



# Guardians Handbook

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Beyond The Bell

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# Parents & Guardians

Welcome to Amana OSHC!

Thank you for enrolling your precious kids 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

- Our Mission, Vision and Values
- 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 OSHC Fair Play Policy** 03

Amana OSHC'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 , additional afternoon activities,

## **Parent Guide to OWNA** 05

Guide on how to navigate the Owna app and booking in Casually.

Amana OSHC team & additional information.



# 01. Service Information

## Our Mission, Vision and Values

### Our Vision

The world's most inspiring afterschool experience – where every child unlocks hidden strengths, nurtures their spirit, and grows into who they were meant to be.

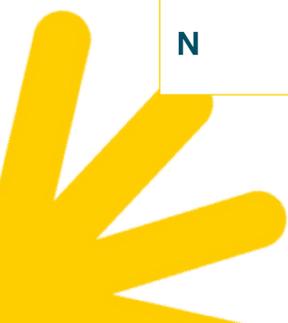
### Our Mission

To deliver world-class and safe after school care rooted in compassion, creativity and character-building – so every child leaves feeling stronger, brighter and more whole.

### Our Core Values - IHSAN

At Amana OSHC, our values are grounded in the principle of Ihsan, meaning to act with excellence, sincerity and purpose in all that we do. This reflects our commitment to children, families, and the wider community.

Initial	Value	Observable Behaviours
I	<b>Unquestionable Integrity</b>	Honour commitments, transparent fees, accurate incident reporting.
H	<b>Generous Hospitality</b>	Warm greetings to every parent; child centred spaces; inclusive language.
S	<b>Service First</b>	Go the extra step—offer homework help, share developmental feedback.
A	<b>Aspiration Ambition</b>	Continuous improvement, professional development, innovation mindset.
N	<b>Nurturing Leadership</b>	Safe ratios, proactive behaviour guidance, emotional coaching.





## Preparing for Amana OSHC - what to know

- Ensure your enrolment information is complete through OWNA - 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 OWNA or Email [Admin@amanaoshc.com.au](mailto:Admin@amanaoshc.com.au) if anything changes.

### Here's more information to update OWNA

- Save Amana OSHC 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 Yellow Amana OSHC 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. We cannot force your child to complete to complete homework, we have allocated time daily to support children. please encourage them to complete homework at the service.
- All kindergarten/prep children, and pre-schoolers 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. (Check the end for a how to)
- We use OWNA 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 OWNA app.





# Care Options & Sessions

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

Rise and Shine Club	2 Hours prior to bell ring
Amana Afternoons	Bell ring - 6:30pm
Holiday Quest	7:00am - 6:00pm



# Arrival & Collection From Amana OSHC.

All children are required to be signed in & signed out of Amana 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 the authorised contacts listed on your child's enrolment form will be collecting your child, please email written authorisation to your service's designated email address.

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 OWNA. 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.



# 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 Per Child/Session	Frequency	Fee Notice
Non-notification of absence	\$15	Per Occurrence	On Issue of Invoice
Late fee's or collection after closing time	Under 1/2HR - \$50 Over 1/2HR - \$100	Per Occurrence	Per Occurrence

## Bookings & Cancellations

Fees are payable for all children booked in, regardless of attendance (even if absent), as staffing and resourcing costs are fixed.

*Cancellation of sessions requires a minimum 48 hours' notice.*

### **Public Holidays:**

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

### **When An Enrolment Ends**

Under government regulation, a child **must attend their final day of care to receive Child Care Subsidy (CCS) for the two-week notice period.**

If your child does not attend on their last scheduled day, CCS will be removed for the entire notice period—including any days attended—and you will be liable for full fees without subsidy.



# 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 OWNA. 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 [Admin@Amanaoshc.com.au](mailto:Admin@Amanaoshc.com.au). 2 Weeks notice needed for change of days
- You will be emailed confirmation of day or session changes.

## Have Your Family's Details Changed

It is the responsibility of parents/carers to ensure that all family details are current and correct in Amana OSHC's database (OWNA). Any changes to personal, health, or medical information must be updated directly through the OWNA 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



# Communication With You

Amana OSHC uses multiple communication channels to ensure families receive important information, updates, and reminders.

## Email Communication

We may contact families via email from:

- [contact@amanaoshc.com.au](mailto:contact@amanaoshc.com.au)
- Broadcast emails via OWNA
- School-specific email addresses in the format:
- [yourschoolname@amanaoshc.com.au](mailto:yourschoolname@amanaoshc.com.au)

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

## WhatsApp Support & Community Updates

Amana OSHC also offers WhatsApp communication to make it easier for families to stay connected.

### WhatsApp Direct Support

By clicking the “Salaams, we are on WhatsApp” button located at the top left of our website, families can contact us directly via WhatsApp regarding:

- Child Care Subsidy (CCS)
- Enrolments and bookings
- General questions or concerns
- Service-related matters

### Amana OSHC WhatsApp Community

Families may also scan the QR Code provided to join the Amana OSHC WhatsApp Community, where we regularly share:

- General updates
- Important announcements
- Service-wide information



# 02. Information & Government Childcare Subsidy

Invoices are issued via OWNA, and payments are accrued weekly. Please ensure prompt payment of fees and contact us if you have any concerns regarding 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 Weekly.**

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 Via the OWNA App**

02

1. Log in to your OWNA Parent App.
2. From the Home Page, scroll down and select Statements & Invoices.
3. Open your latest invoice.
4. Scroll to the bottom and you'll see the option to make a Direct Deposit / One-Off Payment.
5. Enter your payment details and submit.
6. You'll receive confirmation once the payment has been processed.

