

ASHDALE  
OSHC

FAMILY HANDBOOK  
2026



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# WELCOME!

Ashdale OSHC, welcomes you and your family.

Our OSHC is designed to create an environment of trust, where your children can grow emotionally, intellectually, socially, and physically. We are proud of our ability to provide quality care and education for the children at our service and look forward to a fulfilling and enjoyable association with your family.

Our goals as a service are;

- To promote a health and positive self-image in every child
- To develop in each child a healthy respect and attitude towards others, regardless of their race, culture, sex, and belief
- To encourage educator participation, suggestions, interactions, and ideas in all areas
- To provide happy and caring staff that work as a team.
- To provide a program that meets both individual and group needs and is based on the service's philosophy, goals, regular observations, and child / family / educator input.
- To develop positive social, emotional development through various experiences and activities which are tailored to meet both individual and group's needs.
- To provide a program that includes music, literature, cognitive, fine motor, gross motor, and all other domains of learning.
- To provide a calm, pleasant hygienic environment which is aesthetically pleasing to the children, parents, and educators.

# OUR PHILOSOPHY

We acknowledge the Wadjuk people of the Noongar nation as traditional owners of the land where Ashdale Primary School and Ashdale OSHC stands. We would like to pay respect to the elder's past, present and emerging. We pay respect to the deep knowledge embedded within the Aboriginal and Torres Strait Islander communities and their ownership of country.

At Ashdale OSHC we have a dedicated approach to continuous improvement by embedding our service practices, using critical reflection and through meaningful engagement with families and the community.

We believe in continuously reflecting and enacting the guiding principles of the National Law, which are laid out within our statement of practice, daily practices and procedures.

Please see the complete service philosophy on our display board within our service.

## SERVICE INFORMATION

Our service is licensed for 70 children;

We are open from 6.30am to 6pm Monday to Friday for fifty-two weeks of the year excluding public holidays. Offering quality care for children from Kindy to 12 years old.

## MANAGEMENT STRUCTURE AND STAFFING ARRANGEMENTS

*Owner / Nominated Supervisor – Sarah Chemello;*

- Responsible for the overall running of the service

*Director / Nominated Supervisor - See staff photo wall.*

- Responsible for admin and day to day running of the service.

*Educational Leader/ECT – Please see photo wall*

- Implements and guides educators

*Service Programming Manager – See staff photo wall.*

- Implement the educational program of the room and assists Director in day to day running's of service

*Qualified Educators – See staff photo wall.*

- Our qualified educators have a diploma degree or ACECQA equivalent qualification in Early Childhood and support the implementation of the educational program.

*Educator Assistants – See staff photo wall.*

- Educators support the qualified educators in caring for the children and support the implementation of the educational program.

*Trainee Educators – See staff photo wall.*

- Educators training in the service studying towards a Certificate 3 or Diploma in Early Childhood.

When permanent staff are absent, relief staff are employed to look after your children. We believe continuity of care is important for children, therefore. every endeavor is made to use a regular pool of relief staff so that the children are familiar with them.

## LEARNING AND PROGRAMS

My time our Place framework builds on the Early years learning framework and extends principles, practice and outcomes to accommodate the contexts and age range of the children and young people who attend school age care settings.

The Framework ensures that children in school age care have opportunities to engage in leisure and play-based experiences which contribute fully to their ongoing development.

- Belonging is the basis for living a fulfilling life. Children feel they *belong* because of the relationships they have with their family, community, culture and place.

- Being is about living here and now. Childhood is a special time in life and children need time to just 'be'—time to play, try new things and have fun.

- Becoming is about the learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

We plan holistic programs that are responsive to children's lives, interests and learning styles. Which promote children's physical, personal, social, emotional and spiritual wellbeing as well as the cognitive aspects of learning.

(Holistic Programs are concerned with the growth of every child's intellectual, emotional, social, physical, artistic, creative and spiritual potentials. It actively engages children in the teaching/learning process and encourages personal and collective responsibility. Its aims are to nurture healthy, whole, curious persons who can learn whatever they need to know in any new context. )

## ENROLMENT

Families are required to complete the enrolment form prior to us caring for your child. All sections of the enrolment form must be completed for the service to provide high quality care and education to your child. We ask parents to amend any details when necessary.

