



# Guardians Handbook

Beyond The Bell

# Parents & Guardians

## Welcome to Amana OSHC!

Thanks for enrolling your precious little ones with us. This document, in conjunction with each service's details on the Amana OSHC website, has information which will help you and your children while you are with Amana OSHC.

Read on for information regarding the following:

### Service Information

01

- Preparing for AMANA OSHC
- Care options
- Absences
- Casual bookings
- Changing days
- Ending enrolments & changes to details

### Invoicing & Government Childcare Subsidy

02

Payment options and subsidy requirements

### Amana Fair Play Policy

03

Amana's Fair Play Policy ensures that all children and families understand the basic rules and behaviour.

### Education & Care of Children

04

Information for children: how will they spend their time at Amana OSHC, additional afternoon activities, Amana team & additional information.

# 01. Service Information

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## Preparing for Amana OSHC- what to know

- Ensure your enrolment information is complete through OWINA - especially the recording of health & medical conditions, special dietary requirements, emergency contacts and CCS reference numbers. It is important that keep this information up to date. Please update your information on OWINA or Email [enrolment@amanaoshc.com.au](mailto:enrolment@amanaoshc.com.au) if anything changes.
- Heres more information to update OWINA
- Save Amana information in your contacts (website/phone/email/FB/Instagram) – available on our website in your school's hub.
- Advise child's teacher/school your child is attending Amana OSHC. Our team members wear Black Amana lanyards with name tags and Black Amana OSHC Tees.
- Feel free to drop by to introduce yourself to the Amana OSHC team & let your child see what they will be getting up to.
- Encourage & remind your child to bring their home readers & any homework given by their teacher.
- All kindergarten children where applicable, are delivered to and collected from their teachers at the start and end of school day.
- Ensure your contact details and any health and medical information is current – this is a regulatory requirement – please ensure you monitor this and update when required.
- We use OWINA to manage enrolments and bookings. You will receive a login and password from our enrol team. Please keep it safe as you will need it to access your Parent Portal and the OWINA app.



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## Care Options & Sessions

Specific start and finish times for sessions are available on Amana's website under your school.

|               |                 |
|---------------|-----------------|
| Before School | 6:30am-8:30am   |
| After School  | 3:30pm - 6:30pm |
| Vacation Care | 7:00am - 6:00pm |

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# Arrival & Collection From Amana OSHC.

All children are required to be signed in & signed out of Amana OSHC on our iPad using ESI (Electronic Sign In) to make sure everyone is always accounted for. A Parent, Carer, or authorised adult **MUST** sign them in or out. This is requirement of the CCS (Child Care Subsidy).

*Children are not permitted to sign themselves in or out.*

## What if I need someone else to pick up?

If someone other than those listed on the enrolment form is collecting your child, please email this authorisation information to the service email.

ID will need to be shown at the service in this instance.

## What if I'm running late?

All children are to be collected and signed out no later than the closing time of your service which is listed on our website. We understand that sometimes unavoidable stuff happens – if you are running late, please call your service and let them know as soon as you can.

Bear in mind we do charge a late fee for repeated late pickups.

## What if my child is absent?

It's really important that you inform us if your child will not be attending a scheduled Amana OSHC session for any reason. Simply update it via the parents portal on OWINA. Fees apply for failing to notify. When children are on the roll but don't turn up, we have to immediately find out where they are to guarantee that they're safe. This is stressful, time consuming, and can potentially take our focus off the other children in our care.

If your child is on the attendance roll but does not arrive at Amana OSHC, we will immediately call you in order to establish their whereabouts and safety. If we are unable to reach you by phone or SMS, we will call all other people listed as contacts on your enrolment. If we are still unable to reach you or confirm the safety of a child, within a reasonable time, we will contact the police for assistance. Our full delivery, arrival and collection policy can be found on our website under Policies and Procedures.

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# Absence & Late Fees

We are reasonable people and understand that sometimes the unexpected happens and we can all forget things from time to time. The below charges are assessed and applied on a case-by- case basis.

| Reason  | Price<br>Per Child/Session               | Frequency     | Fee Notice             |
|---|--|---------------|------------------------|
| Non-notification of<br>absence                    | \$15                                     | Per Occurence | On Issue of<br>Invoice |
| Late fee's or<br>collection after<br>closing time | Under 1/2HR - \$50<br>Over 1/2HR - \$100 | Per Occurence | On Issue of<br>Invoice |
|   |  |               |                        |

# Bookings & Cancellations

Fees are payable for all children with permanent schedules, regardless of attendance(ie:even if absent), as staffing and resourcing costs are fixed.

