



STARCLUB

OUT OF  
SCHOOL HOURS AND  
VACATION CARE

# FAMILY HANDBOOK

WELCOME TO  
STAR CLUB

## WHAT'S INSIDE...

Welcome	Page 3	3. Environment	Page 10
Our Philosophy	Page 3	4. Staffing	Page 10
Our Vision & Values	Page 4	5. Relationships with Children	Page 11
1. Educational Program	Page 5	6. Families & Community	Page 11
2. Children's Health & Safety	Page 8	7. Management & Leadership	Page 13



## WHAT WE STAND FOR...

*We're for fun, play and creativity.*

*We're for learning new languages, exploring the bush and the beach, playing musical instruments and singing our hearts out.*

*We're for leaping and balancing, stretching and kicking goals.*

*When we need to, we're for resting little bodies and busy minds.*

*We're for building, baking, growing and gardening.*

*We're for building resilience and exploring what's possible in a safe environment. We're for independence, kindness, empathy.*

*We're for our children, our families, our educators, our schools and our community.*

# WELCOME TO STAR CLUB

Star Club is an OSHC (out of school hours care) service licensed by the Department of Education and Communities. We care for school aged children 5-12 years. We endeavour to meet the individual needs of every child and to develop a trusting relationship with the child and their family.

Policies have been developed to cover most areas of the service's operation. The Policy Manual is available to all staff and families for reference or comment.



## OUR PHILOSOPHY

We believe **our children deserve the best possible present and future** as they learn for life. If we give them outstanding experiences, care and mentorship today, it will create the **foundations for them to be respectful, capable, resilient, happy, open and responsible** citizens of the future.

We work in partnership with children, families, the school and the extended community to **enrich children's wellbeing** in our school-age care settings. We strive to create an environment where children feel happy, safe and secure and support the UN Convention of the Rights of a Child, which states that children have the "right to relax, play and join a variety of cultural, artistic and recreational activities."

We work together to create a space where our **children feel welcome, are engaged and stimulated, make meaningful connections** with peers, learn new skills and challenge ourselves.

We at Star Club encourage one another to maintain respect for our peers through pro-social behaviours and an understanding of diversity. We aim to be socially responsible towards our environment, the greater community and the school.

## CONTACT DETAILS

### Location

Pagewood Public School  
60 Page Street,  
Botany  
NSW 2019

### Site Phone

0466 517 320



OUR CHILDREN FEEL WELCOME

ARE ENGAGED AND STIMULATED

AND MAKE MEANINGFUL CONNECTIONS

# OUR VISION

TO SERVE THE COMMUNITY, BRING PEOPLE TOGETHER AND ENCOURAGE INDIVIDUALS TO BE THE BEST THEY CAN BE



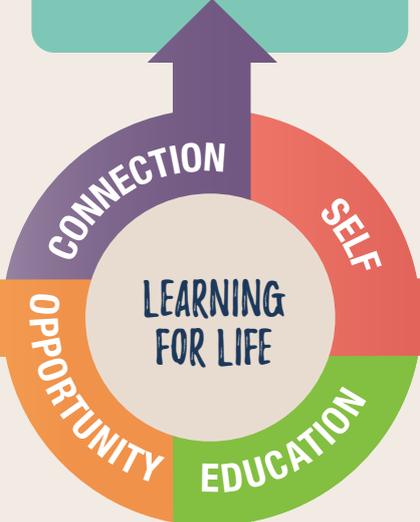
# OUR VALUES



**COMMUNITY, RESPECT,  
EMPATHY**  
Families  
Diversity  
Service  
Gratitude



**INNOVATION, FLEXIBILITY  
SUCCESS**  
Advanced  
Benchmark  
Exceeding  
Diversity



**BELONGING, RESILIENCE  
WELLBEING**  
Passion  
Accountability  
Fun & Play  
Confidence  
Energy



**CREATIVITY, PURPOSE  
STIMULATING**  
Inclusion  
Challenges  
Growth  
Reflection



# 1. EDUCATIONAL PROGRAM

## Our Curriculum

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We aim to collaborate with children to provide play and leisure opportunities, which are meaningful to the children. The curriculum aims to challenge school-aged children to be curious about what is of interest to them, whilst developing self-identity and social competencies.

The program will include a range of planned and spontaneous activities including sport, creative experiences, relaxation, games, music, drama, movement and other surprises. The program will be based on the children's interests and play-based learning.

## 'My Time, Our Place' Curriculum

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The curriculum is planned in accordance with the national school-age curriculum My Time, Our Place (MTO). Our educators aim to work in partnership with children, their families and the community to enrich children's wellbeing out of school hours. The program is carefully documented for children and parents to view weekly.

Star Club aims to meet the following outcomes for children:

1. Children have a strong sense of identity
2. Children are connected with and connected to the world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators



## Cycle of Planning

Children's input defines and influences the Star Club program. The diagram below identifies our cycle of planning and how we use their input to prepare and deliver the program.

