

# Parent Handbook



TURRAMURRA  
— OOSH —

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# Our Philosophy

Philosophy - “ A theory or attitude that acts as a guiding principle for behaviour. ”

South Turrumurra OOSH aims to provide out of school hours care to all families in the Turrumurra Public School community. We endeavour to meet the needs of the community by possessing the resources required to facilitate care for every child of Turrumurra Public School who have the need or desire to attend.

We focus on creating a safe, comfortable, and welcoming environment in which to implement our child-driven program. Our program is designed to include children’s interests and promote elements such as agency, respect, wellbeing, curiosity, and freedom of choice. We aim to embed into our practice, an appreciation for our indigenous heritage and cultural diversity as well as sustainable practices to aid in the preservation of our natural environment.

As a community-based service, collaboration is at the heart of what we do. Through close partnerships with our parent committee, school faculty, families, children, and local business, we strive to create an authentic, home-like, and supportive atmosphere. We value open communication with all stakeholders to gain a better understanding of how we can improve our practice.

In order to reach our goals, we must constantly reflect and improve where we can. We make use of program evaluations, educator development, feedback, and self-assessment tools. The happiness and wellbeing of our children will always be the primary motivator in our visions going forward.

# About Us

Turramurra OOSH is a not-for-profit, before and after school care service which caters solely to the families of Turramurra Public School. Operated by a Coordinator and a team of excellent Educators who answer to a volunteer parent committee, elected annually. Located within school grounds, we have a collaborative relationship with the school, though are a separate entity. 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.

Turramurra OOSH is licenced to hold up to 200 children per session. Rostering at an Educator to Child ratio of 1:13, we exceed government regulations of 1:15 ratios so that we can provide the best possible supervision and experience for our kids.

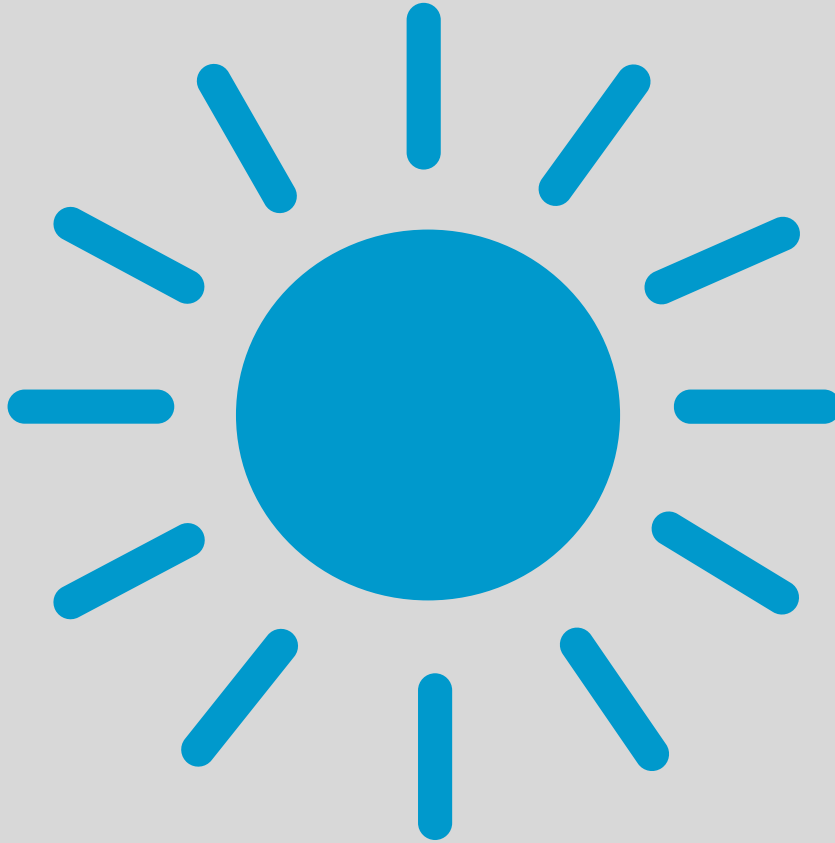
TOOSH is located between the school office and the library, along the south side (The Comenarra Parkway side) of the school. We have a purpose built OOSH building that is split into 'lounge' and 'dining' areas as well as access to our own bathrooms, kitchen and office area. We have use of the school 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 Coordinator, Deputy Coordinator, Educational Leader, Vacation Care Coordinator, four permanent part-time staff and a pool of casual Educators, share a passion for working with children and having fun. If you'd like to speak to a team member in person, educators are onsite and off the floor between 9-9:30am & 2-3pm. Administration staff only are on premises between these times.

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.

Our practice is also guided by the learning framework, "My Time, Our Place" and National Quality Standards & Regulations to ensure children's learning and development is being supported.

