



**TURRAMURRA  
OOSH**

# **PARENT HANDBOOK**



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# Our Philosophy

At South Turrumurra OOSH, we provide out of school hours and vacation care to all families in the Turrumurra Public School community. We actively meet the needs of our community by maintaining the resources required to care for every child at Turrumurra Public School who needs or wants to attend.

We create a child-safe, comfortable, and welcoming environment where we implement a child-driven program. Our play and leisure-based program includes children's interests and promotes agency, respect, wellbeing, curiosity, inclusion, and freedom of choice. We always prioritise creating a safe and engaging experience for children in everything we do.

We embed an appreciation for Indigenous heritage, cultural diversity, and sustainable practices into our daily work to help preserve our natural environment. As a community-based service, we place collaboration at the centre of our practice. We work closely with our parent committee, school staff, families, children, and local businesses to foster an authentic, home-like, and supportive atmosphere. We maintain open communication with all stakeholders to better understand how we can improve our service.

We empower our team to thrive both professionally and personally because we believe a supported and inspired team delivers high-quality care. We prioritise mental wellbeing for both children and educators and integrate this into our daily routines and reflective practices. The happiness and wellbeing of our children guide our vision for the future.

To achieve our goals, we continually reflect and improve. We evaluate our programs, support educator development, gather feedback, and use self-assessment tools to ensure we prioritise each child's experience and adapt to our community's evolving needs.



## About OOSH

South Turramurra OOSH is a not-for-profit, before and after school care service which caters solely to the families of Turramurra Public School. Our service is operated by a Director and a team of excellent educators who answer to a volunteer Parent Management Committee, which is elected annually.

Located within school grounds, we have a collaborative relationship with the school however, we are a separate entity that is governed by the same legislation as early childhood and family daycare. Working together with the school, families and children, TOOSH strives to provide children with a safe space to relax and play, before and after school.

We are licensed to hold up to 300 children per session. Rostering at an educator to child ratio of 1:13, we exceed government regulations of 1:15 ratios so we can adequately supervise while providing great experiences for our kids. We provide a Vacation Care program that runs with a limited capacity ensuring we can roster our educators to a ratio that can support the more diverse and extended program while upholding active supervision and inclusive practices.

TOOSH is located between the school office and the library, along the south side (The Comenarra Parkway side) of the school. We have a purpose built OOSH building that is split into 'lounge' and 'dining' areas as well as access to our own bathrooms, kitchen and office area. We have use of the school oval, covered cola area, tennis courts and the school hall to facilitate physical, imaginative and nature play each session.

Our team of 27-30, comprising of a Director, Coordinator, Educational Leader, Vacation Care Coordinator, three senior educators, two additional permanent staff and a pool of casual educators, share a passion for working with children and having fun.

TOOSH is designed to be a home-like environment for kids to relax and play as they would with friends and neighbours, with the added benefits of ample supervision, numerous resources and organised activities. A weekly program is devised from the ideas of children and observations of Educators.



# Operating Hours

**Before  
School**      **7:00am - 8:40am**

**After  
School**      **3:05pm - 6:15pm**

**Vacation  
Care**      **7:00am - 6:15pm**



## Contact Info

Check out our website!  
**[www.tpsoosh.com.au](http://www.tpsoosh.com.au)**



### Xplor Home app

- Absent Notifications
- Casual Booking Requests
- Vacation Care Booking Requests
- Account and Financial Management
- Important Messages from OOSH

**Phone**      **0407 824 462**

**Email**      **[bookings@tpsoosh.com.au](mailto:bookings@tpsoosh.com.au)**

**Director**      **[coordinator@tpsoosh.com.au](mailto:coordinator@tpsoosh.com.au)**

**PMC**      **[president@tpsoosh.com.au](mailto:president@tpsoosh.com.au)**

Please note that while the children are playing and we are on the floor, conversations are difficult. If the matter is not urgent, we encourage you to send a text or email and we will get back to you as soon as we are able.

