Amana OSHC.

PARENT WELCOME PACK

Minaret Springvale

36-38 Lewis St, Springvale VIC 3171

Beyond The Bell

A NOTE FROM US

Welcome to the Amana OSHC family

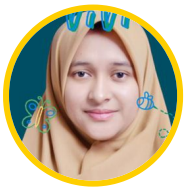
Assalamu Alaikum, and thank you for choosing us.

We are so glad your family is joining Amana OSHC Minaret Springvale. Our team is here to give your child a safe, warm and fun place to learn and play before and after the school day, rooted in values that matter.

This pack covers what happens next, how fees and booking work, and everything you need for your child's first day. Keep it handy, and call us any time if you have a question. We are always happy to help.

Warm regards,
The Amana OSHC team

Beyond The Bell



YOUR SERVICE COORDINATOR

Vivi

Your first point of contact for anything about your child's day.

SERVICE NUMBER

0466 707 655

SERVICE EMAIL

minaretspringvale@amanaoshc.com.au

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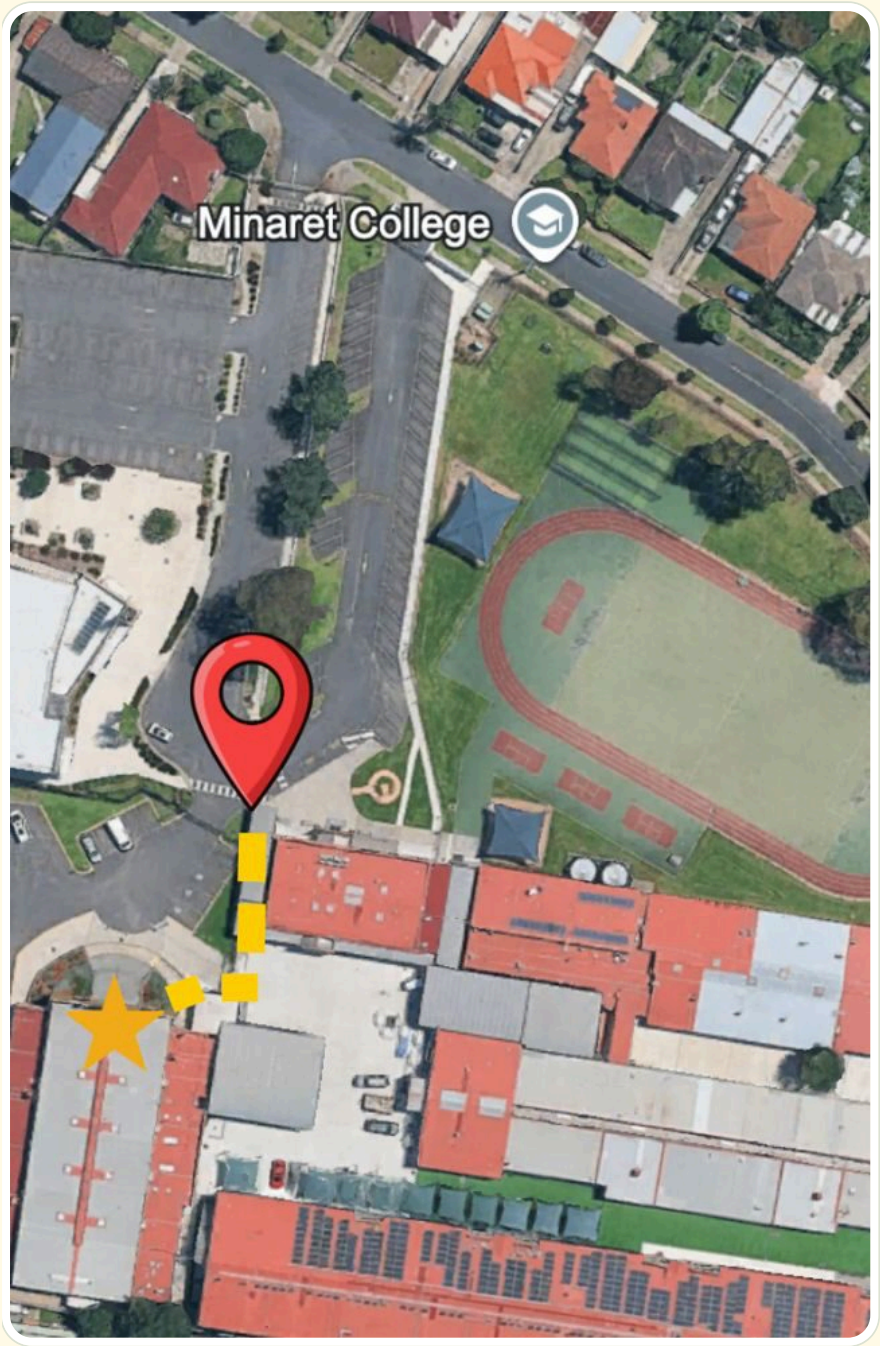
FINDING US

