

# **LARRAKEYAH PRIMARY SCHOOL OSHC**



## **PARENT HANDBOOK**



## Acknowledgement of Country

Larrakeyah OSHC acknowledges the Larrakia People, the Traditional Custodians of the land on which we are based. We pay our respects to Elders past, present, and emerging.

## Welcome

Dear Parents/Caregivers,

Welcome to Larrakeyah OSHC! We are very happy to have you, and your child/children join our community. Our service provides a safe, welcoming, and supportive environment where children can play, learn, and have fun with friends. We focus on programs that reflect each child's interests, ideas, and culture, making sure every child feels valued and included.

We believe that happy children grow into confident and curious learners. Our team observes, listens, and responds to children's voices, tailoring activities to their needs and encouraging creativity, problem-solving, and social skills.

Strong partnerships with families are at the heart of what we do. We value open communication and encourage you to share your feedback, ideas, and involvement. Together, we can make children time at OSHC both enjoyable and meaningful.

This handbook provides an overview of our service and how we operate. You are also welcome to access our full policies and procedures at any time, and our team is always happy to answer any questions you may have.

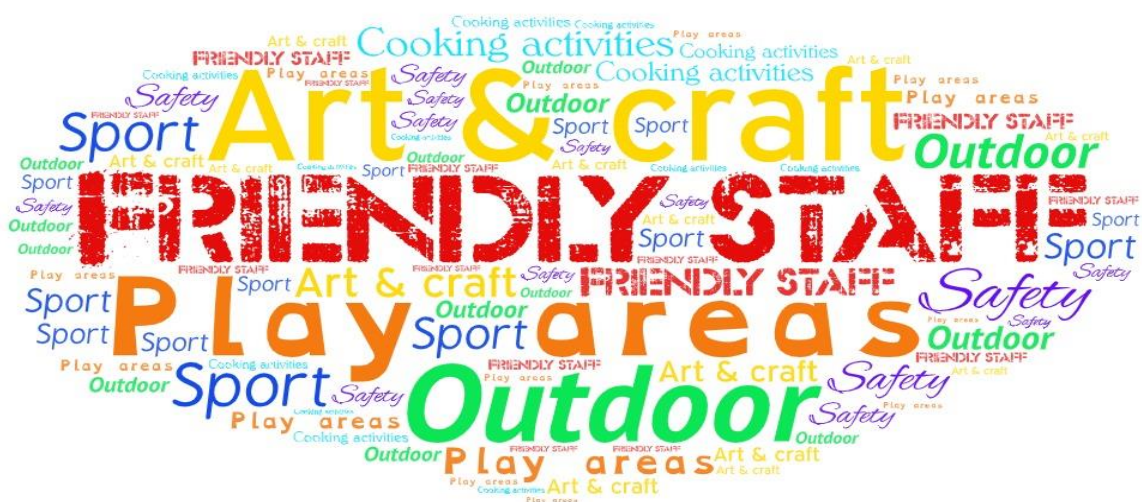
Thank you for choosing Larrakeyah OSHC. We look forward to a wonderful journey with you and your child/children.

Kind regards,

**Tamara Silva**

Outside School Hours Care Director

## Our Philosophy



At Larrakeyah OSHC...

We are committed to provide a safe, joyful, and welcoming environment for  
our children, families, and community.

We are proud of embracing children's interests, ideas, and cultures by observing, listening to children's voices, and respecting their choices to create a tailored program that reflects the uniqueness of our children.

We foster open communication between families, children, and staff as we believe partnerships are crucial for our service and we value every family feedback and engagement with us.

**We believe that happy children grow into brilliant minds.**

## Service Information

Larrakeyah Primary School OSHC is an After School and Vacation Care service that is licensed for **150 children**. The operational management of our OSHC service is conducted by a sub-committee of the Larrakeyah Primary School, School Board. Membership consists of representatives from school leadership, governing council, and parents.

**Service Provider Name:** Larrakeyah Primary School Board

**Service Approval Number:** SE-00012176

## Opening Times:

	Monday	Tuesday	Wednesday	Thursday	Friday
School Days	2:45pm to 5:45 pm	2:45pm to 5:45 pm	2:45pm to 5:45 pm	2:45pm to 5:45 pm	2:45pm to 5:45 pm
Vacation Care	7:45 am to 5:45 pm	7:45 am to 5:45 pm	7:45 am to 5:45 pm	7:45 am to 5:45 pm	7:45 am to 5:45 pm

The Vacation Care program shuts down for two weeks over Christmas and New Year period. Parents /guardians are notified of exact dates prior to the commencement of the Christmas holiday vacation care program.

