

SERVICE INFORMATION



Orana OSHC offers before and after school care as well as all-day care during vacations and pupil-free days.

It is licensed to care for school-aged children from Kindy to Year 6. The School Principal oversees operations at the Centre and is managed by a Nominated Supervising Officer.

The Centre has a policy of having a minimum of 2 staff members rostered at any given time. Adjustments are made accordingly when numbers increase. The Centre is a child-focused place where children, families and staff are valued as individuals. Children are encouraged to develop their full potential within a safe, caring and supportive environment and the value of play is acknowledged.

The Centre is within the grounds of Orana Catholic Primary School. Many of the school's facilities are within the Centre's licensed area, including the oval, playgrounds, hall and undercover area.

HOURS OF OPERATION AND SESSION FEES:

AGE GROUP	DAYS	SESSION	TIMES	FEE
Kindy Age 3- 4	Tuesday Wednesday Thursday	Before School Care	6.45am - 9.00am	\$18.00
		After School Care	2.45pm - 6.00pm	\$30.00
		Vac Care / Pupil Free	7.30am - 6.00pm	\$68.00 \$83.00 with excursion
PrePrimary - Year 6	Monday Tuesday Wednesday Thursday Friday	Before School Care	6.45am - 9.00am	\$18.00
		After School Care	2.45pm - 6.00pm	\$30.00
		Vac Care / Pupil Free	7.30am - 6.00pm	\$68.00 \$83.00 with excursion

Families are required to complete the online Child Care Subsidy assessment via the myGov website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement.

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

On enrolment, we will need the CRN of the person linked with the child, along with the child's CRN so we can confirm the registered attendance and ensure that you are receiving the appropriate subsidy.

PAYMENT OF FEES



Our Centre's operation is dependent on maintaining fees. Please read the following information carefully.

- Fees are payable in advance for everyday that your child has been booked into the Service. This includes sick days and absent days.
- Fees are required to be paid weekly either by EFTPOS or Bank Transfer.
- Invoices are emailed weekly every Monday.
- A late fee of \$5 for every 5 minutes or part thereof will be charged directly onto your account for each child who remains at the Centre after 6pm.
- Child Care Subsidy (CCS) is available to all families who are Australian Residents. To find out their eligibility, families must contact the Family Assistance Office on 13 61 50.
- Child Care Subsidy can be received as: - A reduction of fees through the service.

Should you wish to end your child's place at the Service, or should management make the decision to terminate your child's place, 2 weeks written notice is required from the ending/terminating party. If this does not occur, 2 weeks fees will be billed to you.

OVERDUE FEES:

Anyone experiencing difficulties in meeting their fee payments will be referred to the School Principal who will make mutually agreeable repayment arrangements. If your fees are more than three weeks overdue and you have not made arrangements to pay, or have not kept to arrangements made, your child's place can be cancelled along with your Child Care Subsidy.

Any child not attending the Centre for more than one week without notifying the Supervisor in writing, of the reason, shall be regarded as having withdrawn, and the place will be cancelled. Parents/Guardians should notify the Centre if their child will not be attending during their booked time, as soon as possible.

ENROLMENT REQUIREMENTS



It is a requirement that every child who attends the Service has completed an Orana OSHC Enrolment Online Form, prior to commencing care. Enrolment packages can be found on the Orana Catholic Primary School website:

<http://www.orana.wa.edu.au/out-of-school-hours-care/>

The online enrolment form must be filled in correctly before bookings for care are accepted and must include a copy of the following:

- Birth Certificate
- Immunisation Record
- Medical Information; including Current Action Plans from the child's Medical Practitioner
- Consent and Declaration's Agreement - Found in the Enrolment Package
- Court Order if applicable

Parents/Guardians are also required to provide on the online enrolment form, the CRN numbers for their child/ren and the claiming parent/family member before the commencement of care, in order to receive the reduced fees.

Parents/ Guardians must notify the Service if there are any Court Orders affecting residency or custody of their children and a copy is required for the Service. The same applies for any other legal considerations.

ENROLMENT PROCEDURE:

Once your online enrolment has been processed, you will receive two emails: a welcome email from our centre with information regarding further steps needed to be completed and an email from our software Service Xplor.

WELCOME EMAIL: Parents/guardians will receive a welcome email from our centre regarding important information that needs to be completed on your online enrolment. Additional information may also be included in the email:

- Risk Minimisation Form
- Nutrition policy
- Complying Written Agreement (CWA)
- MY GOV approval
- Mobile Booking information

XPLOR EMAIL: Parents/guardians will also receive an email from Xplor. The email will contain information regarding setting up a password to access your Xplor account and signing your child/ren in/out of the centre. Once parents/guardians have set up a password for their Xplor account, you will be able to access the app for bookings, finance and photos of your child.



