

# IMPORTANT INFORMATION

## ENROLMENT PROCEDURE

Families wishing to enrol their child within a School Support Services OSHC Program are required to complete an Online Enrolment Form via our Website.

## BOOKINGS PROCEDURE

To book your child into regular OSHC sessions you are required to e-mail your request to [bookings@schoolsupportservices.com.au](mailto:bookings@schoolsupportservices.com.au) Please ensure you state your child/rens first and last name as well as the school they attend.

To book a casual session you can either call 0488 662 783, e-mail or make a booking request via the Xplor mobile APP.

## ABSENCES

If your child is going to be absent from a booked session you are required to call the bookings phone so we can notify staff. If less than 48 hours notice is given, the session fee will still be charged.

**PREP TRANSITION**  
During Term 1 our Educators will collect the Prep Children from their classrooms and bring them to the OSHC Room until they become comfortable with the routine.

**VACATION CARE**  
During Vacation Care we provide an afternoon snack of fresh fruit. Children are required to bring a packed lunch snacks and their water bottles.

**NUTRITION**  
Meals Provided during sessions;

- Breakfast
- Afternoon Tea

Our Menu is developed according to Nutrition Australia Guidelines. We Provide toast and Cereals for breakfast and a range of fresh fruit, vegetables and snacks for afternoon tea.



# OSHC HANDBOOK



# GENERAL INFORMATION

## OPENING HOURS

Before School Care	7:00am - 9:00am
After School Care	3:30pm - 6:30pm
Vacation Care	7:30am - 6:00pm

## PHONE NUMBERS

Bookings	0488 662 783
Accounts	0434 939 529

## EMAIL

[bookings@schoolsupportservices.com.au](mailto:bookings@schoolsupportservices.com.au)  
[jordan@schoolsupportservices.com.au](mailto:jordan@schoolsupportservices.com.au)

## WEBSITE

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



## ABOUT US

*School Support Services is a Geelong Family owned and operated Business.*

We provide quality Outside School Hours Care and Childcare to families in the Geelong Region.

We have been operating OSHC Programs in the Geelong Region for over 14 years.

The OSHC program operates each normal school day, we do not operate on pupil free/curriculum days. Vacation Care operates during School Holiday's, we do not operate on public holidays or Pupil Free Days.

On days where school may finish early the program will commence at the end of the school day and run through until 6:30pm as usual.

# SERVICE PHILOSOPHY

## Our Place

We aim to create an inclusive, vibrant, learning culture which allows children to explore their natural curiosity in a stimulating and challenging learning environment. The activities that will be offered to children will be rich and purposeful, linking to the children's own ideas and their unique funds of knowledge.

## Our Beliefs

We believe the rights of each child are paramount. We value each child's thoughts, feelings and ideas. We believe it is important that the children and families have a voice and that they are heard. A Family is a child's most important relationship and families are their first teacher's. Working in partnership with our families will ensure the best outcome for our children. We believe in each child's ability to be a successful, competent and capable learner.

## Our Commitments

We are committed to creating positive learning opportunities for our children, their families and our team. Diversity is respected and encouraged; we will celebrate similarities and differences, instilling respect and equality within the outside school hours care community.

We are committed to promoting sustainable practice and will embed environmentally thoughtful practice throughout our educational programs.

## Our Goals and Aspirations

We aim to empower our team to be the best that they can be, equip them with relevant knowledge and offer professional development opportunities to continuously challenge and enhance their professional thinking.

## Our Intentions for Action

We intend to continuously improve the educational program and the outcomes we wish to achieve for the outside school hours care community; we will take time to reflect on our practice and document our progress and we will always aim to act in the best interest of our children, their families and our team.

