



CROWN STREET OSHC
FAMILY HANDBOOK

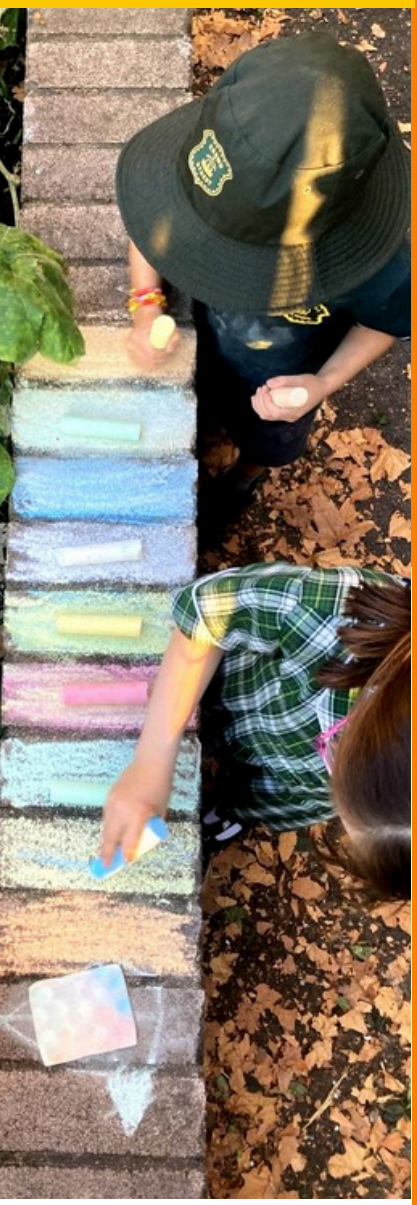
Updated Sep 2026





Surry Hills
Children Services

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Surry Hills
Children Services

ABOUT CROWN STREET OSHC

Surry Hills Children Services

Crown Street Out of School Hours Care (OSHC) is a non-for-profit community based centre that offers high quality care to school age children that attend Crown Street Public School. Crown Street OSHC is committed to providing high quality care in a warm and nurturing learning environment. We are committed to ensuring children's safety is always prioritised and continually developing and reflecting on our child safe practices. Our OSHC service is committed to being a child safe organisation and endorses the NSW Child Safe Standards, placing the protection of children as a priority of our responsibilities and obligations.

We aim to provide a high quality program that meets the diverse needs and interests of children and families while ensuring we are compliant against national guidelines and regulations set by governing bodies. Surry Hills Neighbourhood Centre operates according to a philosophy of open management and is governed by a volunteer Governance Board. We aim to reflect the local community and encourage participation and discussion about issues relevant to the Centre and Early Childhood Education and Care.

ABOUT US

Hours of Operation
Before School Care: 7:00am - 9:00am
After School Care: 3:00pm - 6:00pm
Vacation Care: 7.30am – 6.00pm

Our Team

OSHC Coordinator
Victoria Baghos

Nominated Supervisor
Gillian Elliott

OSHC Assistant Coordinator
Frankie Peterson

Program Lead
Aidan Pollock

Senior Educators/Responsible Person
Ash Ure • Lila Peterson • Mia Jensen

Educators
Athena Schregardus • Ella Goodman • Gabrielle Taylor • Jaya Wade • Karina Ayu Ramadhanti • Khadija Faizal • Lakshita Malhotra • Clara Xu • Riana Estigoy

Staffing arrangements follow the guidelines of the National Quality Framework for Early Childhood Education and Care; including ratios, qualifications and child protection requirements.

In accordance with the Education and Care Services National Regulations, our staff to child ratios are

- 1:15 for centre days
- 1:10 for excursion days

We work with KU Inclusion Agency to support educators in addredssing barriers to inclusion. The IDF Subsidy for an Additional Educator provides funding to centre based services to subsidise the employment of an additional educator to increase the educator to child ratio.

At Crown Street OSHC, our philosophy is grounded in our commitment to creating a safe, inclusive and welcoming environment where children feel valued, respected and free to be themselves. Our values guide the relationships we build, the decisions we make and the experiences we share every day.

Our Values

Commitment to Child Safety
Our service, educators and staff are committed to ensuring the safety and wellbeing of all children. We recognise that children's safety, rights and best interests are the paramount consideration in all decisions and actions relating to the operation of our service and the education and care we provide. We understand our responsibilities and statutory duty of care to safeguard children from physical, sexual, emotional and psychological abuse and neglect.

Respect and Children's Voices
We respect and value children's voices, choices and desire for growth and independence, supporting them to develop a sense of belonging and confidence in themselves, both within OSHC and beyond. We create environments and experiences that foster play, agency and friendships, supporting children to feel welcomed and free to be themselves.

