



Outside School Hours Care



OSHC Family Handbook



A Patch for Every Child to GROW!



Introduction to Our Patch OSHC

Welcome to your Our Patch Outside School Hours Care Program. Our Educators look forward to caring for your children and forming a meaningful and lasting relationship with you and your family. Our Patch is a quality Out of School Hours Care provider offering Before School, After School and Holiday Programs. We are a not for profit organisation designed to give children voice and offer them a safe place of wonder in which to **GROW**.

We are licensed by Australian Children's Education and Care Quality Authority (ACECQA) under the Education and Care Services National Law. We are committed to the processes and principles of quality improvement, and we have implemented a Quality Improvement Plan in accordance with the National Quality Framework.

What is Outside School Hours Care?

Outside School Hours Care (**OSHC**) offers a program that children want to be a part of outside of regular school hours, including Before School Care, After School Care and Holiday Programs. Our programs are uniquely designed around our core **GROW** values. Here's how our values shape our programs:

- **Grounded in Awareness:** We foster a calm, focused start and end to each day with mindfulness activities that enhance self-awareness and readiness.
- **Fostering Relationships:** We prioritise strong, supportive relationships, encouraging interaction and friendship, which boost social skills and emotional intelligence.
- **Encouraging Ownership:** Children take charge of their learning through choices in activities, fostering autonomy, confidence, and responsibility.
- **Inspiring Wonder:** Our programs ignite curiosity with creative activities like arts, crafts, science experiments, and storytelling, enriching and broadening their learning experience.

Our programs at **Our Patch** are more than just childcare; they are a space where children **GROW**, learn, and connect, all under the guidance of our dedicated team who embody of our **GROW** values every day.



Benefits of OSHC

- **Fun and Friendship:** OSHC offers your children a safe place to engage and spend time with their friends.
- **Safety and Supervision:** Children are cared for in a secure environment, monitored by qualified and compassionate staff.
- **Educational Enhancement:** Our activities support and extend school learning, helping children achieve academic success.
- **Convenience for Families:** We provide reliable care that fits around school hours, supporting working parents and busy families.
- **Personal Development:** Our balanced approach supports the development of well-rounded individuals who thrive both academically and socially.



OSHC Offers Flexibility and Adaptability

Tailored to School Schedules: OSHC operates outside of normal school hours when children need care: before school, after school, and during school breaks, making it more adaptable than full-day care options.

We Support You: We understand the varying demands of family schedules and offer flexible attendance options, including casual and part-time enrolment, to accommodate the ever-changing needs of modern families.

Who can attend OSHC?

Any child enrolled in primary school can attend our OSHC programs (including during the January school holidays!).



Grounded

A true awareness of self with a balance of calmness, humility and honesty.



Relationships

A caring community minded team that requires great leadership and exceptional connectedness to children, families, schools and each other.



Ownership

By our very nature of pride and satisfaction, we promote autonomy, empowerment and personal ownership with each role we play at Our Patch.



Wonder

A journey of discovery through magic and imagination that allows for creativity and laughter each and every day.

Our Educational Programs

Our programs are thoughtfully designed to reflect the unique needs and interests of the children at each school. Guided by the **voice** of the child and aligned with school activities, we offer a variety of engaging experiences, including clubs based on the children's interests. These programs encourage learning, creativity and fun, ensuring every child feels heard, valued and excited to participate.

Child Safety

Our Patch continues to develop and improve best practice policies and embed effective child protection procedures throughout our organisation. We have zero-tolerance towards any form of abuse and neglect of children. We are committed to the rights of all children to feel and be safe when participating in our programs.

Our Teams

Our teams are carefully selected to meet the unique needs of each school community, allowing us to serve as an extension of both the school and the family home.

All our team members are qualified and trained with the skills required to provide quality care for each community. These qualifications include:

- Current Working with Children Check/Blue Cards
- First Aid and CPR
- Anaphylaxis and Asthma Management
- Child Protection Training
- Food Safety Awareness

We also provide additional training necessary to each child's needs such as:

- Behavioural Management
- Inclusion Support
- And Much More.



