FREE TEMPLATE · THE OSHC COLLECTION

New Family Welcome Pack

Everything you need to know about OSHC

Welcome to our OSHC family! We are so excited to have you with us. This pack covers everything you need to feel confident and informed from day one.

YOUR SERVICE DETAILS

Service name: _____

Coordinator: _____

Phone: _____

Email: _____

BSC hours: _____

ASC hours: _____

Session fee (BSC):

_____

Session fee (ASC):

_____

What's inside this pack:

- Section 1 — Child Care Subsidy (CCS): what it is and how to claim it
- Section 2 — Before School Care routine
- Section 3 — After School Care routine
- Section 4 — Bookings, cancellations and fees
- Section 5 — Medical, allergy and health requirements
- Section 6 — What to bring
- Section 7 — Communication and staying in touch
- Section 8 — Our service policies at a glance

Section 1 — Child Care Subsidy (CCS)

The Child Care Subsidy (CCS) is the Australian Government's way of helping eligible families reduce the out-of-pocket cost of approved child care — including OSHC. Most families are eligible, so it is worth checking even if you are unsure.

Question	Answer
What is CCS?	A government subsidy paid directly to your child care service to reduce your fees. You pay the gap only.
Who is eligible?	Families who meet activity and income tests. You must have a child enrolled in approved care and meet the work, volunteer, study or training activity test.
How do I apply?	Through your myGov account, linked to Centrelink. Search "Child Care Subsidy" and complete the online form. Allow up to 4 weeks for processing.
What is the CRN?	Your Customer Reference Number — found in your Centrelink/myGov account. You must provide this when enrolling at any child care service.
What is the activity test?	You must show you are working, studying, volunteering or doing other approved activities. The more hours of activity, the more subsidised hours you receive.
Does CCS apply to OSHC?	Yes — OSHC (before and after school care, and vacation care) is an approved type of child care under the CCS scheme.
What if my situation changes?	Update Centrelink through myGov immediately. Changes to income, activity level or family circumstances can affect your subsidy rate.
What is an income cap?	Families earning above the higher income threshold may receive a reduced subsidy or no subsidy. Check current thresholds at servicesaustralia.gov.au.
What do I need to give the service?	Your CRN and your child's CRN, your date of birth and your child's date of birth. We handle the rest.

> **Important: Enrolment confirmation**
>
> After you enrol at our service, you will receive an enrolment notice via your myGov/Centrelink account. You must confirm this notice online before CCS can be applied to your account. If you do not confirm it, you will be charged the full fee.
>
> Please contact us if you need help navigating the myGov process — we are happy to walk you through it.

For more information: servicesaustralia.gov.au/childcaresubsidy | Phone: 136 150

Section 2 — Before School Care (BSC)

Before School Care runs on school days from our service opening time until the school day begins. Children are supervised, fed breakfast, and engaged in activities before being walked to school.

Typical Before School Care Routine

[Opening time]	Service opens. Families sign children in at reception. Educators greet each child by name.
[Time]	Free choice: children may choose from quiet activities, craft, reading, outdoor play or construction.
[Time]	Breakfast is served. A healthy breakfast option is provided — check our menu for current offerings.
[Time]	Structured activity or group time: games, storytime, music or educator-led experience.
[Time]	Pack up and get ready for school — hats on, bags ready, any medication administered (with authorisation).
[Time]	Educators walk children to the school gate / nominated handover point. Children are signed off to school.

Drop-off

- ✦ Please sign your child in on arrival using [sign-in method: paper roll / app / kiosk]
- ✦ If your child arrives after [time], please bring them directly to [location]
- ✦ Let an educator know of any relevant information about your child's morning
- ✦ Children must be signed in by a parent/carer — they cannot arrive unaccompanied

Breakfast

- ✦ Breakfast is provided as part of the session fee
- ✦ Please let us know of any dietary requirements or allergies on your enrolment form
- ✦ If your child has already eaten at home, that is perfectly fine — they can join activities while others eat
- ✦ We follow the ACECQA nutrition guidelines for all food provided

> ⚠️ **Late sign-in**
>
> If you arrive after children have already been walked to school, please take your child directly to the school office and notify us. Do not leave children unattended at the school gate.