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

03

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



# Child Care Subsidy & Eligibility

## You do NOT need to be on Centrelink to receive CCS

Amana OSHC is an Approved Child Care Provider, which means eligible families can receive the Child Care Subsidy (CCS) to help reduce out-of-pocket childcare costs. You do NOT need to receive Centrelink payments or benefits to access CCS. CCS is available to working families, including those who have never used Centrelink before. Centrelink is simply the system used to assess and administer CCS applications.

To be eligible for CCS, the following requirements must be met:

- Age

*(must be aged 13 or under and not attending secondary school, except 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)

## How to Apply & Confirm Your CCS

### 1) Apply through Centrelink

- Log into your myGov account linked to Centrelink.
- Select Centrelink → Menu → Payments and Claims → Child Care Subsidy.
- Complete the online claim form, including your income estimate and activity test details.

### 2) Confirm Your Child's Enrolment

- Once your application is approved, Amana OSHC will enter your child's enrolment details into the government system.
- You will need to log into myGov to confirm the enrolment. CCS cannot be applied until this step is completed.

### 3) Keep Your Details Updated

- Ensure your income, activity hours, and family circumstances remain up to date in myGov/Centrelink to avoid overpayments or debts.
- You can update details at any time if your situation changes.

### 4) Balancing at the End of the Year

- Services Australia will compare your estimated income with your actual income from your tax return.
- Any withheld subsidy (usually 5%) will either be refunded if you've been underpaid, or used to offset an overpayment.



# 03. Education & Care of Children

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

- All children need to meet an Amana OSHC 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 Flag or sign. Kindergarten/Prep children (and Preschoolers where applicable) 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 must always stay within eyesight of Educators.
- Toilet visits: All Children MUST tell staff when they need to visit the bathroom and buddy systems are used.
- We follow school policy. Activities - Our programmed activities are displayed at the service and Via the OWNA app.
- 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 OSHC – 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 will not be held responsible for any lost or stolen items, please consider this when bringing items of monetary or sentimental value.*





# 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 “Parent Resources”. The Education and Care Services National Regulations and Law are also available [here](#).

## Clothing & Sun Protection

Amana OSHC has a ‘NO HAT, NO PLAY’ policy. When outdoors, everyone must wear a hat. Yellow Amana OSHC 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).



# Children with a Diagnosed Medical Condition

Amana OHSC 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 OSHC 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
- COLOURED 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 OSHC if current medical requirements are not up to date or have expired. Amana OSHC reserves the right to terminate care if this is not provided following requests. This is to ensure the safety of your child at Amana OSHC.*

*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.*



# 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 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 AmanaOSHC .
- 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.



# Amana OSHC 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.

## Social Media

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

 [@AmanaOSHC](#)

 [@AmanaOSHC](#)

## Amana OSHC Holidays

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

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

*Details are available on our website.*



# Parent Guide to OWNA

## Home Page

Once you have logged in you will automatically be on the home page.



## Daily Information

Includes menu, meal portions, rest & sleep updates and sun protection.

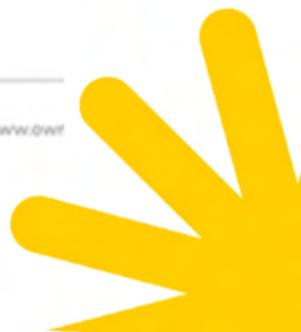
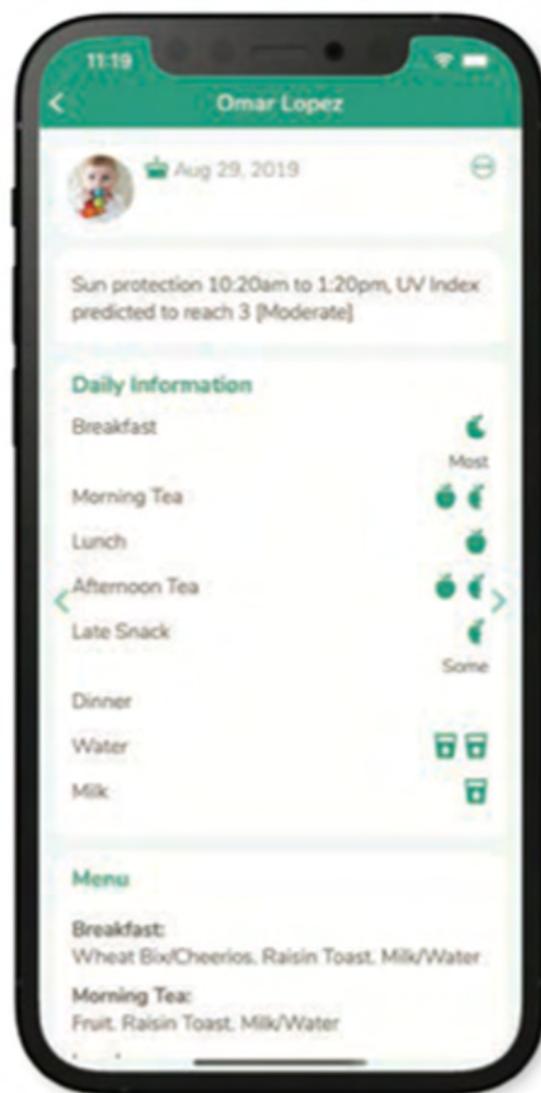


