ORANA OSHC

OUTSIDE SCHOOL HOURS CARE

FAMILY HANDBOOK



Service Information
About Us
OSHC Supervisors Welcome
Our Educators
Education and Care Regulatory Unit (ECRU)
Executive Directives
Child Protection
Concerns, Complaints and Suggestions
CEWA Code of Conduct
Our OSHC Philosophy
Enrolment Requirements
Our OSHC Space
Before School Care Routines
After School Care Routines
The OSHC Day
Meals at OSHC
Vacation Care and Pupil Free Days
Active Play and Screen Time
Booking and Cancellations
Signing In and Out
Medical Needs
Incidents and First Aid
Communications
Payment of Fees

Service Information



Location
Orana Catholic Primary School
37 Querrin Ave
Willetton WA 6155

Contact Details
OSHC Mobile - 0429 193 283
School - (08) 9376 8300
orana_oshc@cewa.wa.edu.au

Service Approval Number
SE-00013003

Opening Hours
Before School Care 6:30am - 9:00am
After School Care 2:45pm - 6:00pm
Pupil Free Day 6:30am - 6:00pm
Vacation Care 6:30am - 6:00pm

Closed on public holidays and for 2 week period over Christmas and New Year

Approved License Number
85 children

Approved Provider:
Catholic Education Western Australia Limited

Nominated Supervisor
Caresse Lenzo

Welcome

We at Orana OSHC acknowledge that the land on which we have the privilege of meeting always has been and always will be Noongar land.

We pay our respects to their Elders, past and present and emerging and welcome all Aboriginal and Torres Strait Islander people to Orana OSHC.



About Us

Orana Outside School Hours Care (OSHC) first opened in 2009, providing Before School, After School and Vacation Care for 26 children. Since then, our service has grown to support the needs of the Orana Catholic Primary School community, now welcoming around 45 children in Before School Care, 70 children in After School Care and approximately 55 children each day during Vacation Care.

Orana OSHC is proudly operated by Catholic Education Western Australia Ltd (CEWA), with the School Principal overseeing the service and a Nominated Supervisor leading daily operations and educational programming. All funds generated through the service are reinvested back into the OSHC program and school to further enhance the experiences we provide for children and families.

Located within the grounds of Orana Catholic Primary School, our service offers children a safe, familiar and engaging environment that strengthens the connection between home, OSHC and school. We pride ourselves on being a welcoming and inclusive space where every child is supported to learn, grow and thrive through play and meaningful relationships.





OSHC Supervisor's Welcome
Welcome to the Orana OSHC Family

I first joined Orana OSHC as an educator in 2010 and stepped into the Nominated Supervisor role in 2012. Although the landscape of OSHC has changed significantly over the past 15 years, my passion for this field remains as strong as ever. I am deeply committed to creating an environment where children want to be, where they feel happy, safe, and excited to attend each day.

A key part of my role is also supporting and mentoring our educators as they begin and grow in their early careers. I take great pride in helping to build their capacity, offering opportunities to develop valuable, transferable skills that they can carry into future roles—both within education and beyond.

At Orana OSHC, we see ourselves as an extension of the Orana Catholic Primary School community. We work closely with school staff and leadership to maintain a genuine, collaborative approach that wraps around the needs of children, families, and educators alike. These strong connections are what make our service such an integral part of the Orana community.

I hope this Family Handbook provides you with a clear understanding of what to expect from us as a service, as well as what we ask from you in return—so together, we can ensure your child's wellbeing, learning, and happiness remain our shared focus. Should you ever have any questions, please don't hesitate to reach out.

Warm regards,
Caresse Lenzo
OSHC Nominated Supervising Officer
Orana Outside School Hours Care

Our Educators

Each OSHC session is staffed by a dedicated team of qualified and unqualified educators who work collaboratively to provide a safe, engaging, and nurturing environment for all children. Staffing levels are always aligned with National Regulations, with a minimum of two educators rostered at all times and additional staff added when attendance increases.
We aim to keep educators rostered on the same days each week whenever possible, providing consistency and helping children feel comfortable knowing which familiar educators will be with them on their days of care.

