



Family Handbook

2025

Location: Mylor Primary School
220 Strathalbyn Road, Mylor

Director: **Kate Hill**

Phone: 0431 032 466 | 8388 5345

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Helping to make life work for busy families

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Welcome

Mylor OSHC welcomes you and your children to our service

This handbook provides an overview of our Outside of School Hours Care.

Servicing the children and families of **Mylor & Heathfield Primary Schools**, we strive to offer high quality outside school hour's care and vacation care services to our community

We run a not for profit service overseen by the Governing Council of Mylor Primary School.



Our OSHC bus service to Heathfield provides **morning school drop off** and **afternoon school pick up**.



Our qualified and experienced educators are passionate about providing a safe and nurturing environment, with a **range of culturally diverse activities** to support your child's development.



Mylor OSHC is an **approved service** and accredited to National Quality Standards.

Our qualified educators are **approved to provide care for 30 children** at a **ratio of 1:15** onsite & **1:8** on excursions.



We value your input, so please feel free to provide feedback or suggestions directly to Kate, our OSHC Director.

Our Philosophy



We believe children **thrive and grow** in a relaxed, happy, positive and nurturing environment.

We have **strong connections** to our two schools. We encourage our children to develop:

- positive relationships with children from all our schools, and
- respect for themselves, others and our environment.

Our OSHC provides children with an outlet for greater friendships beyond our smaller individual schools.

We value the children's input into our program from the games we play, the art and craft we do, as well as the weekly menu; all this contributes to our children's sense of belonging and wellbeing.

We adhere to the relevant industry and workplace legislation.

We continuously strive to improve our service and provide professional development opportunities to our staff.

We acknowledge and value Australia's Aboriginal and Torres Strait Islander cultures as part of the nation's history, present and future.

Our Staff



Kate Hill

OSHC Director

With 10 years of experience within OSHC services, I love to work with and watch children grow and develop themselves. I believe that being with children in their space is so important.

I am married my husband Josh and I have 3 beautiful children, "being a mother to these amazing human beings is a privilege".



Victoria

OSHC Qualified Educator

I am in my fourth year of a Bachelor of Primary Education. My specialist subject is English, I love books, movies, art and music.

I grew up in Hahndorf but currently live in Mount Barker. I have 2 daughters Isabella (25) and Eden (15), plus a bossy cat called Pippin who is 20! I am very excited to get to be a part of this amazing OSHC community.



Niamh

OSHC Educator

I am currently studying year 12, have loved volunteering at Mylor OSHC for the past year and I am excited to be part of the team this year. After I finish year 12, I want to study Child Psychology and Occupational Therapy with the focus of working with children.



Leah Wilson - relief

OSHC Qualified Educator

I have loved working at Mylor Primary as a classroom SSO for the past 7 years. My family live locally and my 4 kids all went to Heathfield Primary and Heathfield High Schools. We really enjoy being part of the local Hills community. In my spare time I love going on caravan adventures with my family.

We also welcome additional Educators to our OSHC team from time to time.

All our educators hold current child related employment screening, and Reporting Child Abuse and Neglect training certificates.

Our qualified educators have childcare qualifications, first aid and asthma & anaphylaxis management training and current driver's licenses.

Programs & Activities

Our Program is inclusive of all children and planned on their interests.

We encourage creativity and exploration of your child's unique abilities. We nurture them to grow as individuals.

With the help of our educators, children choose to being physically active or using their minds. But after a big school day, we know that just being, is what is needed.

Before School Care

Before School Care is for children who need care before school hours. They enjoy unstructured play & stimulating activities to get them ready for their day ahead.

A healthy breakfast is available before 8am each morning.

After School Care

Our After School Care program offers a healthy nutritious afternoon snack and a wide range of flexible activities.

Children can choose from a variety of activities including outdoor & indoor free play, individual & group games & toys, veggie patch, arts & crafts, reading & music.