### Information includes

- daily menu
- dietary information
- sleep & rest updates
- sun protection updates

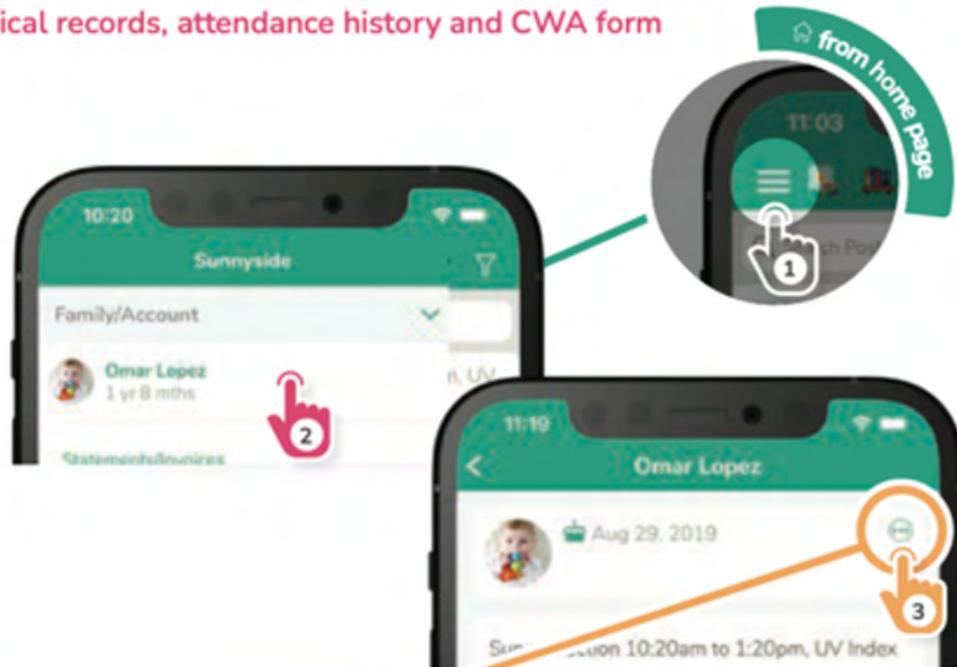
  = portion amount

One means whole portion consumed, half an apple means half consumed and so forth.



# Records & Reports

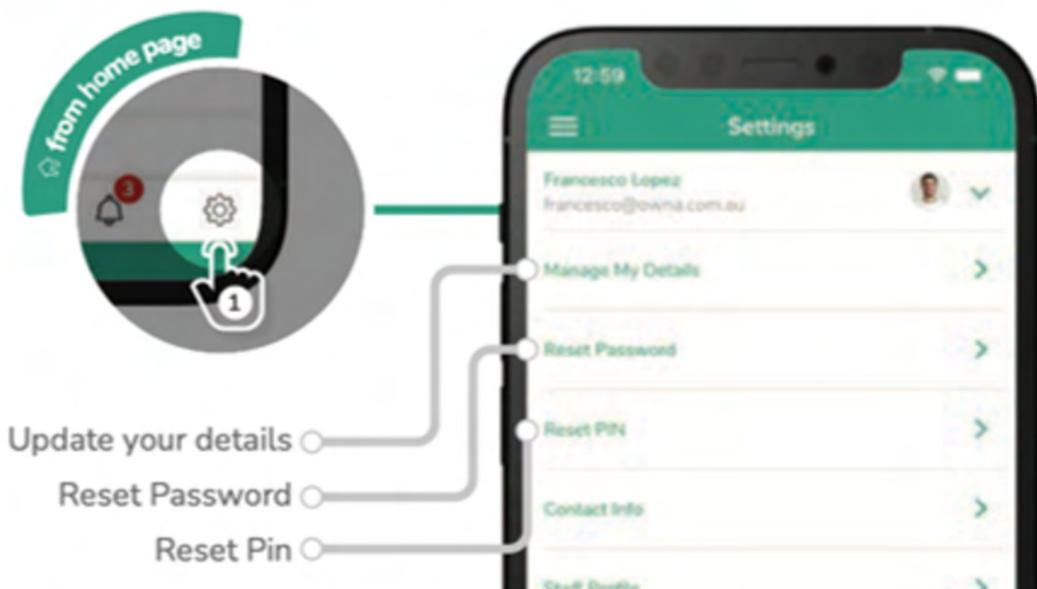
Medical records, attendance history and CWA form



View All Posts	
Developmental Summary Report	
View Incident Reports	○ Sign your child's Incident Reports
Child's Goals	
View Documents	
Create Medication Record	
View Medication Records	○ Record medication that needs to be given to your child
Ongoing/Non Prescribed Cream Form	
Attendance History	
Upload Immunisation Record	
Sign CWA	○ Sign CWA Form