In the absence of the Nominated Supervisor, a Responsible Person - a qualified educator holding the required certification is appointed to manage the service and ensure that operations continue smoothly and in compliance with all regulatory requirements.



Kara Vaughan - Second In Charge / Responsible Person
Kara has been part of the Orana community since 2010, working as a Kindergarten Education Assistant before joining the OSHC team in 2024. With a strong passion for children's play and learning, Kara brings warmth, creativity, and a deep understanding of early childhood development to our program. We are so fortunate to have her on board supporting our team, families, and children.



Gwen



Ms Cottier



Rhorie



Nick



Liam



Logan



Camden



Bella



Sienna



Nikita



Giorgia



Makaylla



Bella



Georgia



Elessia

Education and Care Regulatory Unit

The Education and Care Regulatory Unit (ECRU) is part of the Department of Communities and is responsible for regulating all education and care services in Western Australia. ECRU ensures that services like Orana OSHC operate in line with the Education and Care Services National Law (WA) Act 2012 and the Education and Care Services National Regulations.

At Orana OSHC, we are committed to meeting and exceeding these legal and regulatory requirements. Our practices, policies, and procedures are guided by the National Quality Framework (NQF), which includes the National Quality Standard (NQS). This framework ensures we provide high-quality education and care that prioritises children's safety, wellbeing, and learning. Through ongoing reflection, staff training, and continuous improvement, we strive to deliver a service that upholds the highest standards set out under the Law, Regulations, and the NQS.

The Seven Quality Areas

The National Quality Standard (NQS) sets a national benchmark for the quality of education and care services across Australia. It outlines seven key areas that guide everything we do at Orana OSHC.

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Partnerships with families and communities
7. Leadership and service management

Assessment and Rating

All education and care services in Australia are assessed and rated by their state regulatory authority to ensure they are meeting the National Quality Standard (NQS). The assessment looks at how well a service meets the seven Quality Areas of the NQS, focusing on the quality of education, care, and relationships provided to children and families.

Orana OSHC was last assessed in September 2024 and received an overall rating of Meeting the National Quality Standard. This means our service meets all required elements of quality practice, ensuring we continue to provide a safe, engaging, and high-quality environment for children and families.

RATED
MEETING
NATIONAL QUALITY STANDARD

Executive Directives

Orana OSHC has a comprehensive set of Executive Directives (policies) and procedures to guide the delivery of high-quality education and care. These are available for families to view upon request. In this handbook, we provide a snapshot of key processes that may directly affect you and your child. All Executive Directives and procedures are reviewed and updated annually by the service and our Approved Provider.

Some of the key Executive Directives include:

- Enrolment & Orientation
- Privacy and Confidentiality
- Child Safe Environment
- Incident, Injury and Trauma
- Dealing with Infectious Diseases
- Administration of Medication
- Payment of Fees
- Sun Protection
- Delivery and Collection of Children
- Excursions
- Nutrition, Food, Beverages and Dietary Requirements
- Interactions with Children



Child Protection

The safety and wellbeing of children is of utmost importance at Orana OSHC. The service fulfils its moral and legal duties to protect children in our care through proactive strategies, including promoting protective behaviours and ensuring educators are trained in child protection and mandatory reporting. All educators are familiar with the service's Executive Directives, and receive annual training on Child Protection and Mandatory Reporting to maintain these standards.

Concerns, Complaints & Suggestions

At Orana OSHC, we value open communication and welcome any feedback from families. If you have a concern or suggestion, we encourage you to share it with us so we can work together to support your child's wellbeing and experience at the service. Concerns can be raised in writing to our email (oshc_orana@cewa.edu.au) or discussed in a scheduled meeting with the Nominated Supervisor, ensuring the conversation is private and respectful.