## Contact Information:

Mobile: 0438 813 211  
Landline: (08) 8941 4521  
Email: [larrakeyah.oshc@education.nt.gov.au](mailto:larrakeyah.oshc@education.nt.gov.au)

Website: <https://larrakeyahprimary.com.au/>  
Nominated Supervisor: Bradley King  
Director: Tamara Silva

## Enrolment

Before starting at our Service, families are required to complete an online enrolment through SmartCentral. This process includes providing important information such as health and medical details, permissions and consents, and emergency contacts, to ensure we can support your child safely and effectively.

It is important that the OSHC Director is informed of any changes to your contact details or updates to the list of authorised persons who are permitted to collect your child. This helps us maintain the safety and wellbeing of all children at the Service.

To Enrol: [https://www.smartcentral.net/v2/service\\_profile/show/509](https://www.smartcentral.net/v2/service_profile/show/509)

## Places and Priority of Access

Larrakeyah OSHC offers 150 places for After School Care and 60 places for Vacation Care.

Students at Larrakeyah Primary School are given priority for both programs.

When demand exceeds the number of available places, Larrakeyah OSHC allocates spots in accordance with the Commonwealth Government's Priority of Access Guidelines for Childcare. This means priority is given:

- 1 - To children at risk of serious abuse or neglect.
- 2 - To children of a single parent, or children of parents/guardians who both meet the work, training, or study test under section 14 of the Family Assistance Act.
- 3 - To all other children.

For more information on the Commonwealth Government's Priority of Access Guidelines for Childcare, please visit the [Child Care Provider Handbook](#)

## Child Care Subsidy (CCS)

Families must ensure that the following steps are followed to receive rebates:

1. Register for Child Care Subsidy rebate with Centrelink if you have not already done so. Click [here](#) for more details.
2. When you receive your Assessment Notice from Centrelink you must enter the CRN and DOB details on your enrolment form for both parent and child. These MUST BE ENTERED ACCURATELY. Ensure that you enter the Centrelink registered parent as "Parent 1" with their matching CRN and DOB. This will be the parent on the assessment notice. If any details are missing or incorrect you will not receive rebates and full fees are payable. CRN details are unique for each child and parent and have the format 999 999 999X.

3. Once we have received your enrolment with complete and accurate CRN and DOB details for both parent and child, we can submit the Enrolment Notice to Centrelink. This is the agreement for care arrangements. You will then need to log in to your Centrelink Account to confirm the enrolment.

Online guide to [confirm your child's enrolment details](#).

4. Please also ensure that you have electronically signed the CWA (Complying Written Agreement) in your Smart Central account for each child.
5. If all steps are followed, then rebates should be applied to your account within a couple of weeks of attendance's being submitted.
6. If your child has already attended care and you subsequently receive your assessment and enter CRN details (and follow the steps above), the rebates can be backdated up to 28 days.

## Fees Structure

Parents are required to pay fees two weeks in advance prior to commencement of care. Fees are to be kept 2 weeks in advance.

- **Absences:** Any non -attendance days due to sickness, illness, or family once off arrangements will still incur the weekly/daily fee.
- A Permanent day is understood as scheduled regular routine of attendance days. i.e. attends 3 days per week, Mondays, Wednesdays, and Fridays.
- A surcharge fee is applied for each excursion and incursion that each child participates for cost recovery. The excursion and incursion fee will be added to the parent/guardian's SmartCentral balance.
- Normal daily fees are payable for public holidays, for children with permanent bookings.
- Fees are charged for full sessions only (regardless of the actual attendance hours in a day)
- Permanent bookings cannot be swapped for casual arrangements.
- **Late Fee:** A 'Late Pickup Fee' will be charged when a parent/guardian collects their child/children after the Service's closing time (17:45). Larrakeyah Primary School OSHC reserves the right to charge a fee of \$25 plus \$1 per minute for each occasion their child is picked up late.

Note: CCS is paid for up to 42 day's absence for each child. Allowable absences are reset July 1 of every year.

## Payment of Accounts

### Direct Debit

- Direct debit payments are processed using the Childcare Easypay system.
- Payments through Childcare Easypay are processed fortnightly on a Friday, or the next working day, it is noted that while fees are processed on a Friday, the day that a transaction is debited from individual accounts will vary dependent on the financial institution of individual families.
- It is the responsibility of each family to ensure that sufficient funds are available for deduction, and that payment details are updated with us as required. Any fees accrued for failed transactions due to insufficient funds or expired payment details, will be passed on to the relevant family.