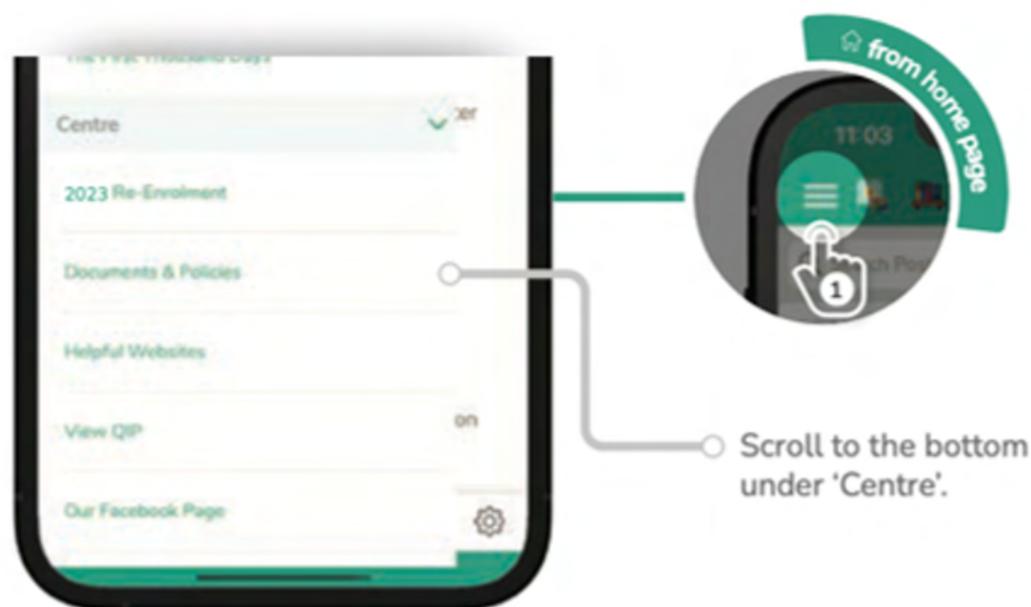
## Change Your Details

Reset your pin, password and update your details here



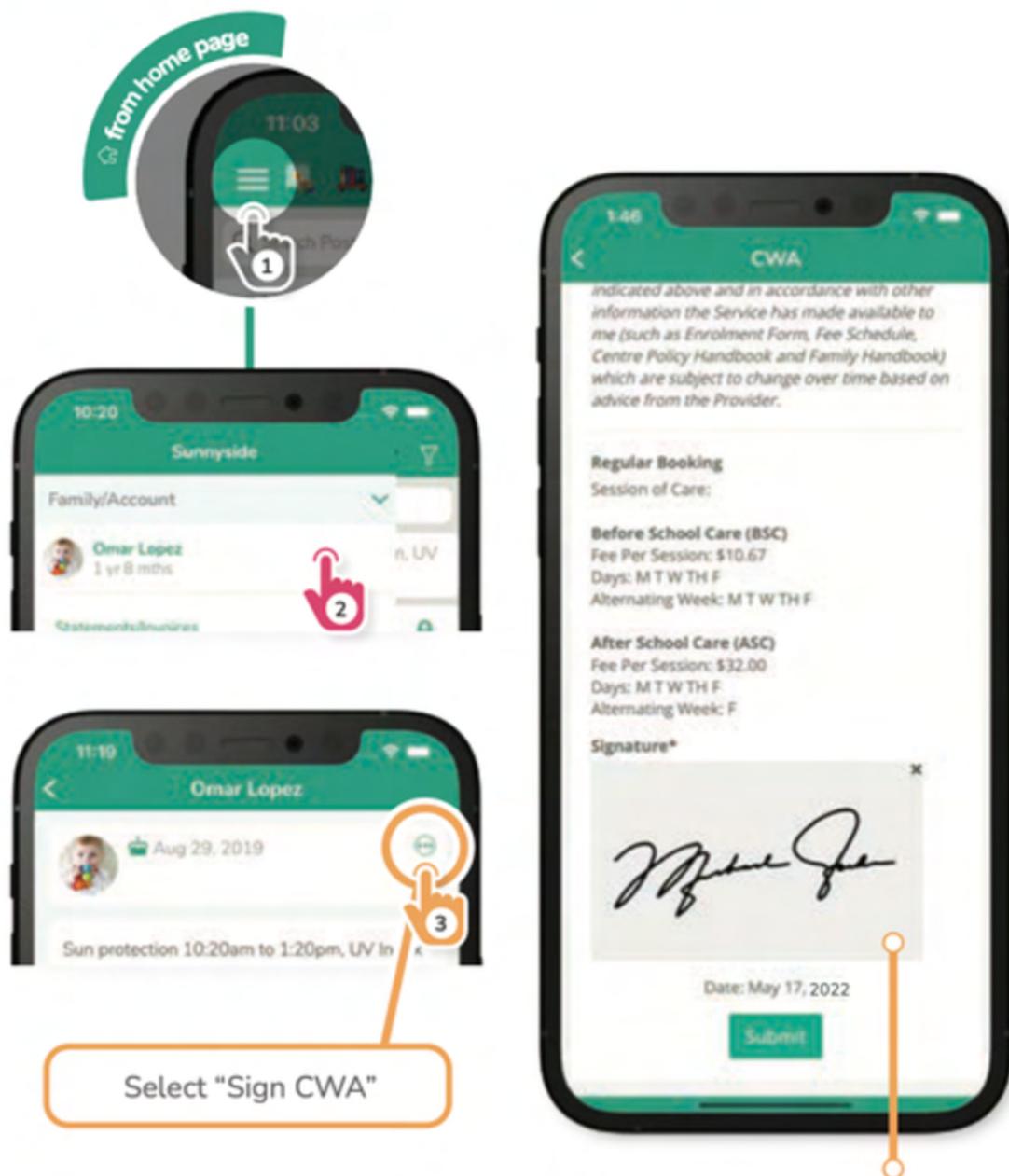
## Documents & Policies

Access fact sheets, forms and Centre information