Your input helps us to continuously improve and ensure Orana OSHC remains a welcoming, safe, and engaging environment for all children.



CEWA CODE OF CONDUCT

As a member of the community of Orana, we all agree to abide by the following 12 Conduct Statements. It is an expectation that all members of the community, staff and families included follow these 12 statements. The Principal will hold a person accountable for any breaches of the Code.

Conduct Statements:

- You act safely and competently.
- You give priority to students' safety and well-being in all your behaviour and decision making.
- You act in accordance with the values of the Gospel as defined in the Code of Ethical Conduct.
- You conduct yourself in accordance with laws, agreements, policies and standards relevant to your relationship with the school community.
- You respect the dignity, culture, values and beliefs of each member of the school community.
- You treat personal information about members of the school community as private and confidential.
- You give impartial, honest and accurate information about the education, safety and well-being of students.
- You support all members of the school community in making informed decisions about students.
- You promote and preserve the trust and privilege inherent in your relationship with all members of the school community.
- You maintain and build on the community's trust and confidence in Catholic schools and the Church.
- You act reflectively and ethically. You allow students to have a voice in their education, safety and well-being.

Our OSHC Philosophy

AT OUR OSHC WE FEEL



- Safe with one another and accepted by all.
- Supported by our friends and our educators.
- Engaged in play and OSHC activities.
- Calm and have the opportunity to relax.
- Disappointed to leave OSHC but excited to come back.

AT OUR OSHC WE SEE



- Our friends smiling when interacting with friends and educators.
- Our friends respect our environment in outdoor play.
- Opportunities for discovery and exploration.
- Lasting friendships between students and families.
- Respect for our friends and our OSHC educators.

AT OUR OSHC WE HEAR



- Our friends laugh.
- One another use kind words and manners when speaking.
- Educators taking part in caring conversations with children.
- The development of friendships through teamwork and communication.

As Educators we enveavour to:

- Create a safe and caring environment for the children.
- Promote cultural inclusivity and diversity.
- Build trusting relationships with each child.
- Nurture fun and bubbly personalities.

Our Educators value

- The safety and inclusivity at our OSHC.
- Putting a smile on children's faces.
- The friendly and positive relationships we form.
- Team collaboration between our educators.
- The facility and resources that are available for us to utilise.

Our Students value

- Playing with our friends and with our educators.
- Creating things in the craft room.
- Running around outside and playing sport.
- Riding on the scooters outside.
- The educators always making us laugh and are always there for us.



Enrolment Requirments

At Orana OSHC, we welcome children who are enrolled at Orana Catholic Primary School. Our focus is on providing a strong, supportive connection between home, OSHC, and school offering families a whole-school approach to care. Families enrolled at Orana Catholic Primary School have exclusive access to our on-site OSHC service.

ONLINE ENROLMENT FORM

It is a requirement that every child attending the service has completed an Orana OSHC Online Enrolment Form prior to commencing care.
Enrolment packages can be found on the Orana Catholic Primary School website: www.orana.wa.edu.au/out-of-school-hours-care/
The online enrolment form must be completed in full before bookings for care can be accepted and must include copies of the following:

- Birth Certificate
- Immunisation Record
- Medical Information, including current Action Plans from the child's Medical Practitioner
- Consent and Declarations Agreement (found in the Enrolment Package)
- Court Orders (if applicable)

Parents/guardians must also provide CRN numbers for their child/ren and the claiming parent/family member before care commences in order to receive reduced fees through the Child Care Subsidy (CCS).

COURT ORDERS AND LEGAL CONSIDERATIONS

Parents/guardians are required to notify the Service if there are any Court Orders affecting residency or custody of their child/ren. A copy of such documents must be provided to the service. The same applies for any other relevant legal considerations.