Section 3 — After School Care (ASC)

After School Care begins when children are collected from school and continues until our service closes. Children enjoy a relaxed transition from the school day through afternoon tea, free play, and a variety of activities.

Typical After School Care Routine

[Time]	Educators collect children from [nominated collection point / classrooms / school gate]. Children are signed in and roll is marked.
[Time]	Transition time: children arrive at the service, unpack bags and unwind.
[Time]	Afternoon tea is served. Children sit together for a relaxed shared meal.
[Time]	Homework time (optional): a quiet space is available for children who wish to do homework. Educators can assist but will not complete work for children.
[Time]	Outdoor play and child-led free choice: sport, nature play, art, building, board games.
[Time]	Educator-facilitated activity: MTOP-aligned experience linking to children's interests and learning.
[Time]	Tidy-up and wind-down. Children can read, draw or play quietly as families begin arriving.
[Closing time]	Service closes. All children must be collected by closing time. Late fees apply after this time.

Pick-up

- ✦ Sign your child out using [sign-in method] when collecting
- ✦ Please let us know in advance if someone other than usual is collecting your child
- ✦ Authorised collectors must be listed on your enrolment form and may be asked for ID
- ✦ Children will not be released to anyone not on the authorised list — no exceptions
- ✦ If you are running late, please call us as soon as possible on [phone]

Late pick-up

- ✦ Our service closes at [closing time]. Please be on time
- ✦ A late fee of $[amount] per [increment] applies after [time]
- ✦ If your child is not collected by [emergency time], we will contact your emergency contacts
- ✦ Repeated late pick-ups may affect your enrolment at the service

Homework at OSHC

We offer a quiet homework space each afternoon. Educators encourage children to have a go themselves and can offer support, but OSHC is not a tutoring service. If your child has significant learning support needs, please speak with the coordinator.

Section 4 — Bookings, Cancellations & Fees

Making bookings

- Bookings can be made via [booking method: app / phone / email / front desk]
- Regular recurring bookings are set up at enrolment — let us know any day/session changes as soon as possible
- Casual bookings must be made by [time] on the day and are subject to availability
- Bookings are required even if your child is sick — we need to know who to expect

Cancellations

- To avoid being charged, cancellations must be made by [cancellation period, e.g. 24 hours] before the session
- If your child is sick, please notify us as early as possible
- Late cancellations and no-shows will be charged at the full session rate
- Public holidays: we [do / do not] operate on public holidays. Check our calendar for confirmed dates

Fees & payments

- Fees are charged per session ([BSC fee] / [ASC fee]) before CCS is applied
- Your gap fee (after CCS) will appear on your account statement
- Accounts are billed [weekly / fortnightly / monthly] and must be kept up to date
- Payment is via [direct debit / BPAY / other method]
- Overdue accounts may result in your child's place being suspended

> ⚠️ **About CCS and absences**
>
> The government allows a certain number of absence days per year where CCS still applies. Once absence limits are reached, full fees may apply. If your child is absent frequently for medical reasons, a doctor's certificate can help preserve your CCS entitlement. Speak with us if you have concerns.

Section 5 — Medical, Allergy & Health Requirements

The health and safety of every child in our care is our highest priority. We need complete and accurate health information for every child enrolled at our service.