# Sign the Complying Written Arrangement (CWA) Form

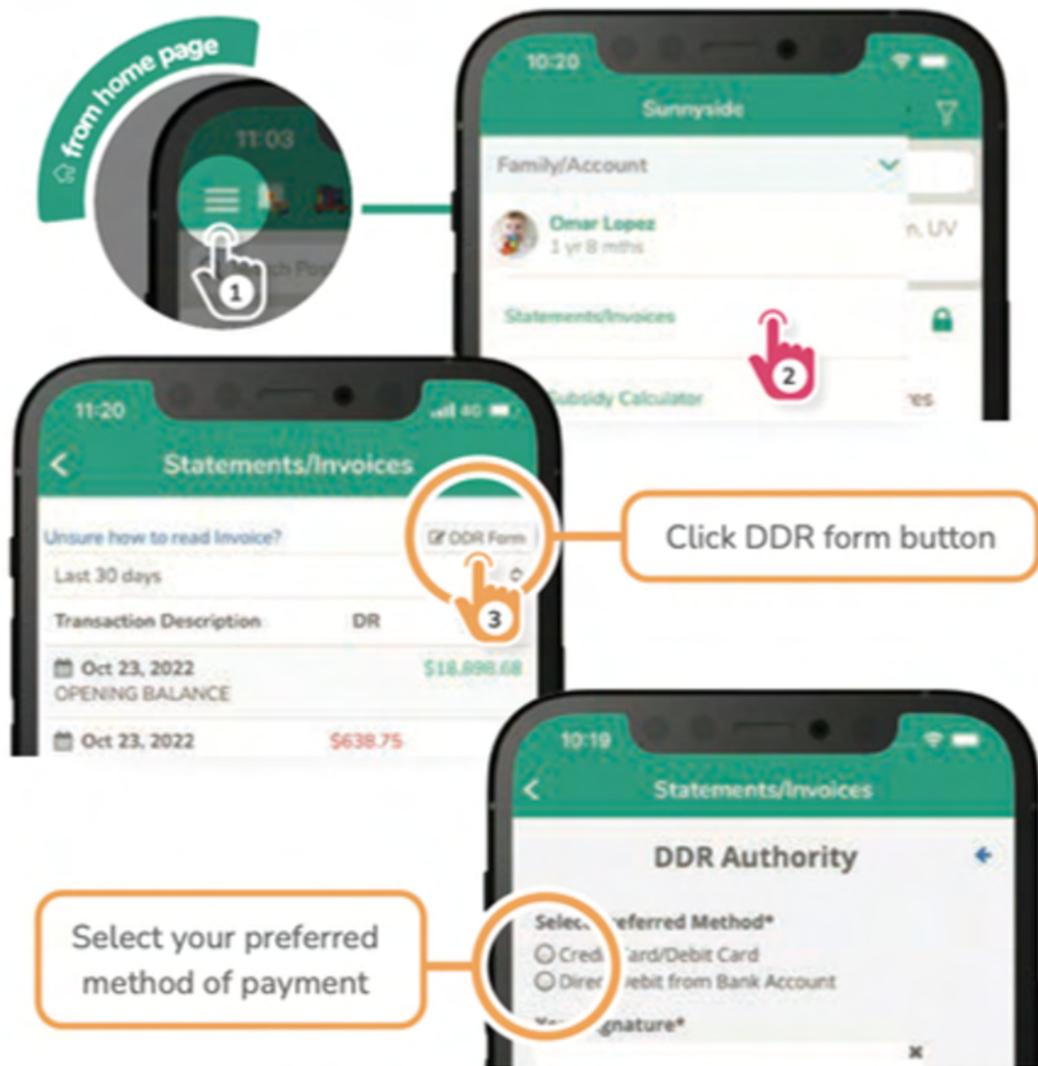
(Please check with your Centre if this feature is available)



Read, scroll through the CWA and sign the signature box.

# Sign Direct Debit Request (DDR) Form

(Please check with your Centre if this feature is available)