Staff, children and families are encouraged to be involved in our critical reflection process.

This provides many benefits including enhancing program outcomes, encouraging ownership and improving practices, learning and thinking skills.

Critical reflection outcomes are shared with families through survey responses, floor-books, newsletters, projects and email communication.



## Incursions, Excursions and Extra Curricular Activities

To enhance the educational program and extend on children's interest, Star Club incorporates workshops of specific disciplines. These workshops could include:

- Boxing
- Archery
- Yoga and meditation
- Drama and creative story telling
- Projects inspired by incursions e.g. Scientist visit

There is no cost for term-time workshops, excursions and incursions.

To further enhance the educational program, children may be invited to attend local walking excursions with staff. Excursion locations may include the park, local shops or a local school.

Excursions during Vacation Care may include public or private charter transport. Strict safety procedures and risk assessments are in place to ensure children are always safe during excursions.



**NO COST FOR TERM TIME WORKSHOPS,  
EXCURSIONS AND INCURSIONS**

# INQUIRY BASED RESEARCH PROJECTS ENCOURAGE CHILDREN TO CHALLENGE THEIR THINKING

## Projects

In addition to the weekly program, children at Star Club engage in inquiry-based learning in the form of research projects. These interactive projects are an extension of children's interests, which may continue for the whole term. Projects encourage educators and children to challenge their thinking. As children pose questions, problems and scenarios, educators help them on their journey to work through the following project stages:

- a. Hypothesis
- b. Research
- c. Implementation
- d. Evaluation



## Vacation Care

Star Club offers an exciting vacation care program with a wide variety of onsite and offsite experiences for your child to get involved in. Some of our incursions and excursions include:

- Museums e.g. Powerhouse and Maritime Museum
- Wildlife e.g. SeaLife Aquarium, Featherdale Wildlife Park and petting zoo incursions
- Art programs with local artists such as clay sculptures incursion and collagraph printing
- Indoor sports and play centres such as SkyZone, Archie Brothers and Inflatable World
- Brain games such as amazing race, spy school and game shows

Please refer to our booking form, which is available to families in the middle of each term, for updated incursions and excursions.



# WE ADVOCATE FOR CHILDREN'S RIGHTS FOR CARE AND PROTECTION



## 2. CHILDREN'S HEALTH AND SAFETY

### Child Protection

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We believe we have a responsibility to all children to defend their right to care and protection. To support this right, Star Club will follow the NSW Child Wellbeing and Child Protection guidelines when dealing with any suspecting signs of abuse and neglect of children. (See the child protection policy for further information). More information on preventing / reporting child abuse and neglect can also be found on The NSW Mandatory Reporter Guide website (<https://reporter.childstory.nsw.gov.au/s/mrg>) or call the Child Protection Helpline on 132 111.

### Health

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If your child is unwell, **please think seriously** before sending him/her to Star Club. This is important as the children are in close contact with each other and illnesses can spread easily if not controlled. Please advise the service immediately if your child is sick or has an infectious disease. Infectious diseases will need Medical Certificates before your child can be re- admitted to the service. We also advise that all children are kept up to date with vaccinations.

### Medicine

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If any medication needs to be administered by staff, a written form must be completed. Arrangements must be made to have the medication made available to the service after school (e.g. leave in Star Club refrigerator). Medication will only be administered if all details are written on the medicine form. Please speak to the Supervisor if your child self-medicates.

### Allergies and Medical Conditions

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If your child suffers from allergies, asthma, anaphylaxis or any other medical condition, please provide staff with specific written information (including an action plan) on enrolment, or on diagnosis. The asthma/allergy policy is available for all parents to view.



## Supervision and Safety

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There are many policies, procedures and risk assessments which guide us to deliver safe practices to ensure children's wellbeing. Parents are welcome to view our supervision plan or read our risk assessments. We operate at a maximum ratio of 1:15 (adults to children) during on-site days, with a lower ratio of average 1:10 on excursion days, depending on the activity.

## Accident policy

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In the rare event of an accident or emergency, every effort will be made to contact the child's parent before further action will be taken. All costs incurred by emergency services will be paid by the parents. All accidents and incidents will be reported and are required to be signed by the parents.

## Emergency Evacuation

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Emergency drill procedures will be practiced frequently to ensure your child has the right knowledge in case of an emergency at the centre. A copy of the evacuation plan is displayed in the foyer at all times.

## Immunisation

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The NSW Immunisation Schedule sets out the age-appropriate vaccines for children. The Immunisation History Statement will indicate if the child is up to date with their vaccinations. More information can be found at <https://www.health.nsw.gov.au/immunisation/app/Pages/schedule.aspx>. When enrolling into Star Club, please supply a copy of your child's immunisation report, if applicable.

## Confidentiality of Records

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The confidentiality policy protects the privacy of children, families, staff and agents. Records are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfill their responsibilities at the service.

## Sun Protection

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We aim to ensure that all children in attendance at the service will be protected from harmful rays of the sun. All staff will model appropriate sun protection behaviour and enforce the sun protection policy.

