'll be asked to read through the written report and provide your signature.

MEDICAL CONDITIONS AND MEDICATION

It is crucial that you inform us if your child has a medical condition, allergy or requires medication. Our enrolment form provides an opportunity for you to share this information, along with any medical management plans. Copies of these plans will be displayed prominently in staff areas. It is your responsibility to communicate any changes to your child's medical status.

In the case that your child requires medication whilst in our care:

- Please supply the medication in its original packaging with the child's name clearly printed on the front (i.e. exactly how you receive it from the pharmacy). Medication provided in any other way will not be administered.
- You will be asked to complete a written authority form, stating the drug, dosage, method, dates and times to be administered.
- All medications will be administered by the Coordinator and witnessed by another educator.
- For ongoing medications, it is your responsibility to continue to top-up our supply.

SUN SMART POLICY

We incorporate and enforce the "No Hat, No Play" policy. Children wear hats and sunscreen while outdoors during terms 1 and 4. If a child does not have their hat, they will be required to remain inside or in complete shade.

If your child cannot use regular sunscreen or requires a particular brand, please ensure this is provided to staff or kept in your child's bag with their name clearly printed.

CHILD CARE SUBSIDY

The Australian Government provides assistance with the cost of child care through the Child Care Subsidy (CCS). Most families are eligible for some reduction in their fees, with the amount varying based on individual employment and financial circumstances.

To apply, make a claim for the CCS through your MyGov account. Alternatively, contact the Family Assistance Office on 136 150.

Please provide the individual Customer Reference Numbers (CRNs) for you and your child to ensure we can set everything up in our system. Once set up, your fees will automatically be reduced.

Please note that your Child Care Subsidy claim will lapse if your child has not attended at least once in the previous 26 weeks. To prevent this, we recommend booking your child in at least once each term.

FEES AND PAYMENTS

Before School Care - Routine Session: \$27 per child

Before School Care - Casual Session: \$29.50 per child

Families claiming the Child Care Subsidy will pay between \$4.05 and \$29.50

After School Care - Routine Session: \$29.50 per child

After School Care - Casual Session: \$34.50 per child

Families claiming the Child Care Subsidy will pay between \$4.42 and \$34.50

Pupil Free Days: \$70 per child

Families claiming the Child Care Subsidy will pay between \$10.50 and \$70

Fees are charged in arrears, and statements are issued weekly via email. Payment is required within five working days via bank transfer. You can find the school bank details on the last page of your statement. A late fee of \$5 per week will be applied to all overdue accounts. By signing and submitting an enrolment form, you are agreeing to these terms and conditions.

Newlands Primary School Bank Details

BSB: 063-183

ACCOUNT NUMBER: 1002 3013

Please ensure you reference your child's name and "OSHC" (e.g. Sarah Smith OSHC) on the bank transfer. This helps to ensure the payment is directed to your OSHC account and not other school matters.