



Family Handbook

Out of School Hours Care.
(OSHC)



2026 Edition



Acknowledgement of Country

Holy Family Catholic School (HFCS) delivers our program on Kurna Land. We acknowledge the traditional owners of the lands and waters on which we live, learn, and work. We recognize the continued deep spiritual connection and relationship of Aboriginal peoples to this country.

We pay our respects by acknowledging the land that we play on.



Welcome to Holy Family OSHC

Dear Parents,

We're excited to have your family join our community. Our program provides a safe, fun, and inclusive space for children to learn, play, and build friendships before and after school.

This handbook will help you understand how our service works and what to expect. Please reach out to our team anytime with questions or feedback — we're here to support you.

Warm regards,



Caitlin Zander
Director and Educational Leader



Management

Nominated Supervisor: Chris Platten and Nicholas De Palma

Director & Educational Leader: Caitlin Zander

Assistant Director: Airlea Lane



Session Hours

OSHC is open **Monday to Friday** and offers the following sessions:

- Before School Care: 6:30am - 8:30am
- After School Care: 3:00pm - 6:00pm
- Pupil Free Days and Vacation Care: 6:30am - 6:00pm

We are closed on Public Holidays and all School Closure dates.

Contact Details

We are able to be contacted by phone/mobile during school hours of operation.



8258 0293



0475 141 072



oshc@holyfamily.catholic.edu.au



holyfamily.catholic.edu.au/oshc-services/

OSHC Program

Holy Family Catholic School (HFCS) OSHC operates in accordance with the National Quality Framework, National Quality Standard, and My Time, Our Place. Each session offers a variety of enjoyable and engaging experiences for all children, including craft, outdoor games, group games, homework club, fine motor activities, sensory trays, a dedicated relaxation area, colouring-in, music, books, and board games.

Our program is planned in response to children's spontaneous play, student requests, and special days. While attending OSHC, children are encouraged to explore, create, and initiate their own play and activities with peers. Educators actively observe children's interests, conversations, and ideas, and use these observations to plan enriching experiences for the following week.



Communication and Feedback

At Holy Family Catholic School OSHC, we encourage feedback and open communication with families. Please don't hesitate to message through Xplor, email, call, or book an appointment with the Director to discuss any feedback.

Regular observations are sent to families via Xplor, including photos and a short description of what students have been doing at OSHC.

Surveys are sent to families, conducted with children, and displayed regularly. We encourage you to participate to ensure our quality of care is maintained at the highest level.