Name on Card\*

Card Number\*

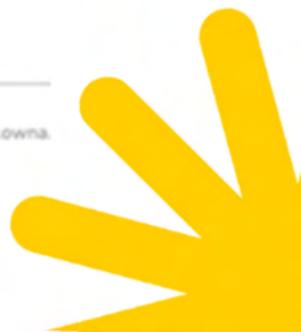
Expiry Date\*

MM

YY

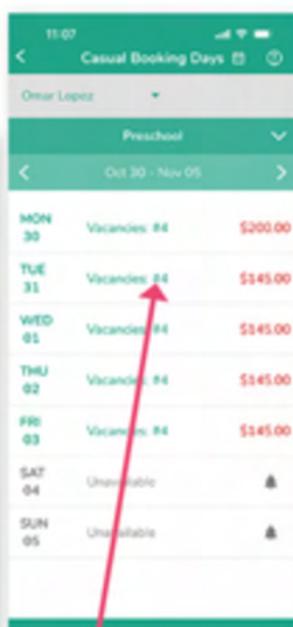
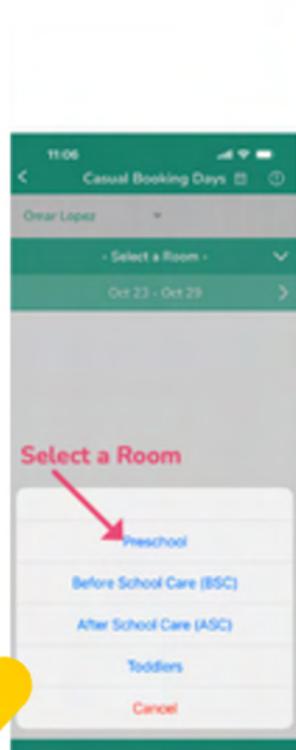
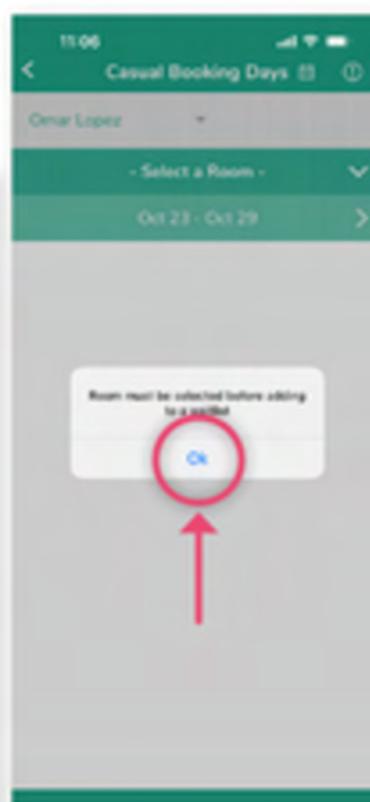
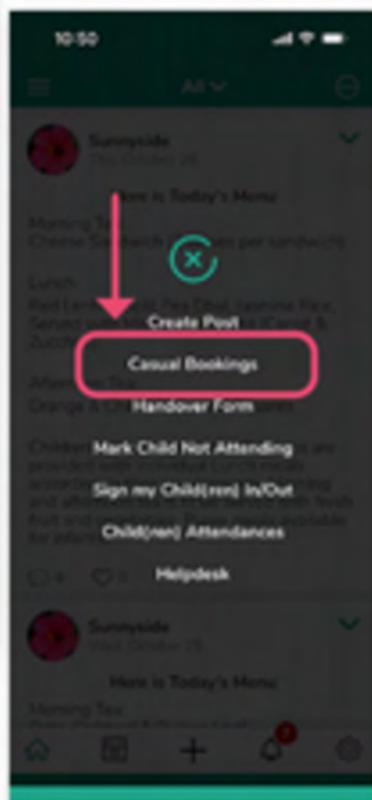
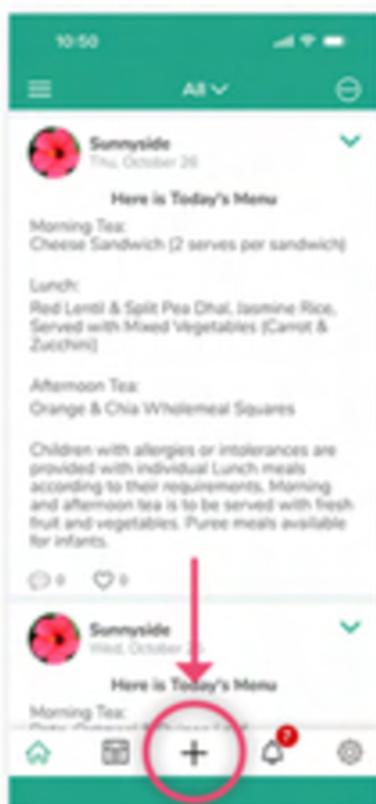
Security Code\*

Fill in the form, sign and submit.

