

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.

Parent Handbook

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).