Pupil Free Day

A healthy breakfast is available before 8am each morning and a healthy afternoon snack is also provided. Parents are to provide a healthy recess, lunch and drink bottle for each session. (Nut free)

Vacation Care

Our Vacation care runs for the term 1, 2 and 3 holidays, we also run for the first and last week of the Christmas holidays. We are open **Monday to Wednesday**.

A healthy breakfast is available before 8am each morning and a healthy afternoon snack is also provided. Parents are to provide a healthy recess, lunch and drink bottle for each session. (Nut free)

Routines

Before School Care	
7:00am	OSHC opens with child led play and quiet experiences
7:00-8:00am	Breakfast
8:00-8:25am	Inside/outside play
8:30am	- Mylor children are placed in the care of school staff - Heathfield children travel to school in our OSHC bus
After School Care	
2:55pm	OSHC Bus leaves Mylor for Heathfield primary school
3:15pm	Heathfield children are collected by our OSHC staff from next to the Front Office with receptions collected from their class
3:20pm	Mylor children remain in care of school staff until the OSHC bus returns
3:30pm	Second bus run if needed
3:45pm latest	- OSHC bus returns and all children signed into OSHC by our staff - Programmed experiences and child led play
4pm	Afternoon tea
4:30pm	Continue programmed experiences and child led play

5pm	- Pack away messy experiences and tidy room - Quiet experiences
6pm	OSHC closes

In the event you need someone else to collect your child, please **notify us via text or email** and the person collecting your child **must present photo identification**.

Operating Hours

Our OSHC service operates **Monday to Friday during school term** and **Monday to Wednesday during vacation Care**.

Where there is a time difference between the start & end of the school and OSHC service, **children remain safely in the care of their primary school's staff**.

Service	Before School	After School	Pupil Free Days/ Vacation care
Mylor	7:00 – 8:30 am	3:45 – 6:00 pm *	7:00am – 6:00pm
Heathfield	7:00 – 8:40 am	3:15 – 6:00 pm *	7:00am – 6:00pm

* For End of Term early finish days, the after school service commences 1 hour earlier for all schools and there is an additional charge of \$3 per session.

Collection of Children

The **safety and well-being of all children** in our care is of utmost importance.

You are required to **nominate your Authorized Persons** for sign in and collection on your child's enrolment form.



For Before School Care, children must be **signed in** by you or your Authorized Person.



For After School Care, children must be **collected and signed out** by you or your Authorized Person.



Enrolments & Session Bookings

Enrolment



Before using our service, all children must be enrolled using our **OSHC enrolment form**.

Please **advised via email, changes to your enrolment details** as they occur.

Regular bookings | term by term



Bookings are made for the **same days every week of the term. This secures your place in our OSHC.**

Please use our **OSHC booking form** to nominate your days and service.

Please **complete a new booking form each term** and submit a minimum of 2 weeks in advance.

Casual bookings



We welcome casual bookings when spaces are available and appreciate 24 hours notice.

Please email or text us to book your place.

There is an **additional charge of \$3 per session** for casual use.

Service Capacity

Number of	Before School	After School	Pupil Free Days
Places	15 max	30 max	10 min & 15 max
Educators	1	2	1

Priority of Access

The Australian Government has put in place childcare priority access guidelines which determine for how places are allocated. Please speak to our OSHC Director for more information.

Fees & Charges

Session Fees

Effective Term 1 2025, our session fees are as follows:

Before School Care	\$22 <i>less CCS discount</i>
After School Care	\$33 <i>less CCS discount</i>
Pupil Free Days/Vacation care	\$75 onsite \$95 excursion <i>less CCS discount</i>
After School End of Term Early Finish	\$36 <i>less CCS discount</i>

Family Assistance & Child Care Subsidy CCS

The Commonwealth Government offers assistance to reduce the cost of childcare to families. Most families are entitled to the minimum percentage.