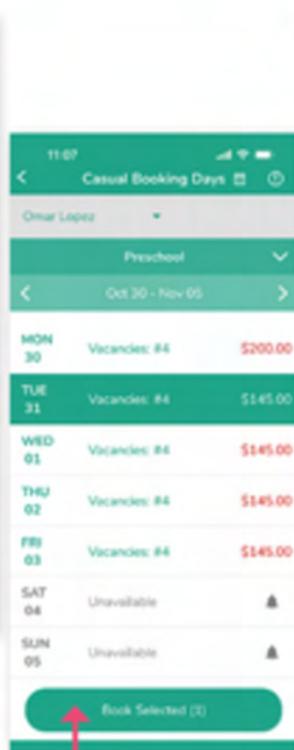


# Booking Attendances on The App

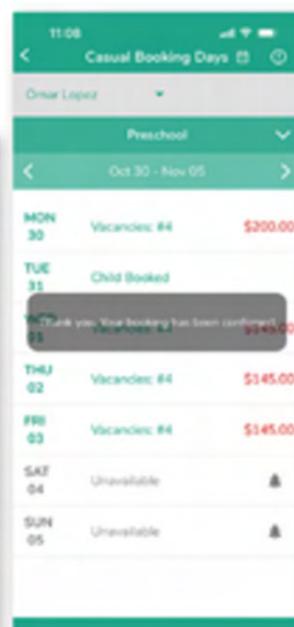
## From Home Screen



Select a date that has a Vacancy

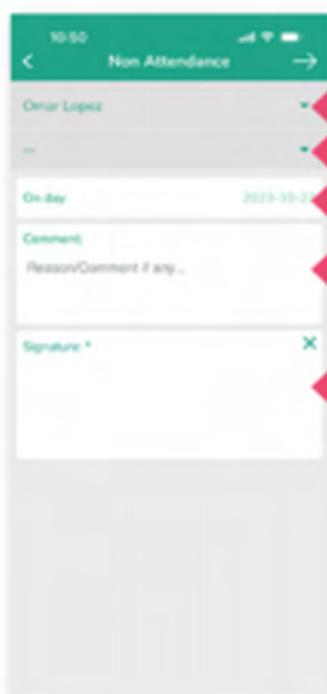
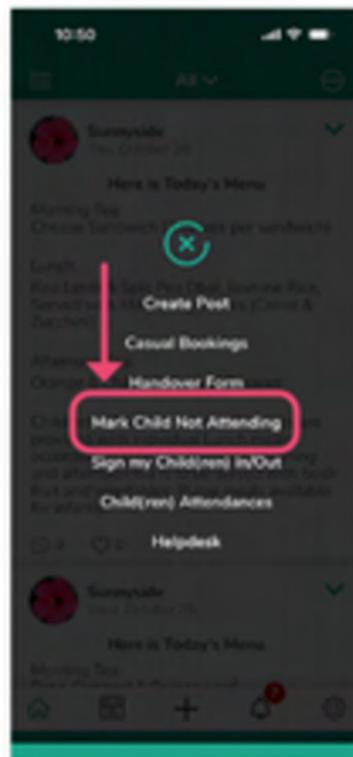
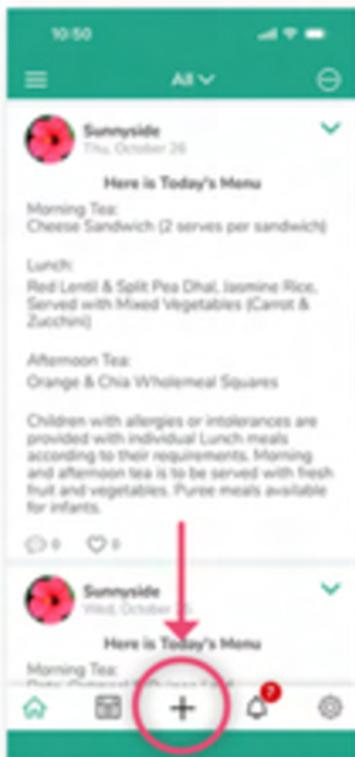


Confirm by clicking on "Book Selected" button



# Making Absences and Deleting Future Bookings in The App

## From Home Screen



- Select Child
- Select Room
- Select Day(s)
- Reason/Comments if any
- Your signature

