



Before & After School Care 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
Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
<ul style="list-style-type: none"> • Wholemeal toast with choice of spreads • Low-sugar cereals with milk Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats • Selection of fruits • Water, milk/soy milk 	<ul style="list-style-type: none"> • Wholemeal toast with choice of spreads • Low-sugar cereals with milk Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats • Selection of fruits • Water, milk/soy milk 	<ul style="list-style-type: none"> • Wholemeal toast with choice of spreads • Low-sugar cereals with milk Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats • Selection of fruits • Water, milk/soy milk 	<ul style="list-style-type: none"> • Wholemeal toast with choice of spreads • Low-sugar cereals with milk Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats • Selection of fruits • Water, milk/soy milk 	<ul style="list-style-type: none"> • Wholemeal toast with choice of spreads • Low-sugar cereals with milk Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats • Selection of fruits • Water, milk/soy milk
TODAY'S SPECIAL Fruit Smoothies	TODAY'S SPECIAL Homemade Blueberry Pancakes	TODAY'S SPECIAL Fruit Toast	TODAY'S SPECIAL English Muffins	TODAY'S SPECIAL French Toast
Afternoon Tea	Afternoon Tea	Afternoon Tea	Afternoon Tea	Afternoon Tea
<ul style="list-style-type: none"> • Selection of two fresh fruits and two vegetables • Water, milk/soy milk 	<ul style="list-style-type: none"> • Selection of two fresh fruits and two vegetables • Water, milk/soy milk 	<ul style="list-style-type: none"> • Selection of two fresh fruits and two vegetables • Water, milk/soy milk 	<ul style="list-style-type: none"> • Selection of two fresh fruits and two vegetables • Water, milk/soy milk 	<ul style="list-style-type: none"> • Selection of two fresh fruits and two vegetables • Water, milk/soy milk
TODAY'S SPECIAL Wholegrain wraps with avocado	TODAY'S SPECIAL Wholegrain rice crackers with light cottage cheese	TODAY'S SPECIAL Spinach roll-ups with cheese, carrot and kale	TODAY'S SPECIAL Wholemeal toasted sandwiches with sweet potato chips	TODAY'S SPECIAL 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.



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 refer to the Vacation Care brochure for activity details and fees, as well as information on any meals or snacks that might be included for specific sessions.

If food is not included with a Vacation Care session, please make sure any food you pack for your child does not need to be heated or cooked, and remember not to bring food containing nuts or any other potential allergens.

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 for Vacation Care 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 the **OSHClub Customer Service and Billing Team** on **1300 395 735** or 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



AUSTRALIA WIDE: 1300 395 735

oshaccounts@junioradventuresgroup.com.au

oshclub.com.au

OSHClub 
Before & After School Care

OSHClub iParent Portal OVERVIEW

The iParent Portal is where Parents/

Guardians can:

- Manage their child's bookings
- View Customer Account statements
- View current account balance
- View reminders and notifications



NEED MORE HELP?

If you have any questions or require additional help when using the iParent Portal please contact our OSH-Club Customer Service & Billing Team on:

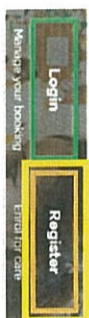
1300 395 735

oshaccounts

@junioradventuresgroup.com.au

CREATE AN ACCOUNT

1. Go to www.oshclub.com.au
2. Click **Register**
3. Under the Booraagoon section > click **Register**
You will be asked to log-in to the OSHClub iParent Portal
 - If you are logging-in to the iParent Portal for the first time > click **Create a New User** and > follow the prompts
 - If you already have an iParent Portal account > click **Log in as Existing User** and > follow the prompts
 - If you prefer, you can use your **Facebook Account** to log-in



ENROL YOUR CHILD(REN)

1. From the iParent Portal Web navigation menu > click **Find a Place**
2. **NOTE:** All fields boxes must be marked with the green tick before you can proceed to the next step
3. Enter your child's **first name, last name** and their **date of birth** (or select the name of your child using the **Child** field drop-down arrow)
4. Click **Submit**.
5. *The Finalise Waiting List Entries screen will display.*
6. Complete all required fields
7. Tick that you have read and understand the **waitlist conditions**
8. Click **Submit**
9. Enter all required information and upload the required documents
10. Click **Next** to complete the enrolment form