# Operating Hours



**Before School**

**7:00 am – 8:40 am**

**After School**

**3:05 pm – 6:15 pm**

**Vacation Care**

**7:00 am – 6:15 pm**

# Contact Information



## Service Contact Numbers

Phone: 9144 4769    Mobile: 0407 824 262

### Xplor Home App



Absence Notifications  
Casual Booking Requests  
Vacation Care Booking Requests  
Important Messages from OOSH  
Check Account and Financial Statements

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

Changes to Permanent Bookings  
Extra-Curricular Permissions  
General Enquiries

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

Direct contact to our Coordinator

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

PMC enquiries  
Complaints  
Feedback about our service.

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.

## There are two types of Before & After School Care bookings you can make at OOSH

### Permanent Bookings

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A weekly, recurring booking which ensures you have a place for the sessions your child is booked. You will be charged for this session regardless of if your child attends or not.

If your child will not be attending an afternoon session, we do require notice via the [Home app](#) of their absence by 3pm or else a finding fee of \$30 will be charged in addition to normal session costs. Morning absences require no notification.

Changes to your permanent booking can be made by emailing [bookings@tpsoosh.com.au](mailto:bookings@tpsoosh.com.au). Please note that all cancellations of a permanent booking require a 2-week notice period.

### Casual Bookings

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Available to all families enrolled in the service, casual sessions may be requested anytime but are subject to availability. Casual bookings come with a higher rate but are a one-time charge for each booking. Casual bookings can be requested through the [Xplor Home App](#).

# Our Program



Our program is child driven and is developed in accordance with the National Education and Care Services Regulations and Laws and the School Age Care Learning Framework: My Time, Our Place. Our Program is a combination of planned and spontaneous activities that branches into craft, cooking, and sport experiences.

The program is created with the children's current interests, suggestions, ideas and development at the forefront and places a strong focus on developing and enriching the children's sense of wellbeing and development, whilst providing opportunities for the children to engage in new experiences, in a safe, secure and happy environment.

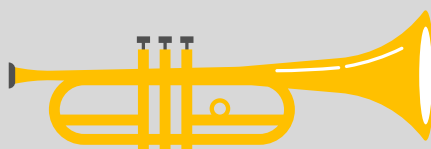
The School Aged Care Learning Framework: My Time, Our Place identifies 5 main goals in child development and recognises the importance of social interactions, new experiences, and practical life skill development. The 5 main goals provide guidance on creating a child centred program that aims to help develop **a strong sense of identity, connections and contributions within their world, a strong sense of wellbeing, confidence and involvement in their learning & effective communication skills.**

You can find our weekly program and menu in our parent area at the centre along with parenting resources, community services and visual displays of our program in practice.



# Extra-Curricular Activities

Turrumurra PS offers a huge range of on-site, extra-curricular activities and run a renowned musical program in which many OOSH children partake. With your written consent, OOSH will facilitate drop off and collection of children from their on-site extra-curriculars whilst they are in our care. We always put food aside for those who have lessons straight after school, so nobody misses out on Afternoon Tea.

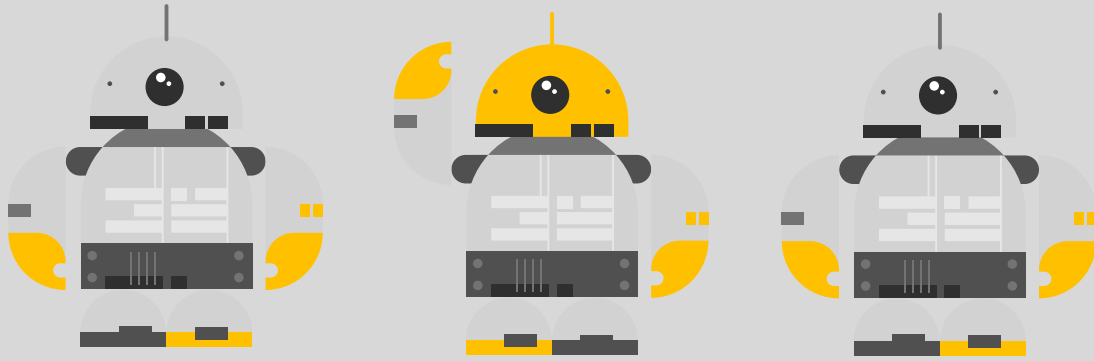


## Please Let Us Know

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If your child has a lesson or activity planned during their time at OOSH, please let us know via [bookings@tpsoosh.com.au](mailto:bookings@tpsoosh.com.au). Without your written consent, we cannot legally relinquish care to the extra-curricular provider.

# Our Team



Our Educators have been carefully selected by a team of expert childcare professionals... the kids. After an interview with our coordinator, every prospective candidate spends supervised time with the children, who then give references and impact the selection process. We look for enthusiasm and positive energy in our Educators. We look for those who fit our OOSH culture and add to our diverse team to ensure we offer something for every child.