CONFIRMATION OF ENROLMENT

Once your online enrolment has been processed, you will receive two emails:

1.Welcome Email from Orana OSHC

This email will include important information and any additional requirements that need to be completed, such as:
Complying Written Agreement (CWA), Meet the Staff, Booking and Cancellation, Child Care Subsidy Information.

2.Xplor Email

You will also receive an email from Xplor. This will include instructions to:
Set up your password to access your Xplor account. The App will allow you to sign your child/ren in and out of the centre, manage bookings, view finance information, and access photos and notifications of your child/ren.

Our OSHC Space

Our dedicated OSHC centre is a welcoming space designed exclusively for our children. The environment is set up to support play, social connection, and relaxation, with areas thoughtfully arranged around the interests and needs of the children. We aim to create a place where every child feels comfortable, engaged, and inspired to play, explore, and connect with others.

Our space includes:

- Three open-plan rooms, featuring a kid-friendly kitchen that encourages independence and creativity.
- At the main entrance, you'll find a secure gated area with our garden, bag storage, and newly renovated children's bathrooms.
- From our OSHC terrace, children have direct access to the school oval, playground, and basketball courts.















BEFORE SCHOOL CARE ROUTINES

6:30 am - 9:00am



6.30am - We are open

BSC opens at 6.30 am. Families can arrive any time during our opening hours. Children are welcomed at the gate and settle into OSHC while their friends arrive.



6.30am - 8.00am Breakfast

Breakfast is set up in the kitchen for children to help themselves to something to eat. Our children love independently serving themselves. This develops ongoing life skills. An educator is in the kitchen to always lend a hand. Children are expected to portion control, use utensils sensibly and wash their dishes when they finish.



Before School Play

BSC is a space for leisure and relaxation as children arrive early. OSHC has a program of activities and experiences on offer. Educators are attuned to the needs of the children and spontaneous play is evident based on the needs of the children in our care



8.25am - Morning Meeting

At 8.20 am children are asked to start packing away and prepare to head to school. The group come together to have a quick check-in with the educators. During the morning meeting, we discuss notices, share happy moments and get checked out for school. Students in Year one to six walk independently to class.

Pre-Primary and Kindy Drop off



While the big kids head to school our younger friends get a little more time to play and have some fruit for sustenance.
At 8:40 am our Pre Primary friends walk to class with an educator.
At 9:00 am our Kindy friends walk to class with an educator.

BSC closes at 9 am once we drop our Kindy friends to class.

AFTER SCHOOL CARE ROUTINES

2:45 pm - 6:00pm



2.45pm - Kindy Pick Up

Our OSHC educators collect our Kindy students from class and walk together back to OSHC. We love this time together. We share a meal, play games and settle into the centre before the big kids arrive.



3.10pm ASC gets busy

A lot is happening at 3.10 pm!
Pre Primary and Year One students are collected from class and walked back to OSHC. Year Two - Year Six students walk down to OSHC and sign in at the gate.
When they walk through the gates students hang up their bag, wash their hands and can have something to eat before playing.



After School Play

ASC is a place to wind down after a busy day of learning, or to use the last of our energy. Children can freely move between the indoor and outdoor spaces which is designed to have something for everyone. Educators position themselves around the centre, allowing for maximum supervision and play.



Afternoon Tea

We have two afternoon teas!
3.15 pm - 3.45 pm A light snack and fresh fruit are available to students who wish to have something to eat.
4.30 pm - 4.45 pm An extra light snack or leftovers with fresh fruit is available to students who may need a top-up before dinner.



6.00pm End of day closure

Children can go home from ASC at any time during our opening hours.
As the numbers start to dwindle educators pack away and tidy the centre. We ask the children who have been playing in the zones to help out too. Educators complete their final checks and close the centre.

ASC closes at 6 PM



The OSHC Day

Supervision and Safety

Educators are positioned throughout the licensed OSHC spaces to supervise children as they move between indoor and outdoor areas. Walkie-talkies are used to communicate across the service, assist in calling children who are going home, and support responses in case of an emergency.

