



# Family Handbook

## Welcome to OSHClub

OSHClub provides high-quality Before and After School Care services around Australia.

At many schools, we also offer Vacation Care.

The service forms strong, collaborative ties with the school, children, families and the local community to ensure the needs and interests of every child and family are supported.

The service provides an environment in which children feel safe and have fun.

## The OSHClub approach

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 that 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 well-trained team members
- Provide a range of experiences and activities that are age appropriate
- Include activities that cater to the social, intellectual, physical, recreational and emotional needs and interests of all children
- Provide a healthy breakfast and afternoon tea during term times
- Provide a simple, easy-to-use booking and payment system for families.

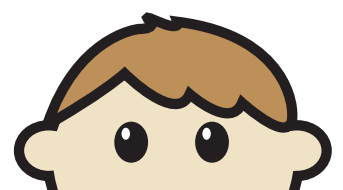
## What happens at OSHClub?

After a structured school day, it is important for children to have the chance to relax and participate in activities they enjoy.

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, through planned activities that are guided by the National Quality Framework.

The service also offers children the opportunity to relax and play with their friends – and just be children! Our services are all about providing children with choices.

The environments are set up in an engaging and interactive way to ensure children have access to ample resources, such as art and craft materials, sports equipment, board games and much more!





## Food

We provide healthy, fresh and nutritious food.

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.

Following is an example of a menu from one of our services...

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>Breakfast</b>	<b>Breakfast</b>	<b>Breakfast</b>	<b>Breakfast</b>	<b>Breakfast</b>
<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>	<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>	<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>	<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>	<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	<b>TODAY'S SPECIAL</b> Homemade Blueberry Pancakes	<b>TODAY'S SPECIAL</b> Fruit Toast	<b>TODAY'S SPECIAL</b> English Muffins	<b>TODAY'S SPECIAL</b> French Toast
<b>Afternoon Tea</b>	<b>Afternoon Tea</b>	<b>Afternoon Tea</b>	<b>Afternoon Tea</b>	<b>Afternoon Tea</b>
<ul style="list-style-type: none"> <li>• Selection of two fresh fruits and two vegetables</li> <li>• Water, milk/soy milk</li> </ul>	<ul style="list-style-type: none"> <li>• Selection of two fresh fruits and two vegetables</li> <li>• Water, milk/soy milk</li> </ul>	<ul style="list-style-type: none"> <li>• Selection of two fresh fruits and two vegetables</li> <li>• Water, milk/soy milk</li> </ul>	<ul style="list-style-type: none"> <li>• Selection of two fresh fruits and two vegetables</li> <li>• Water, milk/soy milk</li> </ul>	<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	<b>TODAY'S SPECIAL</b> Wholegrain rice crackers with light cottage cheese	<b>TODAY'S SPECIAL</b> Spinach roll-ups with cheese, carrot and kale	<b>TODAY'S SPECIAL</b> Wholemeal toasted sandwiches with sweet potato chips	<b>TODAY'S SPECIAL</b> Tomato soup with rice crackers

## Our team

Professional team members are the key to operating a high-quality service.

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

## Team members' qualifications

- Current and valid Working with Children clearances
- First Aid (HLTAID004)
- CPR
- Training in Anaphylaxis and Asthma Management
- Child protection training (varies by state requirements)
- Food Safety awareness training (varies by state requirements)

## On your child's first day

Please make sure that you have completed an online enrolment form before your child attends the service.

On your arrival, please sign your child in or out of the service.

Please notify the Coordinator if you are a first-time user of the service - they will then show you and your child where things are located, talk to you about routines at OSHClub, introduce you to the team and answer any queries you may have.

In the afternoon, the Coordinator will ensure your child has arrived at the service and introduce them to the other children and the OSHClub team. They will be monitored closely to ensure they are relaxed, participating and having fun. Feel free to drop by the service before your child starts attending, to familiarise yourself and your child with the service and our team members.



## Early years children joining our service

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

- All Pre-School/Prep/Kindy children are collected and dropped off at their classroom for their first term, and into Term 2 as required by the school
- Activities are planned that accommodate the needs of the younger children
- Our team members will ensure the younger children are supported during the transition period and that they are engaged while at the service
- Parents/guardians will receive verbal feedback daily on how their child is adjusting.