Connection and Community
We value strong, respectful relationships between children, families, educators and our community and welcome their contributions in shaping our service. We celebrate our connection to the Surry Hills community, its people, history and local environment, supporting children to develop a sense of belonging and appreciation for the place around them.

Diversity and Inclusion
We are dedicated to building a culture of inclusion in our service where all feel that they belong. We work with educators, families and professionals of diverse cultural, religious, linguistic and lifestyle backgrounds and we value their histories, traditions and choices. We aim to reflect the diversity of the people of Australia in our educational programs and teach children to respect and value the richness of our community.

Aboriginal and Torres Strait Islander perspectives
Our Centre stands on Gadigal Country. We acknowledge Aboriginal and Torres Strait Islander peoples as the traditional custodians of Australia and recognise their continuing connection to land, waters and community. We respect and honour Aboriginal and Torres Strait Islander peoples as the holders of unique cultural knowledge, histories and ways of being. We embed Aboriginal and Torres Strait Islander perspectives within our curriculum and celebrate First Nations languages, art, and stories.

Play, Creativity and Growth
We value play as an essential part of children's learning, development and wellbeing. Guided by *My Time, Our Place* and the National Quality Framework, we provide fun, engaging and inclusive experiences that reflect children's diverse interests, abilities and needs. We encourage creativity, curiosity, independence and appropriate risk-taking, providing opportunities for children to explore, challenge themselves, develop new skills and grow in confidence.

Continuous Improvement
Our centre strives for excellence in the quality of the children's services that we deliver. We recognise that the needs of children, families, educators and our community are continually evolving. Ongoing reflection, evaluation and a commitment to continuous improvement are integral to ensuring our service remains relevant and responsive to the children and families that we work with.

OUR PHILOSOPHY AND VALUES

Crown Street OSHC is dedicated to consistently embedding our values of inclusion, respect, collaboration, responsibility and fun into all aspects of our decision-making processes and daily service practices.





ENROLMENT AND FEES

Enrolment & Fees

All enrolments for Crown Street OSHC must be made via OWNA.

Follow the form **HERE** to enrol your child. Please note your childs Birth Certificate & Immunisation Record must be attached.

OWNA

Our service currently uses OWNA to manage all accounts and bookings. Please download the OWNA App where you will be able to manage and secure casual bookings and mark absent days.

All permanent booking requests, changes to enrolments or updating of information can be done via the OWNA App.

Fees

Before School Care
Permanent: $17.40 Casual: $20.60
After School Care
Permanent: $23.80 Casual: $27.20
Vacation Care
$55 plus incursion or excursion fee - pricing of incursions and excursions are based on the cost to run the activity including the cost of transport.

Child Care Subsidy is applied to all fees for eligble families

Absences

If your child is going to be absent from a session, you must mark them absent via the OWNA App. Please see how to mark your child absent **HERE**. Last minute notification can be given by texting 0414 216 266 or emailing oshcadmin@shnc.org by 3pm.
A $10 non-notification app will be charged for families who do not mark their child absent or inform the centre of the absence. Note that absences are per session - BSC, ASC or VC.

Late Fees

A late fee of $30 applies for pickups between 6:01pm and 6:15pm. After 6:15 pm, an additional $1 will be charged per minute on top of the initial $30 fee.

Non-Compliance Fees

Children must be signed in and out for each session by an authorised nominee. Failure to sign your child into the Service of a morning or out of an afternoon will incur a non-compliance fee of $10. Families who send their child/ren to OSHC without a booking for a Before School Care, After School Care or Vacation Care session will be charged a $10 non-compliance fee.

SERVICE INFORMATION

Orientation Procedures

To assist new children to settle in to the service we invite families to visit the service prior to commencement. This provides an opportunity for your child to familiarise themselves with the location of OSHC, and to meet our team. New families are welcome to visit the centre and look around at any time, please contact the service to arrange a visit.

In 2025, we will be using lanyards a system for our Kindergarten children. All children will be given an OSHC lanyard to wear on the days they attend OSHC. Parents can put the wristband on the child to assist teachers and educators in knowing which children are going to OSHC..

To support Kindergarten children to settle into school and OSHC, staff members will walk BSC children to their class line up in the mornings and collect ASC children from their classroom after school for the duration of the year.

Signing In and Out

All children must be signed in and signed out by an authorised contact in line with National Regulations for all OSHC sessions.

When being dropped off to Before School Care or Vacation Care, children must be signed in by a parent or guardian via the OWNA iPad. Educators will greet children and assist with their arrival ensuring they are welcomed and engaged.

When children are picked up from After School Care or Vacation Care, they must be signed out by a parent or guardian via the OWNA iPad. Educators will be available to help should you have any issues when signing out. All children must be signed out at the time of pick up to ensure time stamps are accurate and our records reflect children in our care particularly in the event of an emergency.

