Welcome to OSHClub - your Before & After School Care Program provider.

OSHClub provides the highest quality Before School Care, After School Care, Pupil Free Day Care and Holiday Programs for Primary and Preschool aged children.

We pride ourselves on providing children with a fun experience that they will enjoy. From exciting activities and healthy, nutritious snacks to caring, motivated staff, the program meets all your children's needs.

Program Contact Number 0413 898 405
Head Office Number (08) 9261 3200 (8:00AM to 6:00PM Mon-Fri)

Operating Times

Before School Care 7:00 AM to 8:40 AM
After School Care 2:50 PM to 6:00 PM
Holiday Program Please check online for your nearest program

Cost

Before School Care from $7.98 to $11.18 per child per session (full fee $22.35)
After School Care from $9.06 to $15.13 per child per session (full fee $30.25)
(fees subject to change)

Most families are eligible for Child Care Benefit (CCB) and the 50% Child Care Rebate (CCR). The full fee applies for families who do not apply for and are not eligible for CCB and the CCR. All fees are approximate only. Late pick up fees of $2 per minute per child apply. Prices may change at any time. Casual bookings made within 24 Hours incur an extra charge of $3.30 per session for Before and After Care.

What happens?

Loads of fun activities for all ages including art/craft, games, sports, drama, board games and fun with friends.

What to bring

Make sure you wear or bring appropriate clothing including a hat.
How to book

An OSHClub online enrolment form must be completed. Enrol online at www.oshclub.com.au. Once enrolled with OSHClub, log into your account and select to place either a permanent or casual booking.

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 2 weeks for your attendance fees. Usage statements will be available online. A late/penalty fee of $9.90 will be charged to your credit card or bank account if a transaction is declined.

If you have questions regarding your account please contact your dedicated Account Manager via the details below:

<table>
<thead>
<tr>
<th>Account Manager</th>
<th>Direct Phone</th>
<th>Email</th>
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<tbody>
<tr>
<td>Lucia Cristinelli</td>
<td>(08) 9261 3200</td>
<td><a href="mailto:lucia@oshclub.com.au">lucia@oshclub.com.au</a></td>
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Cancellations

OSHClub requires 24 hrs' notice for cancellation of a booking or a medical certificate in the case of illness. If you provide either of these, you will receive a credit on any out of pocket charges you incur. Credits will equal the full fees less your CCB.

How to cancel a booking

- Online (preferred method) – login to your account at www.oshclub.com.au and remove or change your booking. These changes take effect immediately.
- SMS – 0421 268 989 (SMS charges apply). This can take up to 24 hours to process.
  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 & Date you wish to cancel e.g. After Care on 15 Aug 2016

OSHClub Staff

OSHClub programs are staffed by qualified and experienced Coordinators who have Working with Children checks. Coordinators are trained in First Aid, CPR, Asthma and Anaphylaxis.

Policies

Please refer to our policy document at the service to view our admission and enrolment requirements, fee payment procedures, employment of staff procedures, programming procedures, behaviour management procedures, delivery and collection procedures for children, dealing with illness and emergency care, infectious disease, complaints and anaphylaxis management policy.

Complaints

Any complaints or concerns regarding this service should be directed to the program Coordinator, or by contacting the OSHClub Head Office via email admin@oshclub.com.au or on (08) 9261 3200.
If you are unhappy with the way your complaint or issue was handled, please contact the Department of Local Government and Communities, Education and Care Regulatory Unit, Level 1, 111 Wellington St, East Perth, 6004 or phone (08) 6651 8333.

This program is provided and operated by OSHClub Pty Ltd in collaboration with the school. Mr S. Bull and Mr J Bruce are the representatives and licensees of this corporation.
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.

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<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
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<tbody>
<tr>
<td><strong>Breakfast</strong></td>
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<tr>
<td>Wholemeal toast with choice of spreads</td>
<td>Wholemeal toast with choice of spreads</td>
<td>Wholemeal toast with choice of spreads</td>
<td>Wholemeal toast with choice of spreads</td>
<td>Wholemeal toast with choice of spreads</td>
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<tr>
<td>Low sugar cereals with milk-Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats</td>
<td>Low sugar cereals with milk-Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats</td>
<td>Low sugar cereals with milk-Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats</td>
<td>Low sugar cereals with milk-Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats</td>
<td>Low sugar cereals with milk-Rice Bubbles, Corn Flakes, WeetBix, no-nut muesli, oats</td>
</tr>
<tr>
<td>Selection of fruits</td>
<td>Selection of fruits</td>
<td>Selection of fruits</td>
<td>Selection of fruits</td>
<td>Selection of fruits</td>
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<tr>
<td><strong>TODAY’S SPECIAL</strong> Fruit Smoothies</td>
<td><strong>TODAY’S SPECIAL</strong> Homemade Blueberry Pancakes</td>
<td><strong>TODAY’S SPECIAL</strong> Fruit Toast</td>
<td><strong>TODAY’S SPECIAL</strong> English Muffins</td>
<td><strong>TODAY’S SPECIAL</strong> French Toast</td>
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<tr>
<td><strong>Afternoon Tea</strong></td>
<td><strong>Afternoon Tea</strong></td>
<td><strong>Afternoon Tea</strong></td>
<td><strong>Afternoon Tea</strong></td>
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<tr>
<td>Selection of two fresh fruits and two vegetables</td>
<td>Selection of two fresh fruits and two vegetables</td>
<td>Selection of two fresh fruits and two vegetables</td>
<td>Selection of two fresh fruits and two vegetables</td>
<td>Selection of two fresh fruits and two vegetables</td>
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<tr>
<td><strong>TODAY’S SPECIAL</strong> Wholegrain wraps with avocado</td>
<td><strong>TODAY’S SPECIAL</strong> Wholegrain rice crackers with light cottage cheese</td>
<td><strong>TODAY’S SPECIAL</strong> Spinach roll-ups with cheese, carrot and kale</td>
<td><strong>TODAY’S SPECIAL</strong> Wholemeal toasted sandwiches with sweet potato chips</td>
<td><strong>TODAY’S SPECIAL</strong> Tomato soup with rice crackers</td>
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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, 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.

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

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.