Regular head-counts are conducted during all sessions to ensure children's safety, maintain appropriate staff-to-child ratios, and accurately record attendance. These practices help create a secure environment where children can explore, play, and learn with confidence.

Siblings and Buddies

Many children have siblings who attend the service, and they love being able to spend time together freely. It's wonderful to see them include each other's friends in their play, helping to connect students who might not otherwise have the chance to build relationships. We love watching children from different year levels work together, share common interests, and form friendships that grow through their time at OSHC.

Orana CPS also has a school buddy system, where year levels are paired to support connections across the school. For example, Kindy students are buddied with Year Threes and continue with that cohort until they become the older buddies themselves. It's always lovely when buddies get to spend extra time together at OSHC — it helps create a sense of familiarity, comfort, and belonging, especially for our youngest students.

The OSHC Environment

The OSHC environment is thoughtfully set up to maximise play, leisure, and rest. We strive to ensure there is something for everyone, with spaces designed to encourage exploration and free movement. Resources are age-appropriate and arranged to support both quiet, relaxed play and more active, energetic activities.

Children are encouraged to make independent choices, with toys and equipment clearly visible and easily accessible. We ensure there are ample materials for multiple groups to engage in play at once, fostering collaboration and inclusion. Our environment is regularly refreshed with new and favourite resources to keep it dynamic, engaging, and reflective of the children's interests.



Meals at OSHC

Breakfast

A variety of breakfast options are available for children who need a nutritious start to the day. Breakfast is set up for children to help themselves and is available from 6:30 am to 8:00 am. Options include:

- Cereal: Rice Bubbles, Corn Flakes, or Weetbix with full cream milk
- Toast: Wholemeal bread with spreads such as Nuttelex, strawberry jam, or Vegemite.

Afternoon Tea

Afternoon tea is served upon arrival and a second serving is offered to children still in attendance after 4:30 pm. The menu always includes a fresh fruit platter with seasonal fruit, and daily options such as yoghurt, popcorn, pizza, pasta, garlic bread, noodles, or fried rice.

We encourage families to view our written weekly menu, which is displayed at the sign in board at the entrance of the centre near the iPad.







Vacation Care & Pupil Free Days

Vacation Care and Pupil Free Day programs are released to families three weeks prior to the commencement date. These sessions run from 6:30am to 6:00pm, and children may arrive any time after opening.

The service provides morning tea and afternoon tea, while families are asked to supply a nutritious, ready-to-eat lunch that can be safely stored in children's bags.

Each day offers a mix of indoor and outdoor experiences, often themed around the children's interests. We encourage children to join in planned activities, engage in child-led play, and take time to rest or enjoy quiet activities when they need to.

Our environment is stocked with a wide variety of open-ended resources to inspire creativity and exploration. To prevent items from being lost or damaged, children are discouraged from bringing toys from home — though books are always welcome.

We also offer incursions and excursions throughout the program, which are clearly communicated in advance to families. Children attending excursions must have a signed Transportation Authorisation Form, which will accompany the booking information. Please note that additional charges apply for incursions and excursions.





WHAT TO BRING FOR VACATION CARE


A BAG


SNEAKERS
(NO THONGS)


A HAT
(NO CAPS)


T-SHIRT
(SHOULDERS COVERED)


LUNCH AND WATER BOTTLE


SPARE CLOTHES

Active Play and Screen Time

In 2023, we became an accredited Activated OSHC service and proudly follow the National Guidelines for Physical Activity and Screen Time in Out of School Hours Care.

We encourage all children to be active participants in physical play. Outdoor play is available for the majority of each session, with access to playground equipment, sports gear, scooters, rip sticks, gym mats, and other resources that promote movement and fun. During the cooler months, we make use of the school quad and hall to ensure children can stay active regardless of the weather.