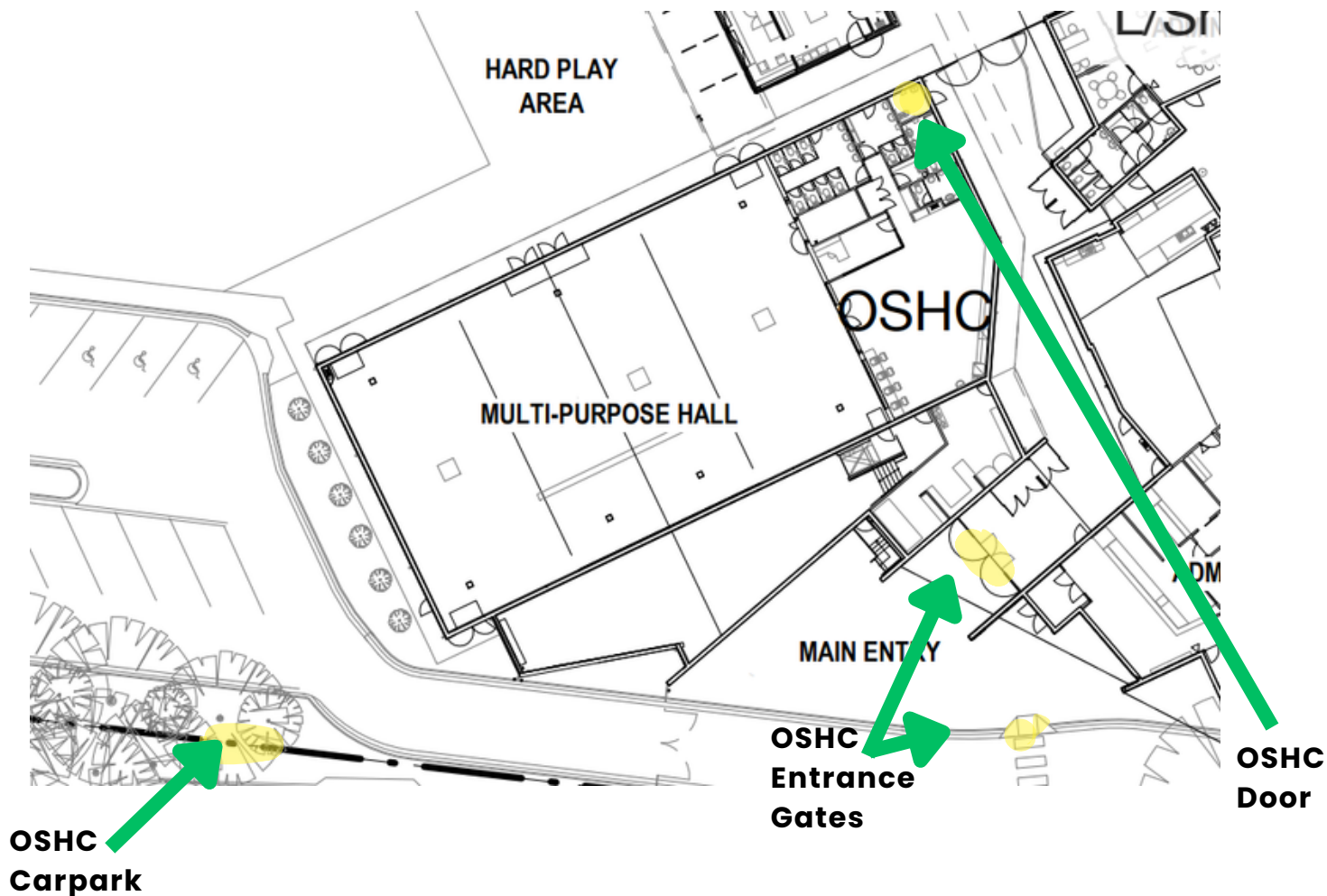
A suggestion and feedback box is located next to the sign-in iPad. This can be completed anonymously with suggestions from either yourself or your child.

We welcome you to HFCS OSHC and look forward to providing a nurturing and enriching space for your child to enjoy their time while in our care.



Site Map

During OSHC hours, the front office is often closed. Please enter through the gates to the left of the office doors. OSHC is located next to the uniform shop.



OSHC Door



OSHC Entrance Gates



OSHC Carpark

Arrival & Departure at OSHC

Before School Care (BSC):

The session commences at 6:30am. Parents and guardians are required to sign their child/ren in via the QR code on the iPad or on paper; this is a **LEGAL requirement**.

Students are to place their bags neatly along the wall in the hall, wash their hands, and are offered breakfast.

At 8:15 am, we begin packing up the activities and come together for a group game and Acknowledgment of Country.

Between 8:20am and 8:30am, a qualified educator completes roll call. Students in Years 1–6 leave for class independently, while Reception students are walked to class by OSHC educators.

Teachers are on duty in the school yard from 8:15am, and OSHC educators assist younger and new students until 8:50am.



After School Care (ASC):

The session commences at 3:00pm. Reception and Year 1 students are walked to OSHC by educators or their teachers and are signed in with the Year 2–6 students who walk themselves over.

Upon arrival, students are signed in, place their bags along the hall wall, wash their hands, and receive their afternoon tea. While eating, an educator will explain the planned activities for the afternoon. Students can move to their chosen activity area once they have finished eating.

Between 5:00pm and 5:15pm, outside play finishes and all students begin cleaning up inside.

Students then come together to play a group game or engage in quiet activities until they are collected.

If your child/ren is booked into ASC and has not arrived, educators follow the Delivery and Collection of Children Policy.