*Cancellation of casual sessions requires a minimum 24 hours' notice.*

*Cancellatio*

## Public Holidays:

Fees are payable if your child's scheduled days falls on a Public Holiday during Term time.

## When An Enrolment Ends

Government regulation requires attendance on your last day to receive all CCS for the two week notice period.

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# Extra Amana OSHC Sessions or Casual Sessions

- While casual places are subject to availability and are not guaranteed, Amana OSHC generally has casual places available for all term-time sessions.
  - To enquire about availability give us a call on 1300 200 262 & state the school, day(s) and sessions (BSC or ASC) you require. Casual bookings and schedule changes can only be made up to 14 days in advance (ie no longer than 2 weeks in advance)
  - Casual Bookings can be Found on the parent Portal. Please do not send children without receiving confirmation from Amana OSHC.
  - To request a change in days, send an email with the name of your school, child's name, day required to [enrolment@Amanaoshc.com.au](mailto:enrolment@Amanaoshc.com.au)
  - You will be emailed confirmation of day or session changes.
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## Have Your Family's Details Changed

It is the parents/carers responsibility to ensure all family details are current and correct in Amana's database, OWNA to make changes or update Health and Medical information – please update this through the app

Changes to more general details:

phone numbers, addresses, authorised contacts can be made in the OWNA Parents portal or App.

The portal can also be accessed via the Amana OSHC website.

- 1.Log into OWNA
- 2.Update your details
- 3.Submit



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# Communication With You

Amana may communicate with you via email ([enrolment@Amanaoshc.com.au](mailto:enrolment@Amanaoshc.com.au)) or broadcast email via OWNA Message Centre Via the app.

*Please ensure these addresses are saved in your contacts to avoid these important messages going to your junk folder.*

We may also contact families by Broadcast SMS. We receive replies to these messages via email, this is a SMS number only and does not receive phone calls.





# 02. Information & Government Childcare Subsidy

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Invoices are issued via OWNA, and payments are required two weeks in advance.  
Please ensure prompt payment of fees and do get in touch with any concerns about payments.

*Note: swapping, make-up sessions and refunds for non-attendance are not possible due to regulations around government subsidies. We appreciate your understanding and support of this.*

Payments of Fee's can be made using one of 3 options:

## **Direct debit using OWNA Fat Zebra - from your bank account or credit card fortnightly.**

**01**

Bank account Per Transaction \$0.75  
Visa / Calculated on transaction value 1.56% +\$0.75  
Amex Calculated on transaction value 1.56% +\$0.75  
Failed Transaction Per failed or return transaction attempt \$2.75  
Claim / Chargeback Charged when payment is reversed \$50.00  
Refund Per refund (credit / debit card only) \$0.75

*Transactions appear on your account statements from OWNA for Credit Card and Debit Card debits, and bank account debits (BSB & Account No. listed)*

## **Direct deposit into the Amana bank account below.**

**02**

Ensure you add your/ child's name & school (eg "MFISGreenacre" for Malek fahd Greenacre) so your payment is correctly matched to your account.

Account Name: AMANA OSHC PTY LTD  
BSB Number: 062- 692  
Account No: 8288 2065

## **Credit card over the phone.**

**03**

Call Amana Head Office - 1300 200 262

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# Child Care Subsidy & Eligibility

Amana OSHC is an Approved Provider which allows families access to the Child Care Subsidy (CCS). This is the main way the Government supports families with their childcare fees. Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child.

These Include:

- Age  
*(must be aged 13 or under and not attending secondary school, except in certain circumstances where an individual may be eligible for a child who does not meet this criterion, such as children with a disability or medical condition).*
- Immunisation Requirements
- The individual, or their partner, meeting the residency requirements listed in the legislation.

In addition, to be eligible for CCS, the individual will be liable to pay for care provided, the care must be delivered in Australia by an approved childcare provider, and not be part of a compulsory education program.

For more information: [www.education.gov.au/child-care-package](http://www.education.gov.au/child-care-package)



# 03. Education & Care of Children

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## Information for children – meeting place, routines, activities, etc.