If you require any additional person to pick up your child, the centre must be informed prior. An email with the person's name, number, DOB and written authorisation must be provided in line to ensure educators are able to verify identity. This person will be added as an authorised contact and will have access to sign your child in/out via the OWNA iPad.

Service Closures & Public Holidays

Crown Street OSHC is closed on all public holidays. Fees are only charged when the service is operating. The service also closes for two/three weeks over the Christmas and New Year period.

Use Of Technology

To support the safety, privacy and wellbeing of all children attending our Service, children are not permitted to bring or use personal electronic devices while attending OSHC and Vacation Care.

This includes devices such as mobile phones, Apple Watches and other smart watches, iPads and tablets, smart glasses, cameras, and other internet-connected or recording-capable devices.

If a child brings a personal electronic device to OSHC, educators will ask the child to switch it off and it will be stored securely until collection.

We understand that a device may be required to support a diagnosed medical condition or disability. If your child requires a device for this reason, please speak with the Coordinator. This requirement forms part of our Safe Use of Digital Technologies and Online Environments Policy.

We ask families to please support us by ensuring that personal electronic devices are left at home or with a parent/carer before children attend OSHC.

CHILD CARE SUBSIDY AND PRIORITY OF ACCESS

The percentage of subsidy a family receives is based on their estimated combined annual income. All families wishing to access Child Care Subsidy need to complete an online Child Care Subsidy assessment through their MyGov account. Assessment asks families to provide information about their expected combined family income, activity level of parents and types of child care service being used.

There are no mandatory requirements for filling vacancies, however as vacancies arise in our service, we will prioritise children who are:

- At risk of severe abuse or neglect
- A child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment

ALLOWABLE ABSENCES

Please note that allowable absences are paid for up to 42 days per financial year and can be taken for any reason. The Federal Government allows each child to claim 42 days of Child Care Benefit on days they are booked into care but are unattended. Your statement will show the number of allowable absences you have used. If for any special circumstances your child is absent for more than 42 days per financial year, documentation must be provided for the session to be covered by Child Care Subsidy for each approved absence. Approved absences can be taken in addition to or instead of allowable absences.

CHILD PROTECTION

Our OSHC Service is committed to being a child safe organisation and endorses the National Principles for Child Safe Organisations and NSW Child Safe Standards, placing the protection of children as a priority of our responsibilities and obligations. The Child Safe Standards recommended by the Royal Commission provide guidance for our Service to ensure our policies and procedures, strategies and attitudes, ensure children's safety is paramount.

Our OSHC Service has a zero tolerance to child abuse, and we are committed to the safety, participation and empowerment of all children. We promote diversity and tolerance and aim to form equitable and positive relationships with children. We ensure children participate in decisions affecting them and listen and respect their suggestions and ideas. We respond to any concerns, disclosures, allegations or suspicions of harm by reporting to the relevant authorities.

Crown Street OSHC ensures that all people that work or volunteer at the service must have a verified WWCC in line with National Regulations and Law.

FEEDBACK AND GRIEVANCES

Crown Street OSHC is continuously working towards improving our practices and procedures to ensure a high quality program for our children and families. If you have any suggestions as to how we could better meet the needs of our children, families and community, please don't hesitate to contact the Coordinator. If you would like to make a suggestion, please email the service or speak directly to an educator.

If you have a grievance or issue of concern, please discuss this with the Coordinator via phone, email or directly at the service.

EDUCATIONAL PROGRAM & ROUTINES

Educational Program & Extra-Curricular Activities

Our Educational Program is written weekly in line with the learning framework, My Time, Our Place and the National Quality Standard. We offer a variety of planned and spontaneous activities to cater to all children's interests and abilities and support play based learning throughout our sessions. We program a wide range of hands-on activities including cooking, gardening, science, art and sport experiences. Our educators also run weekly clubs that children are free to participate in as they choose. Clubs offered include STEM Club, Cooking Club and Art Club.

In addition to our weekly program, we offer extra-curricular activities run by external providers. These activities are at an additional cost - your child must be enrolled to attend OSHC to participate in these activities. Our Term 3 2026 activities are listed below:

Monday: Soccajoeys
Tuesday: Code Camp
Thursday: Kung Fu
Friday: Dance Kool

We are constantly reflecting, planning and implementing new activities and intentional teaching experiences to support children's learning and development. If you have any ideas on how our program can be enhanced or how we can include your child's interests, we would love to hear from you!