Drop-off and pick-up

01

Amana OSHC Minaret Springvale · 36–38 Lewis St, Springvale VIC 3171



COME TO

School Gym

For every drop-off and pick-up. Please come into the service, not the gate or car park.

Reading the map

Red pin
Enter the school here

Yellow line
Walk this way

Gold star
Amana OSHC

AFTER SCHOOL

Final bell to 6:30pm

Spotting our team: yellow lanyards with name tags and black Amana OSHC tees.

Four steps to your child's first day

02

1

We receive your form

Once you submit your enrolment form, our team gets straight to work on it.

2

We give you a call

We will phone you to confirm your details and answer any questions you have.

3

Confirm in myGov

Once we notify Centrelink that your child is attending, you will be asked to confirm the enrolment in myGov. New to CCS? Make a new claim first (page 6).

4

Your child joins in

Sessions are confirmed, and your child's first day is on. Nothing is charged until after it.

BEFORE THE FIRST DAY

Before your child's first day

1

Tell your child they are coming to Amana

Some children forget, and then wait at the gate for you. Let your child know before their first day that they will be with us after school.

2

Drop by and say hello

If it is your first time, come and view the service so you know where it is, and meet our educators. Our team wear yellow lanyards with name tags and black Amana OSHC tees, so we are easy to spot.

3

There is nothing extra to pack

Your child does not need to bring anything special for us. Homework is simply whatever the school has set for the day, and we set aside time every session for reading and homework.

How fees work

03

Fees are charged **one week in arrears**. If your child attends in week one, you are charged on the Wednesday of week two, after your Child Care Subsidy (CCS) has been taken off.

Fees apply to every booked session, including absences and any session that falls on a public holiday during term time, because our staffing and resourcing costs are fixed. **The one exception is illness:** if your child is unwell and you provide a medical certificate, there is no charge, for regular and casual bookings alike.

A WORKED EXAMPLE

Your child starts and attends 3 after school sessions in their first week.

3 sessions at $38.60	**$115.80**
CCS paid to us at 80%	**–$92.64**
You pay on Wednesday of week two	**$23.16**

Example only. Your CCS rate depends on your family income and is assessed by Services Australia.

How the CCS gap works

The government pays a percentage of each session fee, up to 90% depending on your family income, straight to us. The part left over is called the gap, and the gap is all you pay.

Who qualifies?

- Your child is 13 or under and not in secondary school
- Your child meets immunisation requirements
- You or your partner meet residency requirements
- You do **not** need to be on Centrelink already

Late pick-up

We close at 6:30pm. After that, late pick-up is **$15 for every 15 minutes, per child**. It covers the educators staying back with your child. If you are running late, please call us.

No hidden extras

There is **no registration fee, no enrolment fee and no bond.**

Swapping, make-up sessions and refunds for non-attendance are not possible because of government subsidy regulations.

Your Child Care Subsidy in two steps

03

There are two separate steps to get your CCS working with us. Step 1 is only for some families. Step 2 is for everyone.