PRIORITY OF ACCESS



The Australian Government has set specific priorities for access to childcare services. The Australian Government requires the Centre to provide access to the Service according to the following priority of access.

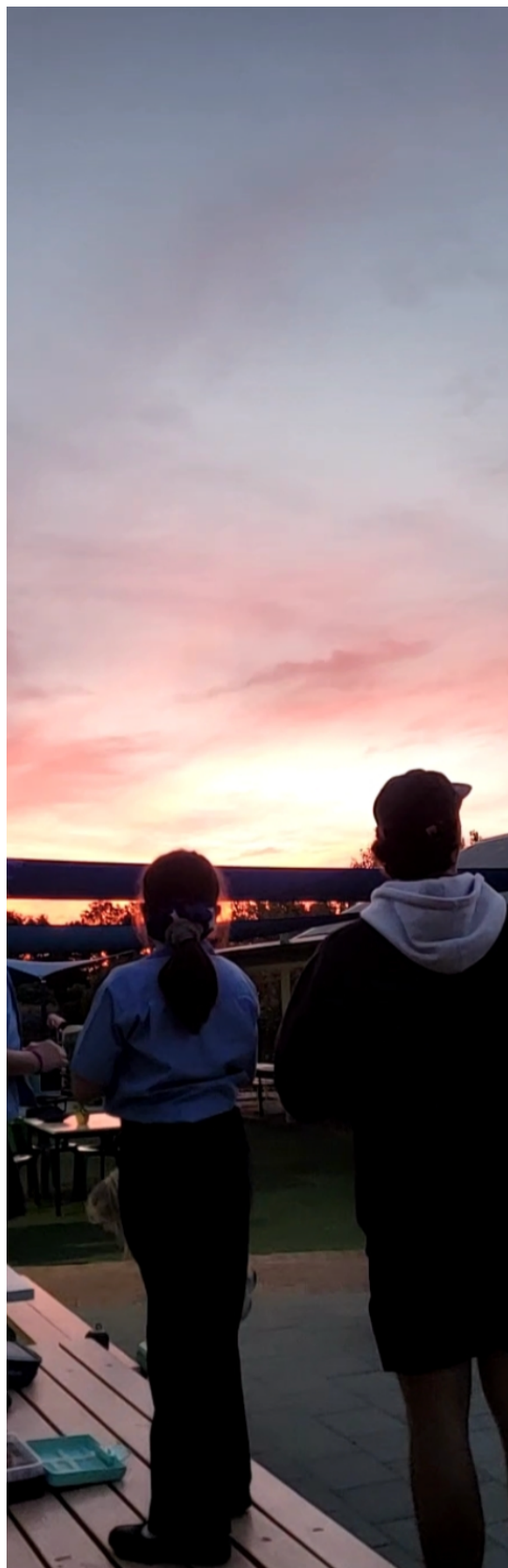
This means that when the Centre is full, those families who are third priority may be asked to alter their care arrangements to allow a family with higher priority to access the Service.

First priority: Children at risk of serious abuse or neglect.

Second priority: Children whose parents/guardians satisfy the work/training/study test under Section 14 of the Family Assistance Act.

Third priority: Any other child.

BOOKING & CANCELLATION



BOOKING REQUIREMENTS

In order for parents/guardians to make a booking at our centre, their child/children need to be enrolled and approved by the nominated supervisor before commencement. Term bookings must be made each term, as bookings will not be carried over from term to term, this is to allow families flexibility.

HOW TO MAKE BOOKINGS?

Our Service allows parents/guardians to create bookings via three options on a term-to-term basis.

1. Term booking forms. Emailed at the end of each term
2. Mobile App Booking through Xplor Home
3. In writing via email

TERM BOOKING FORMS

Term booking forms are emailed out to parents/guardians before the commencement of each term/vacation care period or can be accessed from the Service. The form allows parents/guardians to nominate the preferred days and sessions of attendance for their child/children. These days will remain in place for the duration of the term/ Vacation Period as indicated on the form. Changes to any bookings need to be submitted to the Supervisor in writing via email. If your child/children is/are going to be absent from a booked session, kindly inform the supervising officer to allow another child to take their place.