MAKE BOOKINGS

From the iParent Portal Web navigation menu > click **Bookings**

The Bookings screen will display

To make a Once-Off Booking:

1. On the left-hand side > click **Booking**
The New Booking screen will be displayed
2. Select the **Child** from the dropdown list
3. Select the booking **Date** from the calendar provided
4. Select the care type from the **Room** drop-down list
5. Tick that you have read and understand the **booking information** conditions
6. Click **Save**

UPDATE YOUR PAYMENT DETAILS

1. A Guardian can complete a direct debit request for both Bank Account and Credit Card
2. From the iParent Portal Web navigation menu > click **Payments**
3. Click **Add a new Payment Detail** and > enter required details
4. Tick that you have read and understand the **payment conditions**
5. Click **Save**

Once the Guardian completes the payment details, the OSHClub service will receive a payment notification

iParent Portal is helping us *build brighter futures together*

OSHClub iParent Portal Web - Quick Reference How To Guide

LOGGING-IN FOR THE FIRST TIME

The OSHClub Customer Service & Billing team will send the Parent/Guardian an email with an invitation to access the iParent Portal Web.

Please contact our OSHClub Customer Service & Billing Team oshaccounts@junioradventuresgroup.com.au if you need this email invitation to be re-sent to you.

- To access iParent Portal click on the icon below, or enter this link <https://parentslogin.kidsoft.com.au/> in your web browser.



- When logging-in for the first time on the iParent Portal > click **Create a New User** and > follow the prompts.

FORGOTTEN YOUR PASSWORD?

If you have forgotten your iParent Portal password > from the log-in screen > click **I forgot my password** > and follow the prompts to have a new secure link emailed to you to reset your password.

iParent Portal Home Page

iParent Portal Web navigation bar—

These tabs provide access to various features as outlined on page 2 of this document.

The screenshot shows the iParent Portal Home Page. At the top is a navigation bar with tabs: Information Centre, iParentPortal, Notifications, Find a Place, iParent Status, and Payments. Below the navigation bar, the main content area is divided into several sections:

- Welcome!**: A message from Amanda Barker dated 28-Dec-2017.
- Account Balance**: Shows a debit of \$957.36 and a 'Make Payment' button.
- Reminders**: Lists upcoming reminders for Aug 2017, including 'Barker, Amanda - Credit Card Expiry'.
- Bookings - This Week**: Lists bookings for Monday, Tuesday, Wednesday, and Next Week.
- Information Centre**: A section for news and updates.

Account Balance—Shows the Guardian's balance and the ability to make a one-off payment.

Logout—Click here to log out of the system at anytime.

Reminders—When the service creates reminders on the Guardian or Child's page, it displays in the iParent Portal web.

Bookings—Shows bookings for this current week and for next week.

Information Centre—Shows OSHClub service related news post communications.

OSHClub Hornsby South Public School Key Service Information Sheet

Service contact details: Ph: 0438 248 018 Email: hornsbysouth@oshclub.com.au

Welcome to OSHClub Before & After School Care provider

OSHClub works in partnership with Hornsby South Public School to provide Outside School Hours Care (OSHC) services to the school community. We pride ourselves on providing children with fun, play based, learning experiences. From exciting activities and healthy, nutritious food, to caring, motivated team members, the service meets all your children's needs.

What happens at OSHC?

We provide a range of activities for all ages including arts and craft, games, sports, drama, board games, dress ups and fun with friends. On request from parents, children can also participate in Homework Club, if your school has homework. The service provides breakfast at Before School Care and afternoon tea at After School Care. Children can also participate in cooking activities.

Our team

Your child/ren are in the care of qualified and experienced team members that have a current check for working with children. Our Coordinators are trained in First Aid, CPR, Asthma and Anaphylaxis.

What to bring

Make sure your children have appropriate footwear and clothing, including a hat.

Where is the service located?