STEP 1 · SOME FAMILIES

Make a new CCS claim with Centrelink

Do this if you have not used the Child Care Subsidy before, or if your child has not been enrolled in any form of approved care in the last 26 weeks. If your child has been in approved care within the last 26 weeks, skip to Step 2.

a **Set up myGov and link Centrelink**
Create a myGov account if you do not have one, then link Centrelink to it.

b **Make the claim**
In myGov, go to Centrelink, then Payments and Claims, then Child Care Subsidy, and follow the prompts.

c **Give us your details**
Add your child's CRN and date of birth to your Amana enrolment, so we can notify Centrelink that your child is attending.

STEP 2 · EVERYONE

Confirm the enrolment in Centrelink

Once we send Centrelink a notification that your child is attending Amana OSHC, you will be asked to confirm the enrolment in myGov. **Please approve it as soon as you see it**, so your subsidy can be applied to your child's sessions.

Stuck at any step? Call us on 1300 200 262 and we will help, at no extra cost. Keep your income, hours and family details current in myGov.

Session fees

From **$3.86** a session for after school care once the maximum 90% subsidy is applied. You only ever pay the gap. The full fees before CCS are:

SESSION	REGULAR	CASUAL	FROM, AFTER 90% CCS
Amana Afternoons after school	$38.60	$44.10	**$3.86**

Want your exact gap? Use the calculator at amanaoshc.com.au/fees.

Three ways to pay

04

1

Direct debit through OWNA

Set and forget, debited weekly.

Bank account	**$0.75 per transaction**
Visa or Mastercard	**1.56% plus $0.75**
Amex	**1.56% plus $0.75**
Failed payment	**$2.75**
Chargeback	**$50**

2

One-off payment in the OWNA app

Go to Home, then Statements and Invoices. Open your latest invoice, scroll to the bottom, and choose One-Off Payment.

3

Direct deposit

Account name	**Amana OSHC PTY LTD**
BSB	**062-692**
Account	**8288 2065**

Use your child's name and school code as the reference, for example MFISGreenacre.

How to read your invoice

Your weekly invoice is in the OWNA app under Statements and Invoices. Here is what each part means.

1 **Invoice details**

Your account name, issue date and the statement period the invoice covers.

2 **Transaction summary**

Your opening balance, then a line for each child's attendances that week with the sessions and total fee, followed by your CCS estimate as a credit.

3 **Total due**

The amount you pay after the CCS estimate has been taken off.

4 **CCS entitlements**

Your CCS percentage, the number of absence days used and your fortnightly hours.

5 **Session details**

Each day your child attended, with the session fee, the CCS estimate and your gap. Fees are averaged per day over a two week cycle.

Booking, absences and changes

05

Regular bookings

Made at least one week in advance, with a minimum of two sessions a week. Cancelling a day needs **7 days' notice**.

Casual bookings

Casual sessions are non-cancellable. Once booked, the fee applies whether your child attends or not, unless your child is unwell and you have a medical certificate. Book casual days in OWNA up to **14 days ahead**.

Changing days

Email enrolment@amanaoshc.com.au with your school name, your child's name and the day you need. Please give one week's notice. This is for regular bookings only.

Sick days

If your child is unwell, there is no charge when you provide a medical certificate, for regular and casual bookings alike. Please still mark them absent in OWNA.

THE OWNA APP

Booking and managing in OWNA

You will receive your OWNA login from our team. Keep it safe, because it opens both the Parent Portal and the OWNA app.

1 Book attendances

Tap the + button, choose Child(ren) Attendances, pick your dates and sessions, then confirm.

2 Mark an absence or delete a future booking

Open the booking and mark it absent or delete it, or use + then Mark Child Not Attending. Recurring bookings need 7 days' notice and casual bookings cannot be cancelled.

3 Book several days at once

Use multi-select on the Attendances screen.

4 Check your bookings

Tap the Upcoming Attendances dropdown. You can also view past and absent attendances.