- All children need to meet a Amana educator at a nominated place at each service (check your school on our website) for roll call.
- Locations are usually marked with an Amana OSHC sign. Kindergarten children are collected from their teachers by our team.
- Breakfast or afternoon tea is served each session. Menus are on display at your service.
- All children must wash hands before eating. Keeping Children safe: Our priority always is the safety and comfort of your children.
- All Children are given a coloured vest supplied by Amana to ensure we can easily identify them from non- OSHC Children. Please help us by reinforcing the importance of this to your children. Vests are washed frequently.
- All children must always stay within eyesight of Educators. Toilet visits: All Children MUST tell staff when they need to visit the bathroom. We follow school policy.
- Activities - Our programmed activities are displayed at the service. Children have free play time either inside or outside (depending on weather, children's interests, and programmed activities). You can view the program at your service. We are open to suggestions too! Observations and the full program are available to view through the OWNA App.
- Other activities at Amana – we may offer extra activities to provide variety to our program. These may include a mix of sports, drama and art depending on the number of children. These activities are provided at no extra cost.
- While at Amana OSHC, Children are given the opportunity and space to complete any reading or homework. Electronic devices such as phones, smart watches, tablets, laptops, are NOT permitted. Unless being used to complete homework.

If a device is required for homework, talk to your service manager for our BYOD policy.

*Amana OSHC will not be held responsible for any lost or stolen items, please consider this when bringing items of monetary or sentimental value.*

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# Amana OHSC Team Information

At each Amana OSHC session there is a Service Leader in charge of your Amana OSHC service. A staff notice board is on display at Amana OSHC. This provides details of who is in charge and on duty each day.

*Please refer to our notice board for more information.*

All Amana OSHC team members have valid working with children checks and safe food handling training.

All senior team members have child specific, professional first aid and child-safe training.

All educators are employed directly by Amana OSHC and thoroughly inducted and trained in-house. Many are studying child-related disciplines at the tertiary level or at a post-graduate level.

Amana OSHC will be fun – children will make new friends & they will get to know children in other classes & school years which helps their sense of belonging in the school community.

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## Social Media

Amana OSHC is on Facebook and Instagram – please follow and like us!

@AmanaOSHC

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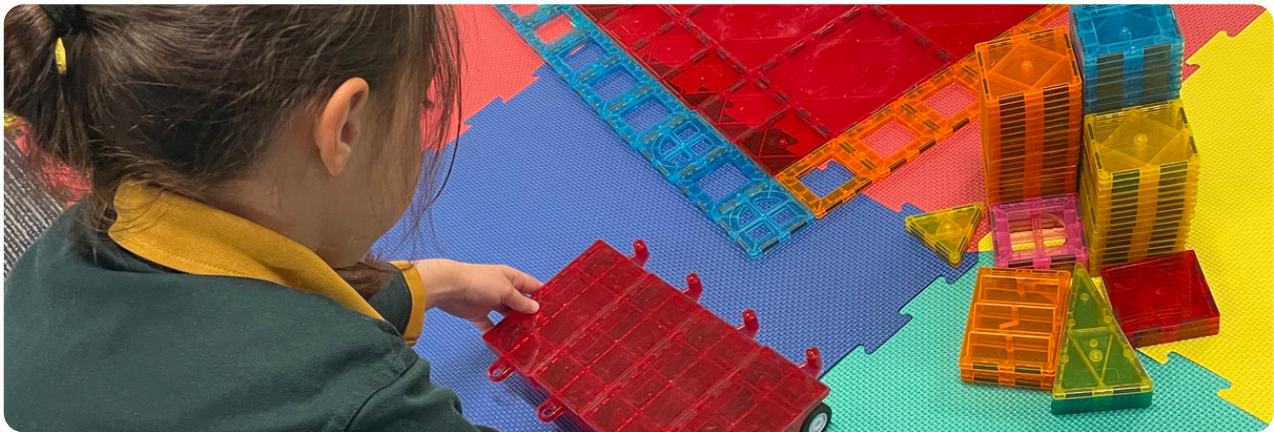
## Amana OSHC Holidays

Amana OSHC offers holiday programs at various locations (not all services), and these may change due to demand.

*Details are available on our website.*

All primary-school aged children are welcome, regardless of whether they attend Amana OSHC or not.





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# Key Policies & Procedures for Parents & Carers

Amana OSHC has developed comprehensive policies and procedures in line with government regulations and education sector guidelines.

These are available on our website under “support links”. The Education and Care Services National Regulations and Law are also available [here](#).