Screen time within OSHC refers only to the use of the OSHC TV, where G-rated shows or movies may be shown in accordance with our guidelines. On days of inclement weather, a short program may be offered; however, children are always free to choose from other play options available within the OSHC environment.







WE'RE AN ACTIVATED OSHC

Booking and Cancellations

BOOKING REQUIREMENTS

In order for parents/carers to make a booking at our centre, their child/children need to be enrolled into Orana OSHC and approved by the Nominated Supervisor before commencement.

HOW TO MAKE BOOKINGS?

Families have several options for making OSHC bookings, designed to suit different needs and schedules.

Ongoing or Bulk Bookings

- Families can submit an Ongoing/Booking Form to secure regular sessions throughout the year (e.g. every Tuesday morning). This option is great for families who prefer a consistent routine.

Ongoing, Bulk OR Casual Bookings via the Xplor Home App

- The Xplor Home App allows families to view available sessions and instantly make bookings on the go.
- You can download the app from the App Store or Google Play Store by searching for Xplor Home.

Email Bookings

- Families can also make or amend bookings by emailing the OSHC team directly.

All bookings are subject to availability, so we encourage families to plan ahead wherever possible.

CANCELLATIONS AND ABSENCES

Before & After School Care

If you no longer require a booked session, please notify the service in writing by 6:00pm the day before or mark your child as absent through the Xplor Home App.
Cancellations made within this timeframe will not incur a fee.
If notice is not received before 6:00pm, the session will be marked as absent and fees will apply as normal.

Vacation Care

Once a Vacation Care booking has been confirmed, cancellations are not permitted and fees for the booked session will still apply.



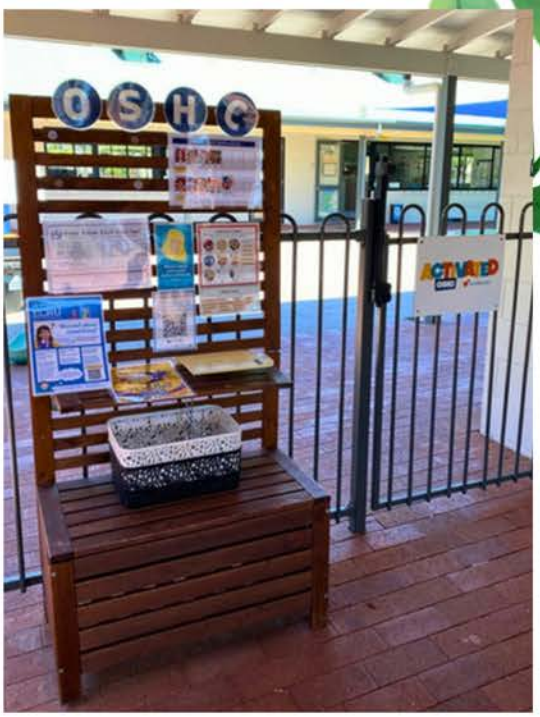
Signing In and Out

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.

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.



When you collect your child, we ask that you:
- Sign your child out of the centre using the Xplor Hub.
- Notify the educators if you are unable to sign out.

Families are always welcome to come into the OSHC building to greet their child. However, during busy times, we may ask families to wait by the gate so educators can bring your child out to you. This helps us manage the flow of people in and out of the building and ensures a smooth and safe collection process.

Children will only be released to authorised persons listed on their enrolment or with written approval from a parent/guardian. If an educator does not recognise the person collecting a child, photo ID will be required for verification.

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 service closing time.

Signing in and out is a legal requirement of the Family Assistance Office.

Medical Needs

If your child has any specific health care needs, allergies, or medical conditions, please provide detailed information on the enrolment form. We may ask you to assist in completing a Risk Minimisation Plan to ensure educators understand your child's requirements and can provide safe care.
If any information changes during your child's time with us, please notify us in writing so we can update our records.