5 Update your details

Tap the settings cog, then Manage My Details. You can also reset your password or PIN here. Health and medical changes must go through OWNA so our Health and Medical Team can review them.

6 View statements and invoices

Open the menu, then Statements and Invoices. See the last 30 days or up to 24 months, and print any statement.

A few more things you can do in OWNA

- See your child's daily information, including menu and sun protection updates, from the menu.
- Sign your child's incident reports, record medication and upload an immunisation record from the three dots on your child's profile.
- Sign your Complying Written Arrangement (CWA) when asked, from the same three dots menu.
- Set up or change your direct debit using the DDR form button on Statements and Invoices.
- Find our policies and centre information under Documents and Policies, at the bottom of the menu under Centre.

Handing over safely, every session

06

We use electronic sign-in on our iPad. A parent, carer or authorised adult must sign your child in and out. Children cannot sign themselves in or out, because it is a CCS requirement.

1
Come into the service
Not the gate or car park

2
Sign in or out on the iPad
A parent, carer or authorised adult

3
Hand over to an educator
Every session, every child

After school pick-up

Children in Prep and Year 1 are collected from their classrooms by our educators. Older children meet us at School Gym.

Please come into the service, not the gate or car park, and sign your child out on the iPad before taking them home.

Who can collect

You, and anyone you have authorised. To authorise someone else, email written permission to your service's email address. They will need to show photo ID at the service.

If your child does not arrive

Please mark them absent in OWNA. If your child is on the roll but does not arrive, we call you, then your emergency contacts, then police if we cannot confirm their safety.

Running late?
Please call your centre as soon as you know. After 6:30pm, late pick-up is $15 for every 15 minutes, per child.

0466 707 655

Halal, nut-free and safe

07

Everything we serve is **halal**, and afternoon tea is included every session. Menus are on display at the service and in the OWNA app.

We are a **nut-free service**, so we do not provide nuts and please do not send any in your child's bag.

Sun safety

Everyone wears a hat outdoors, and we have yellow Amana OSHC hats for anyone who forgets.

SPF 50+ sunscreen is available at every service. If your child has a sensitivity, please supply your own and tell the team.

Allergies and medical needs: what we need from you

Our Health and Medical Team reviews every child's medical information and may follow up with questions. Please allow **up to two weeks** for review before schedules are confirmed.

Please provide

- ✓ A current letter of diagnosis from a medical practitioner
- ✓ Any required medication (such as an EpiPen, Ventolin or antihistamine), with permissions
- ✓ A coloured Action Plan signed and dated by a doctor, renewed every year
- ✓ A Risk Minimisation and Communication Plan, updated every year
- ✓ An Additional Clinical Support Plan, if we tell you one is needed

Please keep these current. **Children cannot attend if their medical requirements are not up to date**, and we may end care if requested documentation is not supplied.

This is purely about your child's safety. Everything you share is kept confidential.

New diagnosis? Email us straight away, even before the paperwork is ready.

What your child will get up to

08

Every session mixes learning, play, faith and food, so your child heads home happy, fed and with their homework done.



Amana Afternoons

Our after school care, from the final bell until 6:30pm.



Homework Heroes

Quiet, supported time to get homework done.



Little Champions Club

Sport and active play that burns off the day's energy.



Imagination Station

Arts, crafts and STEM for curious minds.



Iqra Circle

Quran recitation and Arabic learning in a nurturing, faith-centred space.



Fuel Up with Amana

Halal food and cooking, with nutritious meals and snacks.



Holiday Quest

Vacation care in the school holidays, and on pupil-free days too. Open to all primary school aged children, 7:00am to 6:00pm. Locations rotate by demand. Details at **amanaoshc.com.au/holiday-quest**.

How we look after each other

09

Devices and belongings

Phones, smart watches, tablets and laptops are not permitted unless used for homework. Please speak to your Service Coordinator about our BYOD policy.

Amana cannot be responsible for lost or stolen items, so please consider this when choosing what your child brings.