XPLOR HOME APP BOOKINGS

XPLOR HOME allows parents/guardians to view the available bookings for a Service on any given day via the app and instantly book a session. Download -



- Xplor Home App though App Store or Play Store
- Log in using email and password credentials

For more information: <https://support.ourxplor.com/hc/en-us/articles/360037772111-Home-App-Creating-Bookings>

CANCELLATIONS

Before & After School Care: If you no longer require a booked session, please notify the service in writing by 5pm the day before to avoid incurring a fee. Any non attendance after this time your child will be marked as absent and fees will be applied as usual.

Vacation Care: Once a booking has been made we are not able to cancel the requested session and families will be charged the fees for that session. However, if notice is given and your child/children's spot can be replaced, your session will be cancelled and you will not be charged for the session.

BEFORE AND AFTER CARE



Our before and after school routines and environments provide for individual play and learnings as well as small and large group play and learning activities. Staff program a variety of activities for children to engage in and to develop their hard and soft skills. All aspects of children's learning and development is catered for including physical, social, emotional, creative, cognitive and communication. Children's learning is dynamic and complex and the centre's environment is designed for this.

Our centre is within the grounds of Orana Catholic Primary School. Many of the schools facilities are within the centre's licensed area, including the oval and junior playground, Hall, Library, Science and Music rooms and the undercover area.



OUR ENVIRONMENT

Our centre caters for both inside and outside play. We have three inside rooms that cater for arts and crafts, movie and rest time, dramatic play, doll house, pool and air hocky tables as well as an eating area. We also cater for outdoor play that consists of ball games and use of the playground. The oval space is big enough for free outdoor play.



BEFORE AND AFTER CARE



FOOD AT BEFORE/AFTER SCHOOL CARE

Please be aware that at the centre, we try to promote healthy and nutritious eating and provide a variety of nutritious meals for children attending before and after school. The weekly snack menu is displayed on the notice board near the kitchen area. The menu will be changed weekly, is nutritionally balanced and reflects a wide variety of cultural cuisines.

BEFORE SCHOOL CARE ROUTINES

6.45 AM	Centre Opens
6.45 - 8.00	Children arrive and join in activities at the centre
8.00 AM	Kitchen Closed
8.00 - 8.20	Children continue with activities at the centre
8.20AM	Year 1 - Year 6 Children start to pack away
8.30AM	Year 1 - Year 6 Children are dismissed and walk to class
8.30AM	PP - Kindy Children sit down for fruit and mat session
8.40AM	Pre-Primary children walk to class with an educator
9.00AM	Kindy and Pre Kindy children walk to class with an educator

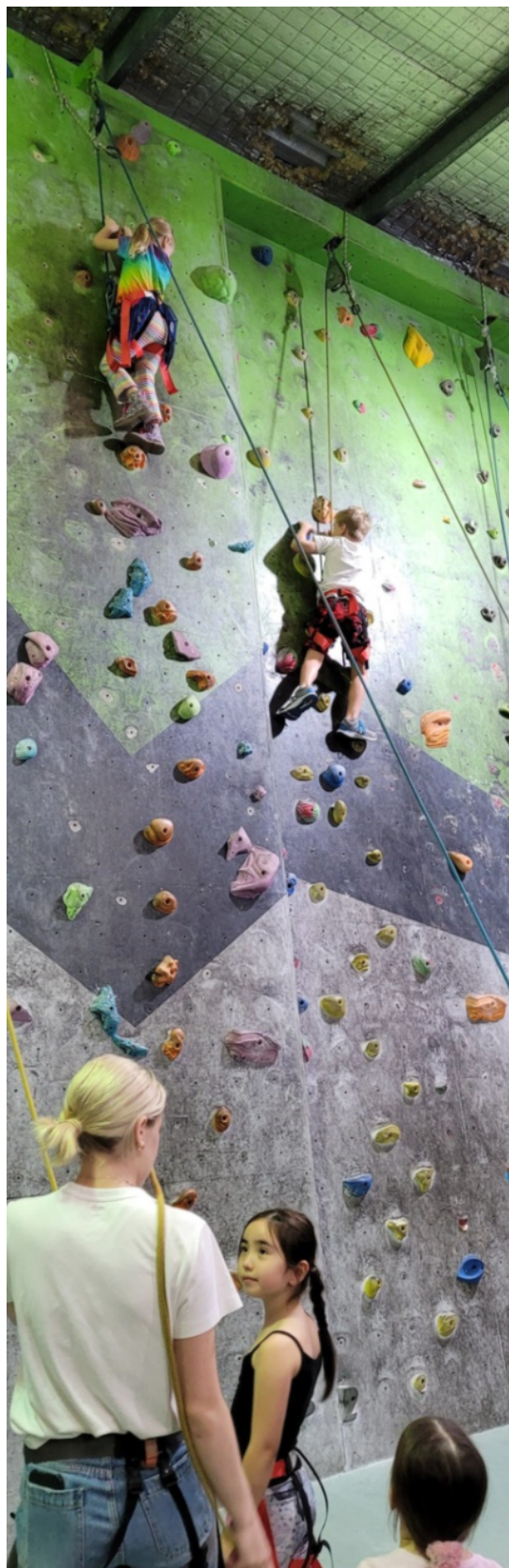
Breakfast operates from 6.45am - 8.00am. Children can choose from wholemeal toast with jam, butter or Vegemite spread. Weetbix and Cornflakes are available. Alternatively children can bring in their own breakfast options within the allocated time frame. Breakfast is self served and we ask parents to advise staff if breakfast is required for our younger children.