Claiming your Child Care Subsidy is easy if you follow these steps:

1. obtain a Centrelink Customer Reference Number (CRN) for yourself and your children by creating a mygov account and linking it to centrelink
www.servicesaustralia.gov.au/child-care-subsidy
2. enroll your child into our OSHC using the OSHC enrolment form
3. once your enrolment is processed by us, you will get a notification from your mygov centrelink account advising of your CCS amount
4. each year, log onto your mygov centrelink account to be re-assessed

Casual Fees

An additional **\$3 casual fee per session** is charged for occasional Before & After School Care.

Late Collection Fees

Fees will be charged for children who are **not collected before 6pm**.

6:00 – 6:10pm	\$10 <i>with no CCS discount</i>
After 6:10 pm	\$15 per 15 mins increment or part <i>with no CCS discount</i>



To avoid these penalties, **please phone staff** and organise for your child to be collected before 6pm by one of your Authorised Persons.



If you do not pick up your child by **6:30 pm** and have not contacted us, we will **assume there is an emergency** and contact the police.

Cancellation Fees for Before & After School Care



To avoid paying for unused care and to cancel sessions, **please notify us via text or email as soon as you can and no later than 24 hours**.



We place a **high priority on the health** of our children and staff, so we ask that you **don't use our OSHC service when your child is unwell**.

We therefore provide a generous cancellation period, waiving your regular session fee when you cancel with at least **24 hours of notice**.

If a session is cancelled due to illness and you are unable to provide 24 hours of notice, you will be required to **pay the CCS gap for the first day** with **subsequent session fees waived**.

Cancellation Fees for Pupil Free Days



There is **no refund** available for cancellation of Pupil Free Day or vacation care sessions.

Accounts & Payments

Invoices



Invoices are sent out every week, please let us know if you are not receiving them.

We require all accounts to be **settled within 2 weeks of invoicing**.

Where your account is more than four (4) weeks overdue
and there has been no effort to make payment,
or you have failed to make payment within the agreed time period,
we have the right to refuse OSHC care.

OSHC Banking details



BSB: 105-079

Account Number: 050 721 640

Please make payments directly into our bank account.

Overdue Fees

Where invoice payments have not been received within 2 weeks, we will

1. Send you a **reminder email** requesting an agreed payment date,
2. If no payment made by the agreed date, send you a **letter removing your OSHC service** until payment of the outstanding fees are received,
3. If still no payment received, the MPS Principal will follow the Department for Education's **standard debt collection procedure**.

At all times your financial information remains confidential.

Partnering with Families



We believe in a partnership between parents & caregivers and our OSHC staff, makes a safe and nurturing space for our children's care.

We strive to achieve this by being warm, friendly and approachable with families, and we ask parents to be the same.

As parents & care givers, we ask you to:

- ☐ Keep the OSHC Director informed of anything that may **affect the health and well-being of your child**
- ☐ Submit a **new booking form each term**, a minimum of 2 weeks in advance
- ☐ Advise the OSHC Director of any **changes or cancellations of session bookings** via email or text
- ☐ **Sign your children in and out** at the beginning and end of each session
- ☐ **Arrange for the collection of your child by 6pm** and advise us by text if your child will be collected by someone that we are not familiar with
- ☐ Inform us of any **changes to your details**

Enrolments, addresses, emails, phone numbers, health/medical information, contact persons, authorized persons and access/custody arrangements

- ☐ **Pay invoices on time**, within 2 weeks
- ☐ **Share your ideas** for improvements
- ☐ Treat our OSHC educators and all other users of the OSHC **with respect**

Policies

Our policy documents guide the way we operate and are summarised here.

To read our policies in full, please contact our OSHC Director.

OSHC Advisory Committee

Reporting to the Mylor Primary School Governing Council, the OSHC Advisory Committee meets twice a term and **welcomes OSHC parents to join** as members.

The committee supports the OSHC Director and staff to deliver:

 quality OSHC care & improvement plans	 compliant & financially viable service	 service & policy effectiveness
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Fees & charges and our policies are reviewed every year. The committee then **make recommendations** to the Governing Council for endorsement.