Medical conditions & action plans

What we need from you:

- **Anaphylaxis / severe allergy:** A current ASCIA Action Plan signed by your child's doctor must be provided before your child's first session. An EpiPen or prescribed adrenaline auto-injector must be provided and kept at the service at all times.
- **Asthma:** An Asthma Action Plan signed by your doctor is required. A reliever inhaler (Ventolin / Bricanyl) must be provided and labelled with your child's name.
- **Diabetes:** A Diabetes Management Plan is required. Please discuss management requirements with the coordinator before your child commences.
- **Epilepsy / seizure disorders:** An Epilepsy Management Plan and any prescribed medication must be provided. Educators will be briefed on your child's specific needs.
- **Other medical conditions:** Any condition that may require intervention, medication, or adjusted supervision must be disclosed on your enrolment form and discussed with the coordinator.

Medication at the service

- We can administer prescribed medication with a signed Medication Authority Form
- Medication must be in its original packaging with the pharmacy label attached
- We cannot administer medication that is not prescribed, without a completed form
- Medication forms are available at reception and must be completed each time a new course of medication is started
- Any medication left at the service must be collected when no longer required

Illness & exclusion

- Children who are unwell must not attend the service
- If your child becomes unwell during a session, you will be contacted to collect them
- We follow the National Health and Medical Research Council (NHMRC) exclusion guidelines
- Common exclusion periods: gastroenteritis (24–48hrs clear), conjunctivitis (until treated), chickenpox (until all blisters have crusted)
- If your child has been absent with a contagious illness, a medical clearance may be required before return

> ⚠️ **Anaphylaxis & nut policies**
>
> We are [a nut-aware / nut-free] service. Please check your child's snacks before packing. If your child has a known severe allergy, we will work with you to create an Individual Risk Minimisation Plan. Please ensure your child's EpiPen is always in date and stored at the service.

Immunisation

- All children attending must be up to date with immunisations or have an approved exemption on file
- An Immunisation History Statement (from myGov or your GP) is required at enrolment
- Children who are not up to date may be excluded during outbreak periods

Section 6 — What to Bring

Every day — BSC

- School bag and hat
- Water bottle (labelled)
- Any medication required (with form)
- Library bag / sport gear if needed for school

Every day — ASC

- School bag with any homework
- Water bottle (labelled)
- Hat for outdoor play
- A spare change of clothes is recommended for younger children
- Any medication required (with form)

Please label everything

> Please label ALL belongings with your child's full name easier to return.

Please do not bring

- Toys, trading cards, electronic devices or valuable items
- Money (unless for a specific excursion or incursion)
- Food or snacks that have not been communicated to educators (allergy risk)
- Anything that could be a weapon or cause harm

Section 7 — Communication & Staying in Touch

We believe in open, honest, and friendly communication with every family. You should always feel welcome to talk to us.

How to reach us

- Phone: [service phone number] — best for urgent matters
- Email: [service email] — for non-urgent questions and requests
- [App / platform, e.g. Xplor, Storypark, HiMama]: [brief description of how it is used]
- In person: catch us at drop-off or pick-up — we love a quick chat

What to let us know

- Any changes to your child's regular routine or pick-up arrangements for the day
- If your child is not attending a booked session
- If your child has had a rough morning or something is going on at home — it helps us support them
- Any changes to authorised collectors or emergency contacts
- Concerns about your child's wellbeing, behaviour or friendships

Our newsletters and updates

- We send a [weekly / fortnightly / monthly] newsletter via [email / app]
- Program highlights, upcoming events and important notices are shared there
- Make sure your email address is up to date in your enrolment details

Complaints and feedback

We welcome all feedback — it helps us improve. If you have a concern, please speak with the coordinator first. If you feel the matter has not been resolved, you can contact our Approved Provider or the relevant regulatory authority in your state/territory.

National regulator: ACECQA | acecqa.gov.au | 1300 422 327

Section 8 — Our Service Policies at a Glance

Full copies of all policies are available at the service upon request. Here is a quick summary of the ones most relevant to families.