Prior to enrolment, we encourage all families to bring their child to meet our educators and fellow school students so that they are able to familiarise themselves where they will be during their time with us to become familiar with their new surroundings.

At Ashdale OSHC, we have an open-door policy where all families are welcome to visit at any time. We also encourage all families to give as much input into our service policies, procedures, practices, and educational program.

If any family member has any special talent, whether it be a musical talent, cooking talent or just enjoy reading stories, we would love for you to share them with us!

We have regular special days throughout the year, some include parent evenings, grandparent days and a special Christmas party at the end of the year.

It is vital that the service is notified of all Court Orders affecting the children within our service and a copy provided.

**Without a Court Order we cannot stop a parent collecting a child.**

## FEES

BSC: \$35 ASC: \$45 WASC: \$47 VACATION CARE: \$105

Please note that from March 2<sup>nd</sup> 2026 the fees will increase by \$2 per session, before Child Care Subsidy (CCS) has been applied.

Please note that BSC/ASC casual bookings incur an additional \$5 and Vacation care \$8.

Please note some excursions incur an additional fee. This will be on Vacation form.

Some Vacation care days will incur an additional fee, this will be highlighted on the vacation care form.

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

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

To suit the needs of your CCS hourly entitlements, we offer session times. All session times have a one-hour grace period at either end. If you arrive before or after this grace period, you will be charged \$1 for 60 mins. Please speak to our coordinator to learn more about our sessions that will suit your family.

For CCS purposes, we offer sessional bookings. Please speak to the coordinator regarding these.

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

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

## PAYMENT

We offer 2 payment methods at our service, deducted from your designated bank account or debit / credit card.

Fees are taken the week prior to enrolment, should CCS not process before this, full fees are to be paid until it is.

Fees at our service are to be paid at least 2 weeks in advance and a non-refundable enrolment fee of \$35 is required on booking. All accounts are charged weekly or under certain circumstances fortnightly when arranged with the Director. Full fees are charged for public holidays and sick days. If your child is absent without notification and your fees are outstanding, the centre reserves the right to allocate your child's placement to another child. When fees are

paid to date, the enrolment will stand until that paid period ends. If your fees are not paid, this will result in your enrolment being ceased with the service.

- A \$10 late charge will be added to your account if your account declines.
- 2 weeks written notice is required when ceasing care or decreasing days.
- Due to CCS requirements, by law we **cannot** accept cash payments.

## CHILD CARE SUBSIDY

Child Care Subsidy is a means-tested subsidy paid directly to the Service as a fee reduction. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

1. Combined Family Income
2. Activity Test for both parents
3. Service Type

Transitioning to Child Care Subsidy requires families to provide information and confirm current details by using your Centrelink online account through [myGov](#). Here you will be asked to provide your combined family income estimate for the financial year, hours of recognised activity including work, training, study and volunteering and the type of childcare your family uses.

Should your CCS drop out or display incorrect % or hourly entitlements, the service cannot alter these, and you will need to contact Centrelink directly to rectify.

## ALLOWABLE ABSENCES

Your childcare subsidy will be paid for absences for up to 42 days per child per financial year. The parent gap fee is still payable. Additional absences beyond 42 days for certain reasons may be approved and paid. Please talk to us about the additional absences.

**Public holidays will be counted as an absence if the child would normally have attended the Service on that day, and fees have been charged for that day for the child.**

## ARRIVALS AND DEPARTURES

Our service operates under a license and insurance coverage between 6.30am and 6pm. Children cannot be on the premises outside of these hours. We ask that children are brought and collected from the service at the booked times. When changes occur, please contact the Director. This will enable us to make sure the staffing is within the correct ratios.

It is a legal requirement that your child is signed in and out every day of attendance. Please make sure you advise an educator of your arrival and departure every day.

Our service has a late fee policy as follows;

- A charge of \$1 per minute will be made for any remaining on the premises after 6pm
- After three instances of late pickup, the fee will increase to \$5 per minute.

The service will contact families if children are still on the premises after 6PM. Failure in contacting the service will contact emergency numbers on enrolment forms. If no response the service will contact Crisis Care or the local Police department.