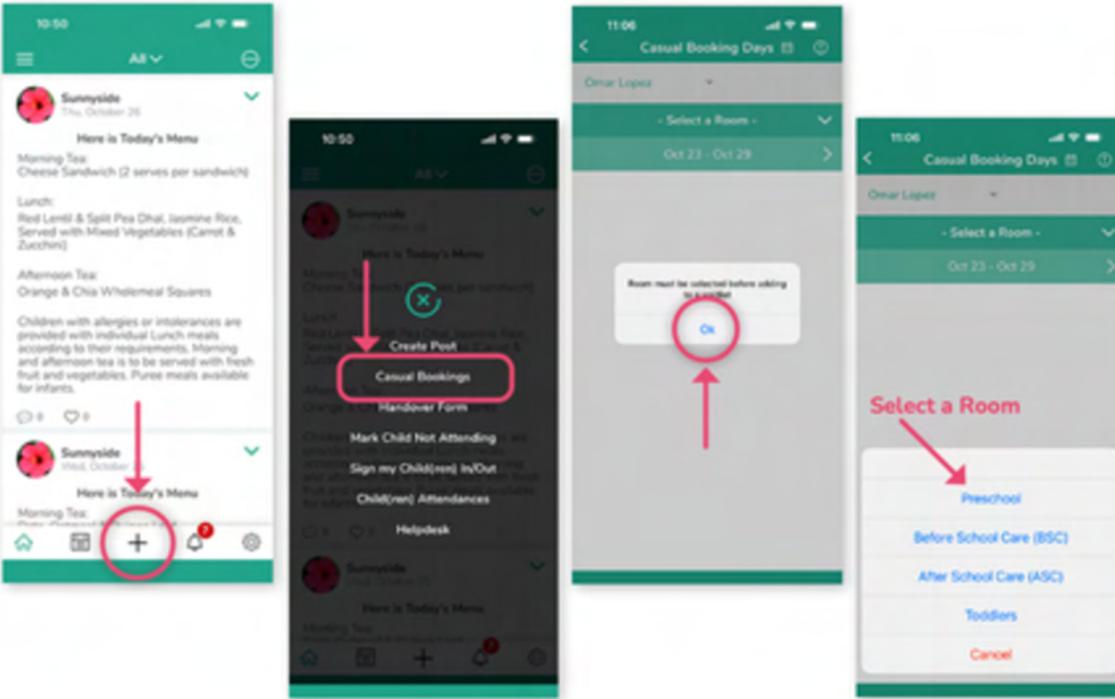


Click on arrow to confirm

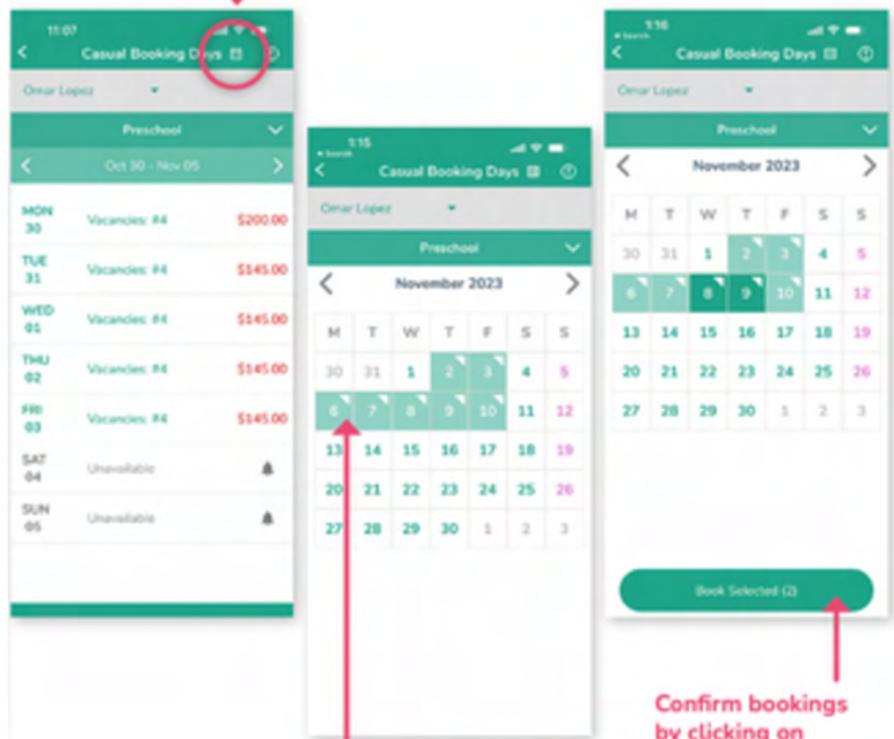


# Booking Multiple Days on The App

From Home Screen



Click on Calendar icon

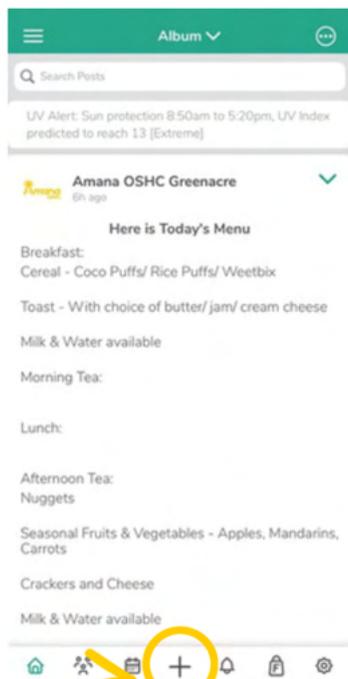


Select available days marked as light green.

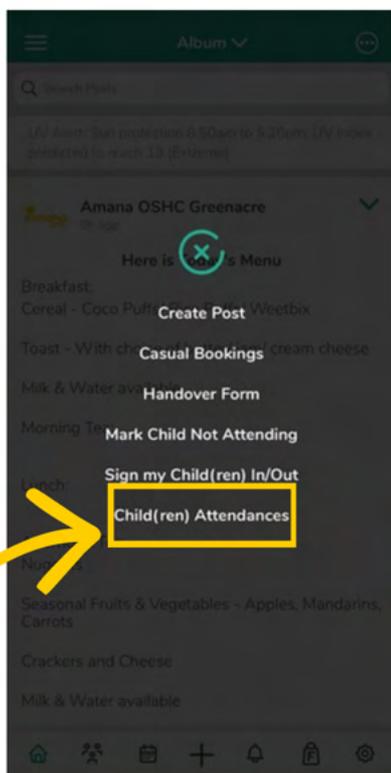
Confirm bookings by clicking on "Book Selected" button



# Checking Current Attendances and Bookings

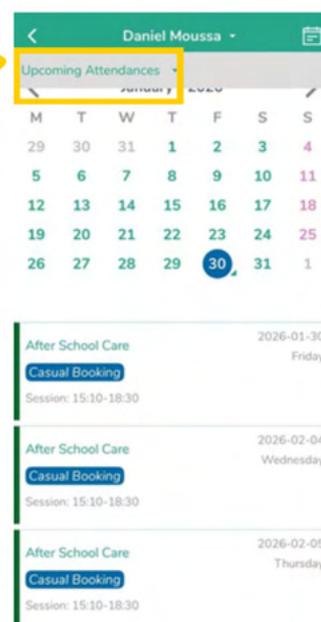


Click the + Button



Then select Child(ren) Attendances)

Clicking the Upcoming Attendances drop down at the top will also allow you to view previous and absent attendances.



After Selecting you are able to See all upcoming booking and sections selected for your child.



# Questions? Get in Touch!

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Beyond The Bell