Upon collection, parents and guardians are required to sign their child/ren out via the QR code on the iPad or on paper; this is a **LEGAL requirement**.

Vacation Care & Pupil Free Day



All Vacation Care bookings can be made via the Xplor app from Week 6 onwards. No permanent bookings are kept during Vacation Care, and all families are required to request their preferred days.

The Vacation Care program will be shared via the Xplor app, available on the school website, and displayed in the OSHC room.

Pupil Free Day announcements are made via the app approximately 2 weeks prior, and bookings can be made in advance.



The Xplor website also offers demonstration videos to help if you need extra guidance or a refresher on using the app.

Xplor App



All children must be enrolled in the service prior to attending.

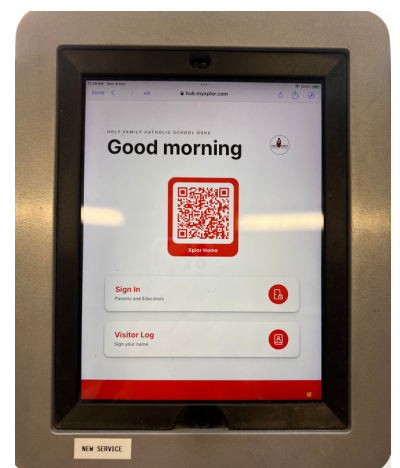
Our OSHC service uses an online booking system called Xplor Home, which offers many convenient features via a mobile phone app, allowing you to:

- Book your child into Before School Care, After School Care, Vacation Care, Pupil Free Day.
- View your statements at any time.
- Sign your children in/out contactlessly using QR code scanning.
- Make a payment for your OSHC statement at any time.



In order to scan the QR code, open your camera app on your phone and hold it so the QR code is visible on the screen.

Follow the link and complete the instructions.



OSHC Policies

All OSHC policies can be found on the school website under the OSHC tab. Families will be notified of any changes, updates, or additions to policies, and a 2-week consultation period will occur for feedback.

Cancellation Policy

An existing booking will be successfully cancelled only when it is done via the Xplor App or when the OSHC service cancels it upon your request with the required notice. Please note that if you do not notify us of cancellations, you will be charged the session fee.

Casual Bookings

Any casual bookings cancelled 48 hours prior to the session start time will not be charged. Cancellations received after this time will incur the full session fee, unless a medical certificate is supplied by the end of the week.

Permanent Bookings

Any permanent bookings cancelled 7 days prior to the session will not be charged. Cancellations received after this time will incur the full session fee, unless a medical certificate is supplied by the end of the week.

Vacation Care and Pupil Free Days

Any Vacation Care or Pupil Free Day booking changes must be made 7 days prior to the session to avoid charges. Cancellations received after this time will incur the full session fee, unless a medical certificate is supplied by the end of the week.

Late Pick-Up Fee Procedures

If a registered child is not collected from the service by 6:00 pm, **a fee of \$15 per 15 minutes per family will be charged.** Payment of the late fee will be added to the following Thursday's statement. All late pick-ups will be documented and noted on the final statement.



Medical Information

All children with a medical condition are required to complete the appropriate forms for OSHC, as well as complete a Risk Minimisation Plan in conjunction with the service.

Medication

If your child/ren requires medication to be administered while attending OSHC, medication can only be administered if it meets the following criteria:

- Prescribed by a doctor
- In its original packaging with a pharmacy label detailing requirements and expiry
- Accompanied by a Medication Agreement signed by a medical professional (doctor).

The pharmacy label and Medication Agreement must match the same medication name.

It is a requirement that two educators are present when administering medication. All medication administered will be recorded and documented with the signatures of both educators.

OSHC and the school share the same medication records, meaning you only need to provide medication once; however, OSHC requires the additional documents to be completed.

Schedule 8

As part of our compliance requirements, all families are to provide any schedule 8 (DDA) medication in a webster pack for children who will need to take these medications while attending OSHC during vacation care.

If your child does not require schedule 8 medication during vacation care, please advise us so we can update our records accordingly.