Our Management Team have been carefully recruited in similar fashion, with the assistance of an industry-specific, human resources company. We've built a senior team with over 40 years of combined childcare experience to ensure that your kids are in good hands.

Our Team engages in quarterly development, covering topics including but not limited to first aid, child protection, emotional intelligence, behaviour management, mindfulness and play theory.

Many of our Educators are also excellent babysitters and whilst OOSH is not involved in babysitting arrangements, we are happy to provide a contact list of Educators who provide the service, should you require it.

# Parent Management Committee

Our daily practice is managed by our Coordinator, management team and a diverse range of Educators. Our services practices are overseen and governed by a Parent Management Committee (PMC).

The PMC is made up of parent volunteers, elected at an annual AGM. We implore parents to attend our AGM meetings, held in the second term of each school year and encourage anyone willing to join our committee. It is the very best way you can contribute to your child having positive OOSH experience.

Our PMC meet once a term and are responsible for financials, governance, HR and major decisions for the future direction of the centre. Without our parent committees, the OOSH industry would be handed over to large companies, many of which compromise quality care for profit.

# Daily Routines

## Before School

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We open our doors at 7am. The children will hang their bags on the hooks outside whilst you are signing them in.

We serve breakfast until 8:15am. We serve a variety of low-sugar cereals and toast with various spreads. Once a week we offer a surprise breakfast special.

Mornings at OOSH are focused around free play and a mindful start to the day so children have options to engage in passive, creative or energetic play, both indoors and outdoors.

At 8:30am we pack up and prepare for roll call. By 8:40am we are seated for roll call and the first school bell has gone. We practice our morning mindfulness before marking the roll and sending the kids out to the school playgrounds which are supervised by school teachers from 8:40am. We walk our infant group to their playground to ensure they get there safely.

Our Educators remain on site until 9:15am to tidy the centre and prepare for the afternoon. This is a great time for parents to call or come in for a chat.

# After School

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Our core team of Educators arrive at 1:45pm to finish preparing for the afternoon. At 2:45pm, the rest of our crew arrives, and we have our daily staff meeting where we discuss the session ahead, including any additional needs of children attending that day.

We'll have Educators ready at the infant side to collect our Kindies when the school bell goes at 3:05pm (2:30pm for their first few weeks). The rest of our kids will make their way to our building to sign in, wash their hands, apply sunscreen (if the UV is above 3) and have afternoon tea.

At 3:30pm, once all children have been accounted for and fed, we gather under the COLA for announcements where we make an acknowledgment to country, discuss activities for the day, out of bounds areas, the UV level and any celebrations of the day. After announcements, we play.

We utilise core indoor and outdoor spaces in our play as well as extra areas throughout the week, often by request of the kids. We program a range of activities, tailored to our different age groups and personality types and we facilitate free play with open ended resources in our supervised areas.

At 5:30pm we condense our areas and begin our clean up. Some educators commence cleaning duties whilst others run activities for the remaining children. We facilitate free play until all children are collected for the day.

Our Centre closes at 6:15pm. If you are running late, please call and let us know. Note that late collections are subject to a \$25 late collection fee.

# Vacation Care

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Just like Before School Care, we open our doors at 7am. The children will hang their bags on the hooks outside before coming inside where you will find the parent sign in QR code.

We serve breakfast until 8:30am as children arrive for the day. We serve a variety of low-sugar cereals and toast with various spreads.

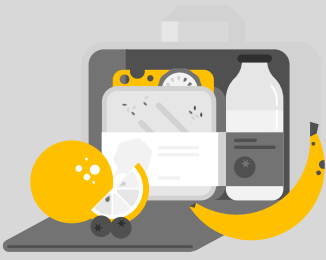
Each day children are asked to bring a packed morning tea and lunch. Children should also bring a hat, water bottle and a spare change of clothes in case of messy play (slime, clay, mud ect.)

The daily program will be sent to parents in week 6 of each school term via email and Xplor messages. This is also when bookings open and can be requested via your [Xplor Home app](#). The program will include details on the planned activity for the day and any additional equipment/supplies to pack for your child that day.

Programmed activities are usually complete around 3pm and children wind down for the day with some free play and afternoon tea provided by the service.

As we are still in the developmental stages of starting a Vacation Care program, our procedures are still subject to change. To stay up to date please check your Xplor Home messages.

# Meals



## Breakfast

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For breakfast we serve a range of low-sugar cereals: Weet-Bix, Weet-Bix Bites, Special K, Cheerios & Porridge and toast with spreads: Vegemite, Jam, Nuttlex & Honey. We also whip up a special breakfast option once a week.

