OSHClub

Family Handbook

Welcome to OSHClub!

"Strong and meaningful community connections".

"Staff are caring and curious"

"Easy and uncomplicated"

"Celebrate getting together and being active"

"Active bodies and active minds"

"Fun, inclusive spaces for humans"

What To Expect

We pride ourselves on having an easy, uncomplicated process to attending OSHClub.

Prior to attendance, the child enrolment form and any required documents must be completed. Further detail on this is provided in this handbook.

On every arrival or departure, we require families to sign their children in and out. This allows our team to track each child's movements and reinforce safety.

Any new families are encouraged to introduce themselves to the OSHClub Coordinator, walk through the program, meet the team, and discuss any further queries.

Every service is tailored to the specific needs of the community, so it's important to allow time for an induction.

Any new prep children are given a Welcome Pack and are introduced to our OSHC Readiness Program where Educators will drop off and pick them up from their classroom.

We encourage families to familiarise themselves with the service, team members and get involved in the OSHClub environment.

Food

Our carefully crafted menu options are designed to fuel hungry tummies and curious minds with yummy and nutritious foods. This is delivered through the Flavour Fest adventure category, which is an integral part of every Rise then Shine session with Breakfast Club, and Stay and Play session with Snack Squad.

Our mini chefs with learn about healthy eating habits and preparing your body and mind for a busy school day. Kids will have the chance to prepare a wide variety of tasty treats, in a fun hands-on environment.

Our menus are catered to each service by the coordinator, so any cultural or dietary options are catered for.

If you wish to learn more about what foods your local service provides, please contact your Service Coordinator today. They will be happy to provide you with sample menus on what delicious foods we provide each week.

Program

The Adventure Program is our before and after school program that lets kids choose how to spend their mornings and afternoons. Backed by research into child development, and created in partnership with experts, the Adventure Program provides children with the opportunity to learn essential life skills and have great fun exploring their interests.

RISE THEN SHINE

Our morning programs are now called 'Rise then Shine', the perfect start to your child's school day!

STAY AND PLAY

The fun continues at our 'Stay and Play' afternoon programs, building friendships and creating memories beyond the classroom.

The Adventure Program consists of seven fun-filled categories:

Flavour Fest
Explore the tasty world of food and nutrition through fun and interactive experiences created to develop healthy habits.

Global Kids
Embark on a journey to become a better global citizen and protect our planet through developing essential life skills and exploring the world around us.

Brain Boosters
Crack codes, solve puzzles, and engage in captivating games and science experiments. Explore the wonders of the world with hands-on STEM activities.

Wellbeing Warriors
Discover a range of activities specially designed to help you feel good by boosting happiness, mindfulness, and wellbeing.

Super Sports
Super fun and sporty sessions designed to develop essential skills for a lifetime of active living.

Power Teams
Join in fun games, thrilling challenges, and exciting group activities to build team skills for life.

Team

Our team is chosen specifically for the needs of the community so we can be a true extension of the school and family home.

We consider our children to be a part of our family, so it's important our team can be that for our families.

All our team members are qualified and trained with the skills required to provide quality care for each community. These qualifications are:

- Current Working with Children Check
- First Aid
- CPR
- Anaphylaxis and Asthma Management
- Child Protection Training
- Food Safety Awareness

We also provide additional training necessary to each child's needs such as:

- Behavioural Management
- Inclusion Support
- And much more.

Enrolment and Booking

We offer an easy and uncomplicated free registration system using our online platform at **oshclub.com.au** or calling our Customer Service team on **1300 395 735**.

OSHClub is guided by the governments National Quality Framework and set Education and Care National Law Act and Regulations applicable for each state, so there is necessary documentation we require from each family.

All enrolments must be completed prior to attendance with all required documentation that are required by National Law. These are:

IMMUNISATION HISTORY

Each service has a legal requirement to have a record of each child's immunisation history so families can be contacted if any illnesses are circulating the community and prevent exposure to a child who may not be immunised.

MEDICATION AUTHORISATION FORM

Any medication that needs to be administered requires a Medical Authorisation Form to be signed by the family. The medication then needs to be provided to the service with the child's name clearly displayed in its original packaging.

MEDICAL MANAGEMENT PLANS

All medical conditions require a Medical Management Plan to be prepared by the child's doctor.

Allergy or anaphylaxis requirements must be on an ASICA Action Plan displayed in colour with a picture of the child and signed by the doctor. Any other medical conditions such as asthma or epilepsy also require a Medical Management Plan along with any medication required to properly manage the child's medical condition, such as an inhaler, auto-injector (epipen) or antihistamines.

Families are responsible for updating any Medical Management Plans on an annual basis and providing these to the service. If these are not provided,

this may prevent the child from attending.

Bookings

To allow for flexibility, we have varied booking options, with different booking and cancellation terms to suit different family needs.

Please see your specific Key Service Information document for more information!

Payments

All statements can be accessed through your Parent Portal. The Customer Experience team is available on **1300 395 735** if further assistance is required. Payments are automatically debited fortnightly through two payment options:

- Credit card (VISA or Mastercard)
- Direct debit from a nominated bank account

Since July 10 2023, families who earn less than $530,000pa are eligible for the Child Care Subsidy with up to 90% off fees! This means even more families can access quality programs such as our 'Rise then Shine' before school program, 'Stay and Play' after school program, and our Holiday HQ School Holiday programs at a very affordable rate. On average, Australian families get an 86% rebate* on all sessions.

If families are eligible for Child Care Subsidy, they can contact Centrelink Family and Parents Line on 13 61 50 for details on how to register. Once we have these details, families will not have to suffer out of pocket costs by having the rebate applied automatically.

We also have further assistance for families suffering with financial hardship. For more information, contact Customer Experience on **1300 395 735**.

Collection

All children must be collected by the individuals specified on the enrolment form. Our team will only allow children to leave with authorised individuals, so it is recommended for any person collecting a child to carry their identification. Children must be signed in and out for every session to support these safety precautions. Any late pick ups may incur a fee, but this is determined by case.

*Based on Australian average household income and average session fee.

Holiday Program

Holiday HQ is the ultimate holiday program for kids looking for an unforgettable break from their school routine, offered at select services.

We've made sure no two days will be the same, with fun for everyone! With a variety of daily themes on offer, each day is packed with exciting activities, incursions and excursions to keep kids entertained.

Please refer to our Holiday Program brochure for any further details and fees.

Feedback

Direct feedback from families are our best way to determine what we're doing well and where we need to improve. We encourage feedback from all families and children who attend our services directly to our **Service Coordinator**, Customer Experience Team on **1300 395 735**, filling out our online feedback form, or by emailing **oshaccounts@junioradventuresgroup.com.au**.

Privacy

Any information provided to OSHClub is stored confidentially by OSHClub or their third-party provider only. Families can feel secure knowing this information will not be disclosed to any other party except as required by law.

Any information can be accessed and amended online or by request to OSHClub team members. For further information, our Privacy Policy can be found at **oshclub.com.au**

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