# Bookings & Fees

Before & After School Care

## Permanent

- **Weekly reoccurring booking**
- **Charged for attendance or absence**
- **Must notify afternoon absence by 3pm**  
(additional fees apply)
- **Changes to permanent bookings must be requested via email**
- **2 weeks notice for cancelations**

### Fee per session

**Before  
School**      **\$15.00**

**After  
School**      **\$25.50**

\*CCS applicable

### Fee per session

**Before  
School**      **\$20.00**

**After  
School**      **\$30.50**

\*CCS applicable

## Casual

- **Adhoc / One time booking**
- **Bookings requested via the Xplor Home app**
- **No charge for absences submitted with more than 24 hours notice**
- **Must notify afternoon absence by 3pm**  
(additional fees apply)

## Additional Fees

### Lesson Fee

**\$3.50 per lesson, per week.**

### Late Collection Fee

**\$25 per 15min, for collection after 6:15pm**

### Finder Fee

**\$30 each no-notification of afternoon absence prior to 3pm**



# More About Fees



## CCS Assistance

OOSH is approved to offer Child Care Subsidy (CCS) to eligible families. As a part of the enrolment process, you will provide child and primary parent CRN numbers. Once enrolled, you will need to complete two mandatory confirmations to receive your CCS.

1. CWA in your Xplor Home app
2. Enrolment in MyGov

Your rebate entitlement percentage, as determined by Centrelink, will be applied to your OOSH fees and rebates paid to your OOSH account automatically each week leaving only the GAP fee for payment via direct debit each fortnight.

Please note that CCS rebates will cease for two reasons (OOSH related)

1. You accrue over 42 absences in a financial year
2. If there are no submitted attendances in a 14 week period

Other factors can effect you CCS (e.g. TAX, income). For all other issues you will need to contact Centrelink via MyGov.

## Payment of Fees

OOSH Fees (or GAP Fees) are direct debited from you nominated card or account, fortnightly on a Thursday. The billing cycle includes the past two weeks of care, considering permanent bookings as well as casual sessions and other fees accrued.

Direct debit set up, live account balance and financial statements can be accessed via the Finance menu in you Xplor Home app.

For all billing enquired, please contact [booking@tpsoosh.com.au](mailto:booking@tpsoosh.com.au).

## Payment Failure & Overdue Fees

A payment failure will incur a **\$19.95 fee**.

Three consecutive payment failures may result in suspended bookings. Bookings may not be possible until outstanding fees are paid in full.



# How to **Sign in & out**

## **Signing in**

### **Before School Care**

Law requires children to be signed into Before School Care by an Authorised Collector. To do so, simply open your Xplor Home app and select "Sign in", scan the QR code and confirm. You can also sign in using the tablets provided by logging into your profile using your phone number and PIN, selecting the children you wish to sign in, and logging out. Staff will always be available at the Parent Greeter desk to help.

Please be advised that children are not to be left at the centre prior to 7am, we do need you to sign in before you leave the premises.

Our Parent Greeter is always happy for a chat. Any information you can pass on regarding your child's attendance or emotional state is very useful to our educators.

## **Signing out**

### **After School Care**

Signing out follows the same procedure as signing in, with a few minor variations. Children will be signed in by staff after school, so you'll be signing them out between 3:30pm and 6:15pm. Waiting until 3:30pm allows enough time for staff to sign all children in and refresh the system. If you wish to collect your child before they have signed in, just let the Parent Greeter know and they will mark you child absent.

Please remember to sign your child out before collecting them, it will save us a great deal of worry.

## **Contacts**

### **& Collectors**

You can authorise people to sign your child in & out of OOSH by adding them as 'Contacts' via the Xplor Home app.

- You must provide a mobile and email for Contacts
- You must select the relevant authorisation for collection
- Contacts must set up Password/PIN via the email link
- The Parent Greeter will show the Contact how to sign out
- Contacts do not have access to the app (use Hub provided)
- Contacts must be at least 18 years of age. Collectors under the age of 18 must be over the age of 16 and authorisation must be provided directly via email.