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## Clothing & Sun Protection

Amana OSHC has a ‘NO HAT, NO PLAY’ policy. When outdoors, everyone must wear a hat. Yellow Amana hats are available for those who lose or forget to bring their own.

SUNSCREEN 50+ Sunscreen is available at Amana OSHC. If your child has an allergy/sensitivity to sunscreen, please supply a suitable sunscreen for them to wear and inform the team on site.

All children are reminded to apply sunscreen on arrival at Amana OSHC after school care and at holiday care (on arrival and at every meal break).

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# Children with a Diagnosed Medical Condition

Amana OSHC is committed to the safety and support of all children attending our services. To assist us with this and to ensure we operate within the regulations and law governing OSHC, we ask for your co-operation in providing additional information when requested.

Our Health and Medical Team (HMT) will review this information and may be in touch with additional questions. This is used to establish what other support we may be able to provide your child.

Please be aware that once information is received, a review may take up to two weeks before schedules are confirmed. Children with diagnosed medical conditions require the following information to be completed and supplied to Amana on enrolment: Current letter of diagnosis from a medical practitioner.

- Medication (eg EpiPen, Ventolin, Antihistamine, Creams, ADHD medication, other). Details and permissions as well as actual medication
- Action Plan completed, signed, and dated by a doctor annually (Asthma, Anaphylaxis, Allergy, other). This is a requirement under Regulation 90 of the Education and Care Services National Regulations.
- Risk Minimisation and Communication Plan to be completed in conjunction with the Action Plan and completed by parent/carer at time of enrolment. This needs to be updated annually. This is a requirement
- under Regulation 90 of the Education and Care Services National Regulations
- Additional Clinical Support Plan. You will be advised if this is required upon Enrolment. Once the documentation is submitted the HMT will review and discuss any support options with families.

*Action Plans must be reviewed and completed by a medical practitioner annually and medication supplied must always be in date. Amana OSHC will do their best to remind parents should medication and/or Action Plans expire but ultimately this is your responsibility to monitor. Please keep a note of these important dates so you are aware when they are due. Children will be unable to attend Amana if current medical requirements are not up to date or have expired. Amana reserves the right to terminate care if this is not provided following requests. This is to ensure the safety of your child at Amana.*

*For more information, please see the full Medical Conditions Policy on our website. Please be assured all information about your child will be kept confidential and is only used to help us support them at Amana.*

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# Amana OSHC Fair Play Policy

Amana OSHC's Fair Play Policy ensures that all children and families understand the basic rules and behaviour expectations which guarantee the safety and enjoyment of everyone at Amana OSHC.

Please take a moment to talk through the policy with your child(ren) and ensure they understand its contents. By booking and attending Amana OSHC sessions, you acknowledge that both you and your child(ren) understand the Fair Play Policy and will uphold and be bound by its contents.

While at Amana OSHC , everyone agrees to:

- Always be respectful of other children, staff and visitors to our service. Look after the space we are in and the equipment we use – including returning any equipment to where it belongs and helping to pack up together.
- Listen and co-operate with the directions of all Amana OSHC team members.
- Carry out activities in a way which is safe, inclusive and calm. Always stay within the space allocated for Amana OSHC activities and within view of Amana OSHC educators.
- Be kind, gentle and calm towards everyone at Amana OSHC.
- Talk to Amana OSHC educators if something is worrying you or your child. Amana OSHC has zero tolerance for violence and aggression towards other children & staff.
- Use appropriate language and actions while at Amana OSHC. Have no harsh physical contact towards anyone at Amana OSHC.
- Always encourage others to engage in safe behaviour. Remember, school rules are Amana OSHC rules, so if it's NOT ok at school, it's NOT ok at Amana OSHC.

Please be aware, if children are creating an unsafe situation for themselves or others, you may be called for early collection. If behaviours continue to be a concern, Amana OSHC will reach out to families to determine if support is required.





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We are thrilled at the opportunity to collaborate with parents and are confident that our OSHC program will create a positive and lasting impact on your child's development.

We look forward to the possibility of working together to nurture and support the next generation of leaders and contributors within the Islamic community.

# Questions? Get in Touch!



Phone

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1300 200 262



Address

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9 Epic Pl, Villawood 2163



Email

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[Contact@amanaoshc.com.au](mailto:Contact@amanaoshc.com.au)



Website

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[www.amanaoshc.com.au](http://www.amanaoshc.com.au)

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