## Afternoon Tea

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For afternoon tea we offer seasonal fruit, sandwiches: Vegemite, Jam, Honey & Cheese and a third food option. We prepare a different afternoon tea every day of the week 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.

Afternoon tea is designed as a light snack before dinner, not a substantial meal but it does afford us the opportunity to incorporate the cultural backgrounds of our children into our service, so if there are any special meals you make for your kids at home, that we could attempt for the kids here, please let us know. We serve seconds in the kitchen for the remainder of the afternoon.

## Dietary Requirements

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We cater to all allergies and dietary restrictions. We make sure that children all have similar meals and that they are served safely, from the same location, wherever possible. If your child has an allergy or dietary restriction, please let us know and add it to your enrolment form so that we can plan to feed your child safely and inclusively.

# Behaviour Management

In our service we like to create a positive and active play environment where children are supported to follow their own interests. We have worked in conjunction with the school to create a positive behaviour management system which is similar to the school's so the expectations of the children in regard to Respect and Responsibility are clear and easy for children to follow.

We take a PBL approach to behaviour management, favouring strategic positive reinforcement and language to mould desirable behaviours. Educators engage in training with the school and industry professionals to develop their behaviour management skills on a constant basis.

Despite our best efforts, behaviour issues will arise and whilst we look to the cause of the behaviours to try and help the child presenting them, safety of all of our children is paramount and so we use a reminder and warning system.

A child will get 2 reminders for small behaviour issues, recorded and handled in Centre. The third reminder will result in a warning and a meeting with parents to discuss the issue. A serious incident, as deemed by the coordinator, will result in a warning with no reminders. If a child should accumulate 3 warnings within a 6 month period, bookings may be suspended or cancelled.

We will always aim to work with parents and teachers to help children on the reminder/warning system. If we work together and are consistent in our approach, we can easily guide children towards desired behaviours in a positive way.



# Signing In and Out



## Signing In

Law requires children to be signed into Before School Care by an Authorised Collector. To do so, simply open your [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 to help you navigate the system.

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.

When you come in, we're always happy for a chat. Any information you can pass on regarding your child's attendance or emotional state is very useful.

## Signing Out

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 3:30 and 6:15pm. If you can wait until around 3:30pm to sign out, that will give us enough time to sign all the children in and refresh the system. If you would like to pick up before your child is signed in, just let staff know and we'll mark them absent.

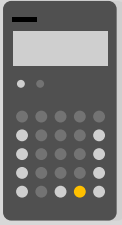
Please remember to sign your child out before collecting them, it will save us a great deal of worry.

## Contacts

You can authorise people to collect your children by inviting them as 'Contacts' via the [Xplor Home App](#) and selecting the authorisation "I authorise this person to collect my child". The Contact must then set up their Hub password and pin by following the "Accept Invite" link in the Xplor Welcome email.

Someone must have a parent or Contact Hub account to collect a child. A Contact can be a person over the age of 16 with a Contact Hub account, sent directly from the child's Parent/Guardian or by the service upon written request.

All Contact Hub signings are done on the tablets provided. Contacts do not need the Xplor



# Fees and Billing

## Before & After School Care

Permanent

Casual

Morning

\$14.50

\$19.50

Afternoon

\$24.50

\$29.50

## Vacation Care

In Centre

Excursion

Vacation Care

\$75

\$105

Your child must attend OOSH regularly for 6 months to be eligible for Vacation Care bookings.

## CCS Assistance

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OOSH is approved to offer the Child Care Subsidy (CCS) to eligible families.

As part of our enrolment process, you will provide child and family 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 you to pay via direct debit each fortnight.

Please note that CCS rebates will stop being applied if you accrue over 42 absences in a financial year.

## Additional Fees

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**Late Collection Fee:** A \$25 fee, charged when a child is collected after 6:15pm and again every 15 minutes thereafter.

**Finder Fee:** A \$30 fee which may be charged if OOSH is not informed of an afternoon absence prior to 3pm on the day of said absence.

## Session Cancellation Notice

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We require **two weeks'** notice for booking cancellations so that we can roster and cater accurately. Cancellation requests can be emailed to [bookings@tpsoosh.com.au](mailto:bookings@tpsoosh.com.au). Bookings and Finder Fees will continue to be charged for the two-week period, until the booking ends.

## Billing

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GAP Fees are direct debited from your 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 any other fees accrued.

All account balances and financial statements can be accessed via the accounts page in your Home App. For any billing enquiries, please contact [bookings@tpsoosh.com.au](mailto:bookings@tpsoosh.com.au).

## Payment Failure & Overdue Fees

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A payment failure will incur a \$19.95 fee.

A consecutive payment failure will incur a **\$19.95 payment failure** fee as well as a **\$50 late payment fee**.

Three successive payment failures will result in suspended bookings and debt collecting action. New bookings will not be possible until outstanding fees are paid in full.