BSC & ASC ROUTINE

Before School Care
7:00am: Service opens
7:00am - 8:30am: Breakfast bar available
7:00am - 8:30am: Programmed indoor & outdoor activity and free play
8:30am - 8:45am: Children are walked up to the playground once a teacher is on duty

After School Care
3:00pm - 3:30pm: Roll Call and Headcount
3:00pm - 3:30pm: Progressive afternoon tea and fruit available
3:30pm – 5:00pm: Programmed activities and free play indoor and outdoors
5:00pm – 5:15pm Pack away (inside and outside)
5.15pm – 6.00pm: Quiet activities and group games
6.00pm: Service closes

Vacation Care
7.30am: Service opens
7.30am – 8.30am: Breakfast bar available
7.30am – 9.30am: Programmed activities & free play
9:30am - 10:00am: Roll call, morning tea and discussion of the days activities
10:00am - 6:00pm: Programmed Vacation Care activities
6:00pm: Service closes

INCIDENT AND INJURY

We aim to reduce the likelihood of incidents, illness, accidents and trauma through risk management, active supervision and the ongoing professional development of all staff to respond quickly and effectively to any incident or accident.

Where a minor incident or injury occurs, educators will attend to the child and ensure First Aid is administered. An incident form will be completed and the parent/family will be informed upon pick up. In the event of a major incident or injury, educators will contact the parent/family immediately and attend to the child to ensure they are supported and provided with First Aid. A minimum of one educator with a current FIrst Aid/CPR certificate is rostered every session. A fully stocked First Aid kit is accessible at all times and taken on excursions.

ILLNESS AND INFECTIOUS DISEASE

We aim to provide a safe and hygienic environment that promotes the health of all children and educators. If your child is unwell, we request that you don't send them to OSHC. If your child becomes unwell while in our care, you'll be contacted to collect them. We'll comfort and care for your child until you arrive.

Children with infectious diseases (such as chicken pox) will be excluded from the centre for the period recommended by the Department of Health or until they receive medical clearance to return.

MEDICAL CONDITIONS AND MEDICATION

We request that you advise the centre of any allergies, medical conditions or dietary requirements your child may have at the time of enrolment. This includes but is not limited to anaphylaxis, asthma, intolerances, allergies, ADHD, ASD or dietary requirements such as vegetarian or dairy free.

If your child has an allergy, asthma or anaphylaxis, we ask that you supply

- a Medical Action Plan completed by a GP
- required medication such as an EpiPen or Ventolin. This medication must be be in it's original box with have a pharmacy label including the child's name and dosage to be administered.

A Medical Management Plan will be developed in collaboration with families to ensure your child is safe and supported when in our care. This will be completed for all medical conditions and dietary requirements. Where a child had ADHD, Autism Spectrum Disorder or another diagnosis that may require additional support, an inclusion support plan will be developed in collaboration with families. Please note your child will not be able to attend the centre until all required documentation and medication is provided and complete.

A medication record must be completed with the centre before any medication is administered. In the event of an emergency, a medication record will be filled out upon pick up of the child.

SUN SAFETY

We are a SunSmart Service in line with Cancer Council National SunSmart Program to ensure children's health and safety is maintained at all times. All children must wear a sun safe hat at all times to ensure they are protected from the sun. A spare hat will be provided to children who do not have a sun safe hat and would like to play outdoors. A sunscreen station is available for all children to apply sunscreen **before** playing outdoors.

We check the UV levels each afternoon to ensure that extra care is taken during the peak UV radiation times and that changes to the outdoor program can be made where required.

FOOD AND NUTRITION

Our OSHC service recognises the importance of safe food handling and healthy eating to the growth and development of young children and is committed to implementing the healthy eating key messages outlined in the Australian Dietary Guidelines for primary school aged children. Our OSHC Service recognises the important role educators have in teaching healthy lifestyles through everyday experiences and routines and physical activity. Our educators support families by providing information about healthy food and drink for their children when visiting our service

We offer breakfast during BSC, afternoon tea during ASC and morning tea/afternoon tea during VC. Our menus are planned in line with the Eat Smart, Play Smart OOSH Manual and made in collaboration with our children, educators and families. Our afternoon tea features hot foods such as blueberry muffin slice, napolitana pasta and vegetarian nachos. We are an **egg free and nut free** service.

OSHC POLICIES

Crown Street OSHC policies guide our practices and procedures to ensure we are adhering to regulatory requirements. Can be accessed via the OWNA app. We send out a selection of policies each month for review. Please reach out if you have any feedback or require clarificaiton on any of these policies.

RESOURCES

- My Time, Our Place
- National Quality Standard
- Early Childhood Education and Care Directorate
- Child Care Subsidy
- Eat Smart, Play Smart OOSH Manual
- Child Safe Standards
- ACECQA
- SunSmart
- What is OSHC?

CONTACT DETAILS

Service Address: Crown Street Public School
365 Crown Street, Surry Hills, NSW, 2010
Office Address: Surry Hills Neighbourhood Centre
Level 1/405 Crown St, Surry Hills, NSW, 2010

Service Mobile: 0414 216 266
Surry Hills Neighbourhood Centre: 02 9356 4977

Bookings/ Enquiries - Frankie: oshcadmin@shnc.org
Website: www.shnc.org