OSHC National Quality Standards

Our Mylor OSHC is **accredited** by the Education Standards Board and the National Quality Standards Board. We are regularly assessed through external monitoring and our latest certificate was issued in December 2021.

We have an active **NQS Quality Improvement plan**, actioned by staff with the OSHC Advisory Committee and it is available for you to read.

Quality Area 1	Educational program and practice
Quality Area 2	Children's health and safety
Quality Area 3	Physical environment
Quality Area 4	Staffing arrangements
Quality Area 5	Relationships with children
Quality Area 6	Collaborative partnerships with families and communities
Quality Area 7	Leadership and service management

Privacy & Confidentiality

We understand the **importance of protecting and respecting your family's confidential information**. We will only release information when required by law.

Communication

We acknowledge and recognise the importance of developing **positive relationships** with our OSHC children, their families and our school community.

We encourage **positive and open communication**.

We share **OSHC information** through school newsletters, directly in person and via email and text.

Behavior

Any **unsafe behaviours** that affect our OSHC children or staff will not be tolerated, you will be informed and it will be a take home.

Emergency

In the event of an emergency such as bush fire or evacuation, we **follow the Mylor Primary School's emergency procedures**. We also **practice emergency drills** each term.

Fire Rating Days

In the event of a **forecasted catastrophic fire day**, the OSHC service will be closed. We will **notify you by text after 4pm** the preceding evening.

During the fire danger season (and other times as required) the **Department for Education's emergency information hotline** provides information about planned school closures as a result of bushfire activity.

Parents can phone 1800 000 279.

A messaging facility is available that is monitored out of hours.

Sun protection

Please ensure your child brings a **named hat** during Terms 1 and 4 and any **specific sunscreen** your child needs.

We will provide sunscreen and ensure hats are worn when outside.

Medications

At Mylor OSHC, we assist children to **manage their medical conditions and medication** that is prescribed by a doctor.

We require a **medical plan signed by you** for your child:

- [Health Support agreement, HS120 form](#)
- [Safety and Risk Management plan, HS121 form](#)

Please provide prescribed medication in its **original box** to our OSHC educators.

Only this medication will be **administered by our first aid qualified educators**.

All medication that we give to your child will be recorded.

Illness

For the safety of all others, please **do send your child to OSHC if they are unwell**.

If your child become unwell during the school day, please **collect them from school and let us know via text**.

If your child **become unwell at OSHC**, we will call you to collect them and will ensure they are comfortable until you arrive.

Injuries & Accidents

In the case of an accident at OSHC, injuries will be assessed, and first aid provided by one of our first aid trained educator. We will **record the details and inform you**.

Where the accident requires urgent medical treatment, **an Ambulance will be called at a cost to the child's family**.

Food & Nutrition

We offer **healthy nutritious nut free breakfast and afternoon tea** and follow the Department for Education's Right Bite Healthy Eating Guide for Schools.

Our educators aim to provide an **eating environment** which is calm and incorporates the teaching of appropriate self-service, nutritional awareness and social skills.

Please ensure any **specific dietary requirements** are communicated on your child's enrolment form.

Mobile Phone & Personal Devices

At OSHC, we are a **bring-your-own-device free zone for our children**.

Our OSHC staff model appropriate use of mobile phones and IT technology, respecting the **importance of safe, responsible and respectful use**.

Feedback

We view feedback as an **opportunity for improvement which builds stronger relationships** when you take the time to let us know how you are feeling.

Please **make a time to talk** with Kate our OSHC Director or our Mylor Principal.

Complaints

If you are **unhappy with the way your feedback has been addressed**, please

- Clearly identify the issues and the resolution you are after,
- follow the chart below on who to contact,
- provide complete & factual information,
- cooperate with any requests for more information,
- Not include deliberately false or misleading information, and
- treat staff handling the complaint with courtesy and respect.



Something missing or unclear?

Please **contact Kate** on 0431 032 466 or mylor.oshc@gmail.com