Fair play

We ask every child to:

- Be respectful
- Look after our space
- Listen to our team
- Stay within view of an educator
- Use kind language
- Talk to us if something is worrying them

Amana OSHC has zero tolerance for violence and aggression toward children or staff, and families may be called for early collection if unsafe behaviour continues.

Excursions

During Holiday Quest we sometimes head out on excursions. We send you an excursion form before the day, with where we are going, how we will travel and what your child needs. **Please sign and return it**, because your child can only join an excursion with your written permission.

Your child's safety comes first

- Every team member holds a valid **Working With Children Check**
- Every team member has completed **Geccko child safety** and **food handling** training
- Our senior team members hold current **first aid** training
- We employ our team directly, with **no agency fill-ins**

Children stay within an educator's eyesight at all times. Our policies, including our Medical Conditions Policy, are available on request, under Parent Resources on our website, and under Documents and Policies in OWNA.

STAYING IN TOUCH

Email, WhatsApp, OWNA and feedback

10

Email

We write from **enrolment@amanaoshc.com.au**, through OWNA broadcasts, and from your school's address, **minaretspringvale@amanaoshc.com.au**.

Please save these so we do not end up in your spam.

WhatsApp community

Join the Amana OSHC WhatsApp Community for general updates and announcements, including Holiday Quest news.

Join the community

Social media

Follow **@AmanaOSHC** on Facebook and Instagram for community moments, holiday program peeks and team highlights.

Raising a concern or giving feedback

We would love to hear from you. For any concern, question, help or enrolment change, email enrolment@amanaoshc.com.au and our team will go through it. Please keep concerns out of the WhatsApp community so we can look after them properly.

WHO TO CONTACT

We are always here to help

WHILE YOUR CHILD IS IN CARE

Call your service directly

0466 707 655

QUESTIONS, CONCERNS, ENROLMENT AND AFTER HOURS

Call head office or email us

1300 200 262

enrolment@amanaoshc.com.au

We do not have a separate after hours line, so please call or email and we will respond as soon as we can.

Still not resolved? We always want to put things right ourselves first, but you can also contact the Victorian Early Childhood Regulatory Authority (VECRA) on **1300 307 415** or at vecra.vic.gov.au. They regulate every education and care service in Victoria.

QUICK ANSWERS

Frequently asked questions

11

What if my child is unwell?

Please keep them home until they feel better, and mark them absent in OWNA. If you provide a medical certificate there is no charge, for regular and casual bookings alike. If your child becomes unwell while with us, we will contact you.

What does a typical afternoon look like?

Children arrive for roll call and a headcount, then enjoy a freshly prepared halal afternoon tea. Homework Heroes follows (Monday to Wednesday), then sport and active play with Little Champions Club, Iqra Circle and Asr prayer, and creative free play with Imagination Station before home time. Times are a guide and vary by centre.

Can staff give my child medication?

Only when it has been recorded properly. Please record any medication your child needs in OWNA, and speak to your service before sending any medication with your child.

Does my child pray at Amana?

Our Iqra Circle offers Quran recitation, Arabic learning and Asr prayer in a dedicated, nurturing space.

I have not received my OWNA login. What do I do?

Please email enrolment@amanaoshc.com.au or call 1300 200 262 and we will sort it out.

Do you run vacation care and pupil-free days?

Yes. Holiday Quest runs in the school holidays, and we also run care on pupil-free days. All primary school aged children are welcome, whether or not they attend Amana during term time.

How are photos and social media handled?

Your photo and social media consent is recorded in your enrolment form, and we follow it. To change it, email enrolment@amanaoshc.com.au.

How do I stop attending Amana?

There is no lock-in. Simply cancel your recurring bookings, with one week's notice, by emailing enrolment@amanaoshc.com.au.

Amana OSHC.

Beyond The Bell

Jazak Allahu Khairan

Thank you for trusting us with your child. We can't wait to meet them.

YOUR CENTRE

0466 707 655

minaretspringvale@amanaoshc.com.au

HEAD OFFICE

1300 200 262

enrolment@amanaoshc.com.au