Allergies

For children with food allergies, a suitable alternative snack will always be provided during morning and afternoon tea. We aim to offer a replacement similar to the main snack whenever possible. Please notify us if your child's dietary needs change.

Medication

If your child requires medication while at OSHC, a Medication Form must be completed. Medication must be in its original container with the dispensing label attached, clearly stating the child's name and dosage.

Asthma & Anaphylaxis

Children with asthma or anaphylaxis must have their medication stored at the service, along with a doctor-signed Action Plan. Please provide an EpiPen or asthma reliever puffer if your child may require one during care.

Incidents and First Aid

Despite every precaution, accidents may occasionally occur at the Service. To ensure your child's safety and keep you informed, the following procedures are in place.
Parents/guardians provide written authority (included in the enrolment form) for staff to seek medical attention if required.

- Minor Accidents: Staff qualified in First Aid will attend to the child and provide appropriate care. Depending on the nature of the injury, you may be contacted immediately or informed when you arrive to collect your child.
- Serious Accidents: In the event of a serious injury requiring more than first aid, you will be contacted immediately. If you cannot be reached, your emergency contact will be called. An ambulance will be arranged if necessary, and a staff member will accompany your child until you are able to be there.

You will be asked to sign an Accident Report completed by the person in charge at the time of the incident.

Communications

As a separate service to the school, it's important that families communicate directly with OSHC regarding absences, holidays, or any changes to health needs, medications, or other important information. Please do not rely on messages being passed through class teachers or the school office, as they may not always be aware of which children are attending OSHC or on which days. We ask that families take responsibility for keeping us informed so we can provide the safest and most supportive care for your child.

Payment of Fees

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

- Fees are payable 7 days 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 Direct Debit, EFTPOS or Bank Transfer.
- Invoices are emailed weekly on Monday.
- A late fee of $10 for every 10 minutes or part thereof will be charged directly onto your account for each child who remains at the Centre after 6pm.
- Orana OSHC is an approved CCS provider, meaning eligible families can receive fee reductions directly through their account.
- Child Care Subsidy can be received as a reduction of fees through the service.

OVERDUE FEES

Anyone experiencing difficulties in meeting their fee payments will be referred to the Centre Manager 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.

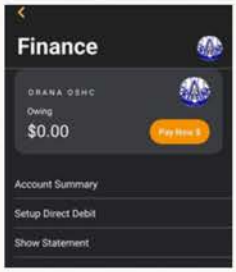
Any child not attending the service for more than one week without notifying the Centre Manager in writing, of the reason, shall be regarded as having withdrawn, and the place will be cancelled. Parents/carers should notify the service if their child will not be attending during their booked time, as soon as possible. Please refer to the Booking and Cancellation Procedure.

CHILD CARE SUBSIDY (CCS)

Orana OSHC is an approved service under the Australian Government's Child Care Subsidy (CCS). Families may be eligible to receive financial assistance to reduce the cost of their child's attendance.

To check your eligibility, calculate your subsidy, or manage your Child Care Subsidy, please visit the Services Australia website: www.servicesaustralia.gov.au/childcare
For questions about your fees or subsidy at Orana OSHC, our staff are happy to assist you.

MAKE A PAYMENT:

EFTPOS	**Bank Transfer**	**PAY NOW Xplor Home App** Fees apply	**Direct Debit** Fees apply
Terminal at OSHC Reception 	**BSB:** 086 006 **ACC:** 825 648 282 **NAME:** Orana OSHC **REF:** Child Name 	Found in the Xplor Home App 	Can be set up on Enrolment or through the app. More information can be sent to families on request.

ORANA OSHC

OUTSIDE SCHOOL HOURS CARE

WELCOME

Thank you for reading our Family Handbook. We are thrilled to have your family as part of the Orana OSHC community. Our aim is to provide a safe, engaging, and supportive environment where children can play, learn, and grow.

We value your partnership and encourage you to stay involved and share your thoughts. We look forward to welcoming you and your child and sharing many memorable moments together!