AFTER SCHOOL CARE ROUTINES

2.45PM	Pre-Kindy and Kindy children are collected from class. On arrival to the centre children apply suncream, wash hands and sit down for afternoon tea and fresh fruit.
3.05PM	Pre-Primary children are collected from class. On arrival to the centre children apply suncream, wash hands and sit down for afternoon tea and fresh fruit
3.05PM	Year 1 collected from class.
3.10PM	Year 2 -Year 6 walk over to the centre and signed in
3.15 - 3.45	Year 1 - Year 6 who wish to eat afternoon tea can wash their hands and sit down for a light snack
3.45PM	KITCHEN CLOSED - Only fruit will be available from this time
3.45 - 6.00	Children participate in a range of indoor and outdoor activities. Quite time is provided as needed or towards the end of the session

The weekly menu is pinned up within in the service. However it will also be posted in Xplor Home each week.

VACATION CARE



Our Vacation Care program is available to school aged children from 4-12 years of age. It has been developed to ensure that children in early to middle childhood have access to age appropriate recreational experiences that promote social interactions as well as opportunities to engage with the community around them.

FEES AND AVAILABLE DAYS

AGE GROUP	DAYS	MONTHS	TIMES	FEE
Kindy Age 3- 4	Tuesday Wednesday Thursday	FEB - DEC	7.30am - 6.00pm	\$68.00 \$83.00 with excursion
PrePrimary - Year 6	Monday to Friday	JAN - DEC	7.30am - 6.00pm	\$68.00 \$83.00 with excursion

ENROLMENTS, BOOKINGS AND CANCELLATIONS

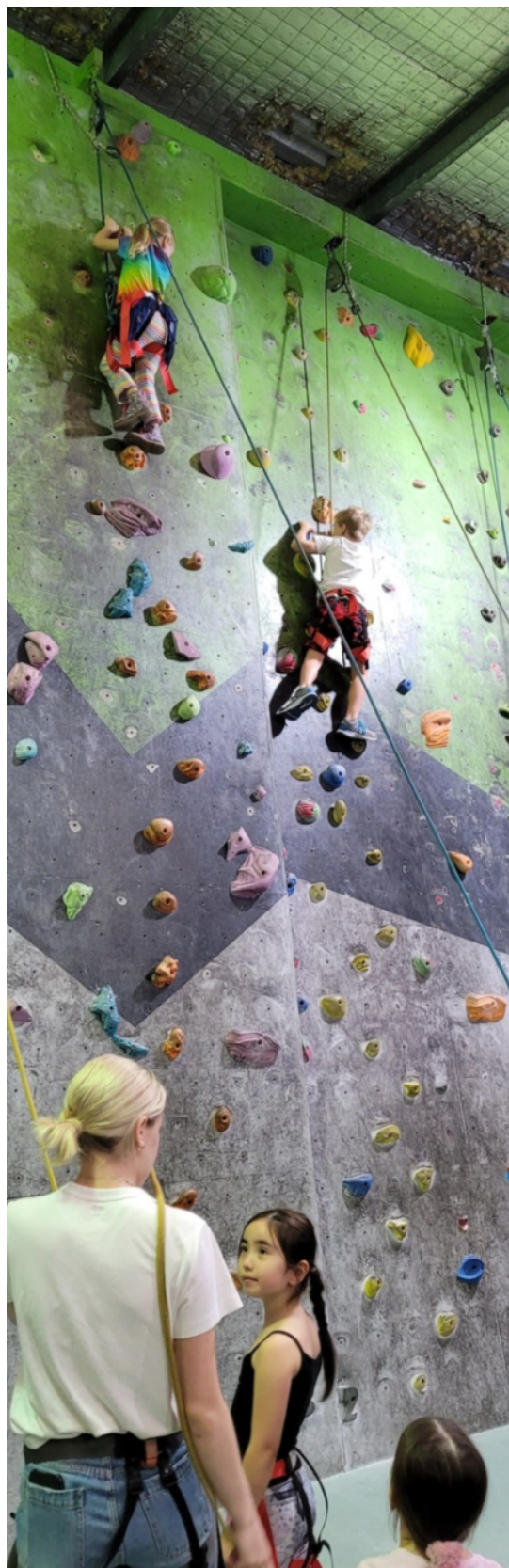
During the Vacation Care period, our opening hours are from **7.30am - 6.00pm**. Children are welcome to be dropped off and picked up any time between these hours however on excursion days we ask that children arrive at the Service by 9.00am. Please advise the Service staff if your child/children are unable to attend as early as possible, especially on excursion days.