# Our Meals

## Dietary Requirements

Any dietary requirements listed during enrolment will be catered for, in the most inclusive way possible, while ensuring safe food practices are upheld. Please ensure you provide all dietary requirements during enrolment, or email the service to update your child's information at any time.

## Breakfast

We have breakfast available for children every morning. Children can order toast with their choice of spread until 8am, and have access to a range of low-sugar cereals until 8:15am.



### Toast Spread options

- Vegemite
- Jam
- Honey
- Nuttlex

### Cereal Options

- Weet Bix
- Weet-Bix Bites
- Special K
- Cheerios
- Porridge

## Afternoon Tea

For afternoon tea we offer seasonal fruit, a range of sandwiches (Vegemite, Jam, Honey & Cheese) and a prepared afternoon tea option. We prepare a different afternoon tea each day and our menu rotates for five weeks before a new menu is created from child, parent and educator suggestions, made healthy and inclusive by our very own dietician.

We serve seconds from the kitchen until the food has run out, or 5:30pm.

Afternoon tea is designed as a light snack and is a great way to include children's family culture into our OOSH program, so if there are any meals you make for your kids at home that we could attempt for an OOSH afternoon tea, please let us know.



# New Kindy Enrolment & Orientation

## Enrolment

During the September/October school holidays, we will begin our enrolments for the following year. Enrolment links will be sent to the primary parent for all children listed on our enrolment waitlist, via email. Please email [bookings@tpsoosh.com.au](mailto:bookings@tpsoosh.com.au) to join the enrolment waitlist.

The enrolment process includes the following steps.

1. Online Enrolment Form
2. Set up Xplor Parent Account
3. Set up Direct Debit
4. Confirm CCS Enrolment (if applicable)

You will have the opportunity to request your preferred booking pattern during the online enrolment. We currently operate with full availability for all before and after school care sessions and can facilitate all preferred booking patterns for the start of the year.

Unfortunately at this stage, Vacation Care is not available for new Kindy children in January. Children must attend a terms worth of bookings before they are eligible for Vacation Care bookings.

## Orientation

### Before School Care

We have an educator rostered as "Kindy Greeter" for the start of the year for all before school care sessions. Our educators will be available to show our new Kindy friends around in the mornings, and help get children engaged in activities to support the morning transition.

### After School Care

For the first few weeks of Kindy, children finish school early at 2:30pm. OOSH will collect any child booked in for the afternoon session, from their classroom, and take them on an OOSH orientation before the school bell goes and the big kids join us for the afternoon session.

You are welcome to request a later start date in your enrolment if you feel your child will benefit from easing into the longer days, and the new routine. Please note that while children finish at 2:30pm, this is the best time for your child to complete the Kindy orientation with their new friends.

# Daily Routines Before School Care



## Outside Play Opens 7:30am

We open outside play for children and adjust the outside play program according to child interests and the weather.

## Pack-up Starts 8:30am

A pack-up song is played to announce that it is time to put away activities and get ready for the school day.

If you hear the pack-up song, don't worry, you can still sign children into OOSH up until 8:40am.

## 7am OOSH Opens

Children hang their bags on hooks as you sign children in via the parent greeter desk. Breakfast is served from 7am and indoor play areas are open for free play and programmed activities.

## 8:15am Breakfast Closes

Toast runs until 8am while our cereal bar runs until 8:15am. If you intend for your child to eat breakfast at OOSH, please ensure you arrive before this time.

## 8:40am Start of School

The 8:40am bell is to announce that school staff are onsite supervising the playgrounds.

Children in years K-2 are escorted to the infants area by educators each morning to ensure they arrive in the correct supervision area. (Kindy's are delivered directly to their classrooms)

# Daily Routines

## After School Care



**3:05pm**

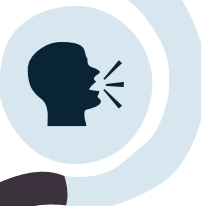
### End of School Bell

Educators collect Kindy children from their classrooms and "shepherd" all other children to OOSH. Once children have arrived at OOSH they will complete the following with educator guidance.