## 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 [oshclub.com.au](http://oshclub.com.au), select the school location of your service and enter all required information into the required fields.

Once enrolled, booking sessions is simple through the website.

An online enrolment form must be completed before your child can attend the service. If your family details or emergency contacts change, please update them through our website so that our records remain current.

### 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. If same-day care is required, you should call our office directly on 1300 395 735, to ensure there is a vacancy available.

### Late bookings

Bookings made within 24 hours of the session incur a late booking fee. Please refer to your Key Service Information for details.

### Cancellations

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. The cancellation fee is waived if you or your child is sick, and a medical certificate is provided.

## How to pay

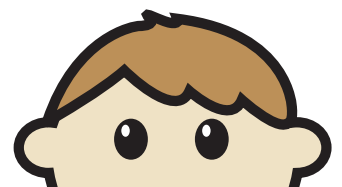
Payments are made either by credit card (VISA or Mastercard) or by direct debit from a nominated bank account. Families are charged fortnightly in arrears. Usage statements are available online. Credit cards and/or bank accounts are automatically debited with the amount owed after any rebates are applied.

## Accessing fee assistance/rebates

Enrol for Child Care Benefits (CCB) and ensure you receive any entitlements applicable. Most families also receive the 50% Child Care Rebate (CCR). These benefits make our services incredible value.

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

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 to always adhere to the following collection/drop-off procedures:

- Children must be signed in and out by an authorised person listed on the child's online enrolment form
- Families 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. It is recommended that families and emergency contact nominees always carry identification
- Children are only able to leave the service by being physically signed-out by an authorised person.

## Late pick-ups

If a family member or nominee is late, then a fee may be charged, as per your Key Service Information, to cover the extra costs of this time.

## Medication

Medication can only be administered to a child with a Medication Authorisation Form signed by the family. The medication must be clearly labelled with 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 and/or Inhaler and spacer. Asthma and Anaphylaxis Medical Management Plans must be given to the Coordinator. These plans need to be in colour and signed by a doctor. The family is responsible for updating the Medical Management Plans annually.

## Vacation Care

Our Vacation Care services are jam packed with exciting activities, as well as incursions and excursions. Details of the activities that are available can be reviewed on the OSHClub website four weeks prior to the Vacation Care period.

Please pack your child a healthy lunch, morning and afternoon tea and a reusable water bottle. Please make sure the food packed does not need to be heated or cooked, and remember not to bring food containing nuts. Please speak to the service Coordinator about any other food allergies identified among participating children, and please refrain from bringing food containing those ingredients to the service.

Your child will also need a SunSmart hat, comfortable clothing and shoes. Please leave all valuables such as money and electronic items at home. If your child needs to wear a specific brand of sunscreen for medical reasons, please pack this for your child.

Payments for Vacation Care bookings are made through direct debit one week in arrears. Cancellations need to be made 7 days prior to the session for a full refund to be given.

## Feedback

OSHClub values feedback and suggestions from all parents/guardians and children using our services.

Parent/guardians and children are encouraged to share feedback and suggestions directly with the **Service Coordinator** or to **OSHClub Customer Service and Billing Team** on **1300 395 735** or **[oshaccounts@junioradventuresgroup.com.au](mailto:oshaccounts@junioradventuresgroup.com.au)**

## Legislated requirements

OSHClub is guided by the Government's National Quality Framework and manages its services in accordance with the Education and Care National Law Act and Regulations applicable to the states and territories that OSHClub operates within.

## 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 be stored confidentially by OSHClub or their third-party provider.

It will not be disclosed to any other party except as required by law.

You can amend or correct information yourself online or by request to OSHClub team members. OSHClub only uses your contact details to inform you of relevant service information. A copy of our Privacy Policy can be found at **[oshclub.com.au](http://oshclub.com.au)**



**AUSTRALIA WIDE: 1300 395 735**

[oshaccounts@junioradventuresgroup.com.au](mailto:oshaccounts@junioradventuresgroup.com.au)  
[oshclub.com.au](http://oshclub.com.au)

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Before & After School Care