The Vacation Care program is released 3 weeks before the start of the vacation care period. We encourage families to place bookings as soon as possible to avoid disappointment. Bookings can be made via the Xplor App (app only not web browser) or by completing the Vacation Care booking form. If the day is already full, please email the Service to be placed on a wait list. Any issues with this, please contact the centre.

Once booked, we are unable to cancel days if your child cannot attend or is absent. A reminder that you are entitled to the CHILD CARE SUBSIDY by visiting <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy> or call 13 24 68 for further information.

In order to guarantee a place in the program, we ask that families finalise their Term accounts. Failing to do so may result in exclusion from the program.

VACATION CARE



WHAT TO BRING

Please bring a bag each day for your child containing the below:

- A sun smart hat (Legionnaire or bucket hat). Please note that we are NOT able to accept CAPS.
- A packed lunch (Please be aware we are a nut aware centre).
- A water bottle.
- Sun smart clothing and enclosed shoes.
- Sunscreen if your child requires a special brand.
- Medication (if required)

VACATION CARE ROUTINES

7.30AM	Service opens / Indoor experiences
9.00AM	Morning Meeting - discuss routines and experiences
9.30 - 10.30	Indoor and Outdoor Play
10.30AM	Morning Tea
11.00AM	Indoor and Outdoor Play
12.45PM	Lunch (Provided by parent)
1.00 - 2.30	Quiet Time activities and Movie
2.30 - 3.30	Indoor and Outdoor Play
3.30PM	Afternoon Tea
3.30 - 6.00	Indoor and Outdoor Play
6.00PM	Service closes

The weekly menu is pinned up within in the service and posted in Xplor

EXCURSIONS

Children will be taken on excursions outside of the Centre as part of the planned activities of the Centre. This will only occur whilst the children are attending Vacation Care. Excursions are considered to be an integral part of the children's program and will therefore, be arranged from time to time, to provide a broad range of learning experiences for children. For all excursions, written permission will be sought from parents/ guardians and details of the outing provided in writing. All excursions will comply with the Standards of Operation Guidelines for Out of School Services.

SIGN IN / OUT INFORMATION



SIGNING IN AND OUT OF THE CENTRE

Each child must be signed in and out of the centre every day they attend. This is a legal requirement and is in the interest of your child's safety.

These records are used in case of emergencies and for the calculation of the Child Care Subsidy (CCS).

If a child is away, ill or on holidays, the corresponding days must be logged using the Xplor app or by contacting the Service's educators.

On arrival at the centre you are asked to:

- Sign your child into the centre using the centre Xplor Hub.
- Present your child to the educator in charge.
- IF ENTERING THE BUILDING PLEASE SCAN INTO THE SAFEWA APP

When you collect your child, we ask that you:

- Sign your child out of the centre using the Xplor Hub.
- Ring the doorbell and wait for your child to be brought to the gate.

After 5pm: Families can enter the building to greet their child. We ask that you sign into the SafeWA app when doing so.

To ensure the safety of all children, no child will be released into the care of any persons not registered as authorised by the parent/guardian on their child's enrolment form or without written confirmation from the parent/guardian.

If Educators do not know the person collecting your child by appearance, the person must be able to produce some form of photo identification to verify that they are authorised to collect the child as per the authorised information provided by the parent/guardian.

In the event that a child has not been collected 15 minutes after closing time, the the parents/guardians will be contacted or the emergency telephone numbers provided will be contacted. If the child has still not been collected 30 minutes after closing time then staff will follow the Department of Communities Abandoned Child Procedures including contacting the Child Protection and Crisis Centre 24 hour Service.

Additional fees will be charged for a child that remains in the centre after the centre's closing time.

Signing In and Out is a legal requirement of the Family Assistance Office. If you do not sign your child in or out you will not be eligible to claim Child Care Subsidy.