Your cooperation helps us ensure that all medication procedures are followed safely and in line with regulatory standards.



Schedule 8 Medication:

- Ritalin
- Dexamphetamine
- oxycodone
- methylphenidate
- Morphine

For more schedule 8 medication, please refer to your doctor.

Enrolment, Fees & Accounts

To enrol your child into OSHC, you must complete the waitlist document which can be found on the school website. Once completed, you will receive an email with further information and a link to the complete the OSHC enrolment form.

When this is completed, OSHC will review the document and contact the primary carer if any further information is required and notify you when bookings can commence.

Session Fees

Permanent Bookings

Before School Care	\$15 Per Child
After School Care	\$22 Per Child

Casual Bookings

Before School Care	\$18 Per Child
After School Care	\$22 Per Child

Vacation Care

Full Day Booking	\$60 Per Child
Incursion	\$70 Per Child
Excursion	\$75 Per Child



All **permanent bookings** are to be made via Complying Written Agreement (CWA) booking form which can be found on the school website or at OSHC.

All request made through the app will be entered as a **casual booking** and incur the casual booking fee.

Child Care Subsidy (CCS) & Additional Child Care Subsidy (ACCS) Payments

When applying for CCS payments, please ensure both the child's and primary guardian's Customer Reference Number (CRN) are entered on the enrolment form.

It is the responsibility of the parent/guardian to ensure all CCS and ACCS payments are processed correctly. If you believe there is any discrepancy, please contact OSHC management immediately. Payments can only be backdated for a maximum of 28 days. Any errors beyond this period will need to be paid by the parent/guardian.

If a child does not attend for 14 consecutive weeks, their CCS enrolment ends in the system. When this occurs, CCS payments stop, and parents must reconfirm their enrolment via MyGov before CCS can resume.

Families can receive CCS for up to 42 absence days per financial year without providing a reason. Any additional absences can be approved for specific reasons for CCS to apply.

Payment Options

Current payment options include QKR app, Bank Deposit, Direct Debit, or EFT (EFTPOS).

EFT (EFTPOS) is available at OSHC. Please speak to the Director to make payment via EFT.

If you are experiencing financial hardship, please speak to the OSHC Director so we can assist you.



All About My Child

Instructions: Fill in the blanks with the information you want to share with your child's teacher. Add a photo if you have one.

My child's name is:

My child likes to be called:

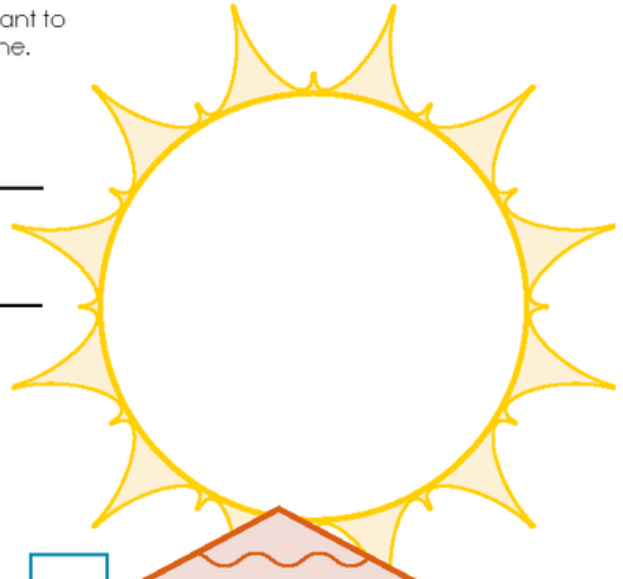
Some things I want you to know about my child are:



The languages my child hears at home are:

My child loves (tell me about toys, activities, or favorite things):

Things I hope my child will learn in the next year:



My child lives with (people, pets):

My child has a difficult time when (tell me what might frustrate your child):

To help my child calm down or feel better, you can:



Holy Family Catholic School

Out of School Hours Care

Contact Us

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Mobile: 0475 141 072

Email: oshc@holyfamily.catholic.edu.au

Website: holyfamily.catholic.edu.au