The OSHC service is located 57-63 Clarke Road, Hornsby. All children attending the service must be dropped off in the morning or collected in the afternoon by an authorised person and signed in and out of each session. Children in Year 2 and above can walk straight to/from their classrooms. OSHClub team members will pick up and drop off the Year 1 and Kindy/Prep students, escorting them to the service.

How to enrol

An online OSHClub enrolment form must be completed via oshclub.com.au prior to your child's first attendance. Please note that the enrolment form will need to be reviewed by the OSHClub team so please wait for a confirmation email before you commence booking for the sessions you require.

Making bookings*

We offer permanent and casual bookings at the same affordable price to accommodate the needs of our families. Once enrolled, bookings can be made online at any time, up to 24 hours prior to the commencement of the session of care for Before and After School Care and up to 5 days prior for Vacation Care. Late bookings can only be made by calling our Customer Service and Billing Team on 1300 395 735. Bookings made within 24 hours will incur an extra charge of \$4.00 per session per child (excluding rebates). For Vacation Care, bookings must be made 5 days in advance of session care commencement, or they will also incur an extra charge of \$4.00 per session.

Cancellations

48 hours' notice is required for cancellation of a before and after school booking and 7 days' notice is required for cancellation of a Vacation Care booking to ensure you will not incur out of pocket costs. Cancellations can be made through the following means:

- Online through logging into your account at oshclub.com.au
- Contacting the Customer Service and Billing Team on 1300 395 735
- Sending an SMS to the Coordinator of the program. Include the following details to ensure your request can be processed:
 - Child's name e.g. Scott & Katie Smith; Service e.g. Example Primary School
 - Session and date you wish to cancel e.g. After School Care on 20 November 2017



Fees and session times

Many families are eligible for Child Care Subsidy, which reduces the out of pocket cost of outside school hours care. The following three key tests are used to determine the amount of subsidy for each family:

- Combined family annual adjusted taxable income (the percentage of subsidy a family will be entitled to will be based on their combined annual income).
- Activity test (the number of hours of subsidised child care that families will have access to per fortnight will be based on the activity level of both parents in the workforce, or other recognised activity such as studying).
- Service Type (the type of child care service a family uses for child care).

To establish what level of CCS you may be entitled to please contact the Centrelink Family and Parents Line on 13 61 50

The following table outlines the full fee with no subsidy, for one child, per session. Please use the ¹**Governments Estimator Website** to obtain an estimate that is based on your individual details

Care Type	Hours	Full Fee (excluding CCS Subsidy)
BSC	07:00-09:00	\$10.00
ASC	15:00-18:30	\$18.00
Vacation Care	07:00-18:30	\$46.00

The fees and rebate levels are subject to change each financial year and are based on the hours of operation as shown above. Child Care Subsidy is available on a sliding scale for families with a combined annual income of less than \$351K, subject to Centrelink Assessment.

Late pick-up fees of \$1 per minute per child may apply. If a child that is booked for a session, does not attend, and no cancellation is provided, a 'No Show' Fee of \$5.00 will be charged (per child). Incursions and excursions during Vacation Care program incur an additional cost.

How to pay

Fees can be paid by credit card (VISA or MasterCard) or by direct debit from your nominated bank account. Your account will be automatically charged every two weeks for your attendance fees. As part of the online enrolment process, you will be required to complete an online iDebitPro Direct Debit form. Please note that a penalty fee will be charged by iDebitPro to your credit card or bank account if a transaction is declined.

If you have any questions regarding your account, please contact our Customer Service and Billing Team on **1300 395 735** or email oshaccounts@junioradventuresgroup.com.au (8am – 6pm Monday – Friday)

Complaints

Any complaints or concerns regarding this service should be directed to the Coordinator. If you would like to escalate your complaint, please contact our **Customer Service and Billing Team on 1300 395 735** and they will direct your complaint to the appropriate person in Management.

Policies

All policies and procedures are available at the service. Please discuss any questions or concerns with your Service Coordinator.

¹ https://www.centrelink.gov.au/custsite_pfe/pytmfinderest/paymentFinderEstimatorPage.jsf?prg_id=5149990e08794b87af5b9ca370466154&wecappid=pytmfinderest&page=18F142B590974A038CAC81731BC70C56&wec-locale=en_US#stay