## COMMUNICATION

Maintaining open communication between families, staff, and children is essential to ensure that our service meets the needs of all families and children. We encourage families to stay informed about service updates and developments in the Early Childhood sector by reading the notices we provide. These are available through various channels, including;

- Email
- Verbal communication
- Newsletters
- Flyers

We recognise that mornings and afternoons can be a little rushed, which might not be the best times for detailed discussions about your child's day. For ongoing communication, we recommend sending an email and we will call once the children have gone to school. This understanding and support for your child's experiences at our service.

## ILLNESS

We prioritise the health and safety of all children attending our service. To protect everyone, the Director has the authority to send home or deny attendance to any child who is not well enough to participate, or whose illness could jeopardise the health of others. For the wellbeing of all children and educators, we ask that sick children remain at home until they are no longer infectious and are healthy enough to return to the service.

Our service adheres to the exclusion periods for illnesses as recommended in the "Staying Healthy in Childcare" guidelines. For detailed recommendations, please visit <https://www.nhmrc.gov.au/sites/default/files/documents/attachments/ch55-staying-healthy.pdf> To ensure the safety of all children and staff, we follow stringent illness exclusion guidelines detailed in our Incident, Injury, Trauma, and Illness Policy. For more information, please refer to this policy.

If your child requires medication whilst at our service, this is not to be left in your child's bag. Please physically hand to an educator and ensure a medication form is completed.

## IMMUNISATION

From 22 July 2019, children who are not vaccinated due to family choice can no longer be enrolled in care. You must provide a copy of your child's immunisation history from your mygov account. We cannot begin the enrolment process until this is provided.

The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age 5. These vaccinations must be recorded on the Australian Childhood Immunisation Register (ACIR).

Children who have had immunisations may return to the service the day after their immunisation or injection.

## ALLERGIES / MEDICAL CONDITIONS

If your child has any allergies or medical conditions, we cannot stress this enough to please make these clear to the Director upon enrolment. The health and safety of all children within the service is of the upmost importance to us. Please include all relevant information on these conditions. By law, our service requires all children with allergies or medical conditions to have a 'Risk Minimisation and Action Plan' and any relevant Action Plan's your child has been given by your Doctor. Please discuss this with the Director. All action plans must be updated with the service upon any changes/ if no changes, yearly.

## FOOD AND MEALS

We provide all meals at our service, catering to the diverse dietary needs and allergies of the children in our care. To protect the health and safety of all children and staff, we strictly enforce a no outside food policy. For children with specific allergies or dietary requirements, we offer suitable alternative meals. Our menus are seasonal and include a variety of meals that adhere to health and nutrition standards for children. Our service regularly reviews feedback on the meals provided to ensure they are both nutritious and enjoyable for the children. These reflections help us continuously improve and update our menu as needed.

Meal times are approximately as follows;

Breakfast                    7am-7.50/8am

Afternoon tea                3.30-4.30

Late snack                    5.30pm

## WHAT TO BRING

Each day your child attends our service we ask that you clearly label all your child's belongings and bring along with you;

- Water bottle
- A Sunsmart approved hat
- A change of clothes appropriate to the season during vacation care
- Any special sun creams

Remember, children are hard at work here and often the most beneficial experiences come from messy play e.g. sandpits, painting, slime etc. Please dress your child in weather appropriate clothing that they can manage easily as we encourage children to try do things themselves. Please check the lost property box regularly for items belonging to you.

Treasures from home – it would be appreciated if children did not bring along toys from home unless required for special days.

## CCTV

Our Service uses Closed-Circuit Television (CCTV), that includes visual and sound elements to monitor the physical environment. It provides protection and security for staff and children in care, assisting in assuring families that their children are in a safe environment and may also assist with misunderstandings, damages to the Service, theft and potentially false accusations by providing digital evidence. Child safety is embedded in our organisation, and we believe the use of CCTV assists in our risk management strategies to prevent, identify and mitigate risks to children.

### **Camera locations are within our licenced area.**

For more information please see our services CCTV policy.

## PARENT CONCERNs

Communication is an extremely important part of our service. If you have any concerns, our service has a comprehensive 'Grievance' procedure for families. Please see the 'Grievance Procedure for Families' as well as the 'Family Conduct Guidelines'.

We will endeavor to resolve any queries or concerns you may have and work collaboratively with families for a positive outcome for all.

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