Food and Nutrition

Our menus are designed to nourish both body and mind, offering a balance of nutritious meals with a variety of daily specials to keep things fun and engaging. Each program's menu is thoughtfully crafted by the onsite team to ensure cultural and dietary preferences are accommodated. If you'd like to explore the meals we offer at your local program, feel free to reach out to your Program Leader for a sample menu of the delicious foods available each week.

Enrolments and Bookings

We offer both permanent and casual booking options to suit your family's needs. Bookings can be easily made through **XAP** online or via the **XAP** app. Alternatively, you can contact our friendly customer care team on **1300 018 310** or at customercare@ourpatchgroup.com.

All children must be enrolled prior to attending a program with all appropriate documentation that is required by National Law. These documents include:



Immunisation History

Every OSHC program is legally required to maintain a record of each child's immunisation history, allowing families to be notified if any illnesses are spreading within the community, and to help prevent exposure to children who may not be immunised.

Medical Authorisation Form

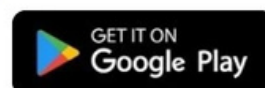
Any medication that needs to be administered must be accompanied by a Medical Authorisation Form signed by the family. The medication should then be supplied to the program in its original packaging, with the child's name clearly visible.

Medical Management Plans

All medical conditions require a Medical Management Plan to be prepared by the child's doctor. Allergy or anaphylaxis needs to be documented on an ASCIA Action Plan, which should be in colour, include a photo of the child, and be signed by the doctor. Other medical conditions, such as asthma or epilepsy, also need a Medical Management Plan along with any necessary medication, such as an inhaler, auto-injector (EpiPen) or antihistamines. Families are responsible for updating Medical Management Plans annually and providing them to the program. Failure to provide these documents may result in the child being unable to attend.

Enrolment is FREE!

Download the XAP App now:



Mutual Respect and Care

At **Our Patch**, we are committed to treating all families and children with care, dignity and respect in every interaction.

We value open and respectful communication, and in turn, we kindly ask that our team members are treated with the same level of care and respect. Together, we create a positive and supportive environment for everyone where we can continue on our mission to create **a Patch for Every Child to GROW!**



Fees, Times and Booking Terms

See individual program flyer for details or ask our friendly school program team, Customer Care team or via our website www.ourpatch.education.

Homework

Children who need to complete homework will be provided with a quiet and comfortable space to work, ensuring they have the opportunity to focus and complete their work during our sessions.

Our Voice App

Our Our Patch Voice App ensures every child's voice is heard in our sessions. By capturing feedback on enjoyment, engagement, and consistency, we can enhance our programs to reflect their interests. This feedback is shared with families, educators and the school to maintain transparency and continually improve the experience for children in our care.

Collection of Children

Children may only be picked up by the individuals listed on the enrolment form. Our team will only release children to those who are authorised, so it is advised that anyone collecting a child brings identification as it may be required for verification.

Children must be signed in and out for each session to ensure safety measures are followed. A fee may apply for late pick-ups.

Feedback

We love feedback! Feedback from families is the best way for us to continue to deliver the best programs for our communities. We encourage feedback from all families and children who attend our program directly to their **Program Leader, Customer Care Team** or through our **Voice App**.

Payments

All statements can be viewed online or via the XAP app with Customer Support Available on **1300 018 310** if any assistance is required.

Payments are automatically debited weekly through two payment options:

- Credit card (VISA or Mastercard)
- Direct debit from a nominated bank account

Child Care Subsidy

Our programs are eligible for the Child Care Subsidy (CCS), which can help reduce the cost of care for eligible families. To learn more about your eligibility and how to apply, please visit the **Services Australia** website or contact our customer care team for assistance.

Further Assistance

We may be able to provide further assistance for families suffering with financial hardship. In some circumstances, families may be eligible for Additional Childcare Subsidy (ACCS). ACCS covers up to 100% of the cost of Childcare.

Inclusion Support Subsidy (ISS) funding may also be available. For more information, contact or Customer Care Team on **1300 018 310**.



What else makes Our Patch Special?

make your
own lunch



oshc
up late



The logo for 'zen den' features a stack of four stones on the left and the text 'zen den' in a bold, sans-serif font on the right.
zen den

wonder
quest



specialist
offerings