- If a direct debit transaction is declined, an email will be issued, and the direct debit will be reattempted in 3 days.
- Easy Pay deserves the right of charge a dishonoured fee in the event of a payment being rejected.

#### **Other Payment Options**

- EFTPOS Transaction via front office or over the phone
- Electronic Bank Transfer
- All families must pay their fees by the **Friday** of the same week the invoice was sent out.

## Vacation Care Bookings

Once finalised, the Vacation Care program will be sent to Parents/guardians via email and will also be available on Seesaw for download. A hard copy will be displayed on the OSHC notice board.

Our Vacation Care program is very popular, so completed booking and permission forms should be returned as soon as possible to secure your child's place.

**Please note:** For excursion days, all children booked to attend Vacation Care on that day will participate in the excursion.

## Booking Cancellations

Two weeks' notice in writing must be given to alter or cancel bookings. If this is not adhered to, the service reserves the right to charge normal fees for this period.

## Attendances/Absences

Parents/guardians are responsible for notifying the director if their child/children will not be present. They can do this by calling, texting the service mobile or sending an email to [larrakeyah.oshc@education.nt.gov.au](mailto:larrakeyah.oshc@education.nt.gov.au).

## Singing in/Dropping off

When children arrive during school days, OSHC staff will sign them in electronically and record the time as part of the roll call. During **Vacation Care**, children must not be left at the Service before opening hours, and parents/guardians are **required** to sign them in electronically to record their arrival.



## Picking Up/Signing Out

Parents/guardians are **required** to sign their child out electronically at the time of departure. If someone other than a parent or authorised nominee on the enrolment form will be collecting your child, the Service **must be notified by, phone call, txt or email**. The person collecting your child will need to provide proof of identity, such as a driver's license or photo ID.

The Service will not release a child into the care of anyone not authorised, without prior consent.

## Policies and Procedures

As Larrakeyah OSHC is managed by Larrakeyah Primary School Board, several of the policies and procedures that apply to the school, also apply to OSHC; there are also OSHC specific policies. The OSHC policy and procedures manual is available to be viewed by all parents and guardians of children attending the service. Policies and procedures are reviewed regularly, and feedback from parents, guardians and children attending the service is welcomed.

## Program and Activities

Larrakeyah OSHC offers a variety of activities for children, both indoors and outdoors, depending on the activity and the weather. Activities are developmentally appropriate and include a mix of structured and unstructured opportunities. Children's ideas and interests are considered when planning activities, ensuring that their voices help shape the experiences offered. These opportunities support learning and development across all domains, taking into account each child's strengths and needs.

Our programs align with the My Time, Our Place School-Aged Care Outcomes and promote the physical, social, and emotional wellbeing of all students. Children are encouraged to choose the activities they wish to participate in, and their feedback is valued as part of ongoing program development alongside input from parents.

## Afternoon Tea

We provide nutritious and varied food for children each day. Meals are chosen to meet dietary requirements, allergies, cultural and religious needs, following the Northern Territory Government's canteen and healthy eating guidelines.

*Note:* The weekly menu is displayed on the noticeboard. Parents should inform staff of any special dietary needs.





## Medication

Written permission is required for staff to administer medication. Medication must be in its original container with the original prescription label, and dosage and times must be clearly documented on the Medication Record at the service.

## Accidents and Illness

Our staff are trained to respond to accidents and illnesses at the service. For minor incidents, first aid is provided, and parents are informed. In the case of a serious incident, our policies guide how we respond, including contacting parents and seeking medical attention if necessary. Parents are welcome to review the full Incident, Injury, and Illness Policy for detailed procedures.

## Complaints

Larrakeyah OSHC encourages positive relationships with families. Any concerns should be raised with the relevant staff member or the management and will be addressed promptly and fairly.

## Communication

We use multiple communication methods to suit families' needs, including:

- Face-to-face
- Phone/SMS
- Email
- Seesaw

## Toys

Children are asked not to bring toys from home to prevent loss or damage. Educators cannot be responsible for personal toys.

## Electronic Devices

BYO devices are not allowed during After School Care. During Vacation Care, devices may be brought but must be stored in the Electronics Box and used only during designated Tech Time. The service is not responsible for lost or stolen devices.

## Feedback

Parents are welcome to share suggestions, compliments, or complaints with the Director or via email at [larrakeyah.oshc@education.nt.gov.au](mailto:larrakeyah.oshc@education.nt.gov.au)

We value feedback to continually improve our programs, menu, and service.