Policy	Key points
Child Safe Environment	All educators hold a current Working With Children Check. We follow mandatory reporting obligations. Any concern about a child's safety is taken seriously and acted upon immediately.
Supervision	Children are supervised at all times by qualified educators. Ratios are maintained as per the National Law and Regulations (1:15 for school-age care).
Behaviour Guidance	We use positive behaviour guidance strategies. Consequences are logical, respectful and age-appropriate. Families are notified of significant behaviour incidents. Physical punishment is never used.
Sun Safety	We follow the Cancer Council's SunSmart guidelines. Hats are required for outdoor play. Sunscreen is applied. Children without hats play in shaded areas only.
Food & Nutrition	We follow ACECQA and the Australian Dietary Guidelines. We are a [nut-aware/nut-free] service. We do not provide foods that contain known allergens for enrolled children with anaphylaxis.
Social Media & Photography	We do not post identifiable photos or information about children on public social media. Photos taken for documentation require signed consent. Please do not photograph other children at the service.
Enrolment & Fees	Your enrolment is confirmed once all paperwork is received. Fees are charged as per our fee schedule. Families in financial hardship should speak with the coordinator confidentially.
Emergency & Evacuation	We conduct regular emergency drills. Our evacuation procedure is displayed at the service. In an emergency, families are notified as soon as it is safe to do so.

Thank you for choosing us to care for your child. We are honoured to be part of your family's daily routine. Please don't hesitate to reach out anytime — our door is always open.

FAMILY ACKNOWLEDGEMENT

I/We confirm that I/we have read and understood the information in this New Family Welcome Pack and agree to the terms of enrolment at this service.

Parent/Carer name: _____

Signature: _____

Date: _____

Email Template — New Family Welcome

Use this email when a new family enrols. Copy and paste it into your email client, fill in the highlighted fields, and attach this Welcome Pack as a PDF.

✉ Email Template

TO: [Parent/Carer email address]
SUBJECT: Welcome to [Service name] OSHC — Everything you need to know 🌿
ATTACH: *OSHC-Collection-New-Family-Welcome-Pack.pdf*

Hi [Parent/Carer first name],

Welcome to [Service name] — we are so excited to have [Child name] joining our OSHC family! We cannot wait to get to know [him/her/them].

Attached to this email is your New Family Welcome Pack. It covers everything you need to hit the ground running, including:

- ✦ How Child Care Subsidy (CCS) works and how to make sure it is set up correctly
- ✦ Our Before School Care and After School Care routines, including drop-off and pick-up procedures
- ✦ How to make and cancel bookings, and how fees are charged
- ✦ What we need from you if your child has a medical condition, allergy or health requirement
- ✦ What to pack each day for BSC and ASC
- ✦ How to reach us and stay connected
- ✦ A summary of our key service policies

Please read through the pack at your earliest convenience, sign the Family Acknowledgement page at the back, and return it to us [at reception / by email / via the app] before [Child name's] first session.

A few quick things before you start:

📋 **CCS:** Please confirm your enrolment notice in your myGov account as soon as you receive it — without this step, you will be charged the full session fee.

🏥 **Medical:** If [Child name] has any medical conditions, allergies or health requirements, please bring the relevant action plan and any medication on or before [his/her/their] first session.

🔑 **Sign in/out:** Please [download the Xplor/HiMama/service app / ask us for your sign-in details] before your first session so drop-off and pick-up are seamless.

🎒 **What to bring:** A hat, a labelled water bottle, and a great attitude! Full details are in Section 6 of the pack.

[Child name's] first session is [BSC / ASC] on [date]. We will be looking out for [him/her/them] and making sure [he/she/they] feels right at home from the very first moment.

If you have any questions at all before then, please do not hesitate to call us on [phone number] or reply to this email. We are always happy to help.

We are so looking forward to meeting [Child name] and welcoming your family to ours. 🌿

Warm regards,

[Your name]
[Title] | [Service name] OSHC
[Phone] | [Email]

[Website / Instagram handle]

> 💡 **Coordinator tip:**
> Send this email the day before the child's first session, not the day of. It gives families time to read the pack, confirm their CCS, and come prepared. A quick follow-up call or text on the morning of their first session goes a long way too.