1. Hang school bag on hook
2. Sign into OOSH
3. Wash hands and eat afternoon tea
4. Enjoy free outdoor play while everyone makes their way to OOSH

### Announcements

**3:30pm**



Educators check for any children who have forgotten to sign in and announce the following.

- Acknowledgement to Country
- What activities are on the program and where they will be run.
- The areas that are open and what educator is supervising that area.
- The areas that are out of bounds.
- The UV for the afternoon and what time hats must be worn until.



**3:40pm**

### The Fun Begins!

Children can now move freely between open play areas, and participate in activities both programmed and self driven.

Our educators support all children to participate in play while supervising in their programmed areas.

Additional staff are rostered on kitchen, first aid, lessons and inclusion positions to support the needs of children as well as shepherd and parent greeter educators to support parents in collecting children.

### Fresh Fruit

**4:30pm**



A plate of fresh seasonal fruit is served from the kitchen at 4:30pm.

Fruits are chosen based on what is in season, and what the children request.



**5:30pm**

### Program Activities Close

Children are brought up to the OOSH room and Cola for the rest of the afternoon.

Electronic games are sometimes provided at this time to support children transition as their friends are going home.

Educators who are no longer required to supervise begin their nightly pack up, cleaning and documenting duties.

### OOSH Closes

**6:15pm**



The Parent Greeter desk is moved inside at 6pm in preparation for closing.

All remaining educators are rostered for a 6:15pm finish. Any collections after 6:15pm incur a \$25 late pick up fee every 15min.

# Our Program

Our OOSH program is child driven and consists of a combination of planned and spontaneous activities that branch into craft, cooking, sport and relaxation experiences.

The program is developed in accordance with the National Education and Care Services Regulations and Laws and the School Age Education and Care learning framework "My Time, Our Place".



The My Time, Our Place framework recognises the importance of social interactions, new experiences, cultural safety and practical life skill development.

The framework identifies 5 key goals to provide guidance on creating a child centered program that aims to develop;

1. **a strong sense of identity**
2. **connections and contributions within their world**
3. **a strong sense of wellbeing**
4. **confidence and involvement in their learning**
5. **effective communication skills**

## Behaviour Management

At OOSH we choose to align with the schools Positive Behaviour for Learning (PBL) strategies as closely as practical, so our expectations regarding Respect and Responsibility are clear and easy for children to follow.

All OOSH educators share a passion for a positive and collaborative approach to guiding children's behaviour. They engage in regular training, run by industry professionals, to develop skills in behaviour management, active supervision and supporting children with additional needs and/or diagnosis's in the play environment.

### Our OOSH Values

**Respect**

**Responsibility**

**Play**



# Statement of Commitment

## Child Safety and Wellbeing

As a child safe organisation, South Turrumurra OOSH is completely committed to the safety and wellbeing of children, with a zero tolerance to child abuse.

### **We will:**

- 1** Empower children to know their rights and have a voice. To feel valued, heard and participate in the program and operation of our OOSH.
  - 2** Facilitate safe physical and online environments for children to explore with confidence.
  - 3** Uphold inclusive practices to support all children and families in our community, and advocate for the diverse needs of all cultural and religious beliefs, those with diagnoses and strenuous circumstances.
  - 4** Involve our families in child safety and wellbeing practices, with a child focused approach and strong communication with parents and guardians.
  - 5** Prioritise the best interests of the child, whilst meeting legislation requirements when responding to child protection concerns.
  - 6** Employ people who share our passion for child safety, align with our values and are willing to uphold our service values to the best of their ability.
  - 7** Engage in regular staff development and training to best equip our team with the knowledge and skills to keep our children safe at all times.
  - 8** Promote the child safe standards through our leadership, governance and culture. We will collaborate with shareholders and train our educators to uphold the highest quality care for our children.
  - 9** Ensure our policies and procedures are regularly reviewed, meet our practice and the child safe standards as well as all relevant legislation.
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