Children will actively practice and monitor their own implementation of sun protection strategies as active learners.



## Food and Beverages

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Breakfast and afternoon tea is provided. These meals are in line with guidelines from Nutrition Australia and NSW Department of Health.

The menu is designed to suit children's preferences, include a variety of multicultural dishes and cater to children with allergies or special catering needs.



## 3. ENVIRONMENT

### School Property

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All children are expected to respect and care for the school grounds/facilities and Star Club equipment. Staff will be carefully monitoring appropriate behaviour to maintain a positive OSHC/vacation care environment.

### Sustainability

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Star Club is committed to protecting the environment and implementing practices that will provide for a sustainable future. Our management, educators, children and families will work together to show appreciation for our world and develop an awareness of the impact of human activity. More information can be found in our program or Sustainability Action Plan.

### An Inclusive and Diverse Environment

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Star Club actively promotes inclusion for all children, families and staff and we offer flexibility for families with special requirements. This may include access to bilingual information, support services such as family counselling and flexibility in our menu for food allergies, religious considerations and children's preferences. We also have affiliations with a variety of support agencies to assist children with special needs or concerns. These include KU Inclusion Services, Botany Family & Children's Centre; Children's Services, Tumbatin Clinic and Lifestart.

## 4. STAFFING

### Staff

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Our team is characterised by their dedication to the education and care sector. We participate in ongoing professional development and workshops, keeping us at the forefront of the sector. All our staff bring their own special skills and talents, each with their own unique style of interacting with the children.

Several of our team members are able to speak two or more languages. Our staff are fully qualified at a variety of levels including:

- Children's services qualifications
- Working with children check
- First aid & CPR training
- Child Protection
- Safe Food Handling Course
- Sports coaching
- Teaching degrees

Staff aim to build positive interactions with children and families to form meaningful and trusting relationships.

### Visitors, Students and Relief Staff

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Visitors with specialised skills provide a variety of opportunities for the children to learn and grow. During the year, Star Club may have visiting students for work experience from schools, TAFE and Universities, or volunteers as staff support. Occasionally the service will need to use relief staff due to illness of staff, annual leave and professional development days.





## HARMONY, COOPERATION AND COMMUNICATION

### 5. RELATIONSHIPS WITH CHILDREN

#### Behaviour Guidance

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As part of a group, children have boundaries and expectations, which we all have to follow to maintain a harmonious and co-operative environment. Children are encouraged to respect themselves, other children, staff, families and equipment supplied. Children are supported to regulate their own behavior and are encouraged to communicate to resolve conflict.

When unacceptable behaviour occurs, staff will assess the situation and positively re-direct the child to an alternate activity. Triggers will be assessed and discussions will be held taking the child's feelings into consideration. If unacceptable behaviour continues, a parent/teacher conference will be arranged. A Behaviour Management Plan may be required and as a last resort, the child may be requested to leave the service if dangerous and unacceptable behaviour continues.

### 6. PARTNERSHIPS WITH FAMILIES AND COMMUNITIES

#### Orientation

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Our orientation policy helps children transition smoothly. Families are welcome to visit and spend time at the service before commencement. A supervisor will welcome you and talk to you about the routine/setting. When a child starts, they will be introduced to the group and may be 'buddied' up with a Star Club friend or educator to help them settle in. Staff will ask the child about their interests and will endeavor to include some of the child's preferences in upcoming programs.



## Parent Communication

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The service communicates with families through daily discussions, emails, e-newsletters, surveys and programming information. Parents are encouraged to communicate to staff about a variety of issues, including contributions to the program, daily operations, staffing, your child's progress etc. Effective methods for communication which are encouraged are:

- Emails to [info@starclubschools.com.au](mailto:info@starclubschools.com.au)
- In person / daily verbal communication
- Grievance forms (See grievance policy)

### PLEASE EMAIL THE OFFICE IF...

- Someone different is picking up your child, providing his or her full name and phone number
- Your child is sick or going on holidays
- Your child's health needs or action plans require updating
- Custody or access arrangements have changed
- Your address, phone number or any personal details have changed
- You are worried about your child for any reason

## Parent Involvement

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Parents are invited to be involved in all aspects of the service and contribute to decision-making. Examples of 'how' may include reviewing a policy, providing feedback into procedures, input into the program or completing a parent survey. Parents are invited to volunteer for various activities throughout the year, including celebrations for special days, sporting activities, art or creative activities etc. Please let us know of any special skills or talents you may have which could be a valuable resource for the children.

## Community Involvement

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Star Club has developed a strong connection with our local community and works in partnership with the school community to meet the needs of its families, children and staff. Positive relations are maintained with local sports clubs, schools, libraries, businesses and government services. Charities are also supported throughout the year.



# 7. MANAGEMENT AND LEADERSHIP

## National Quality Standards

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Star Club aims for high quality accreditation in the National Quality Framework system. Details about the NQF can be found at [www.startingblocks.gov.au](http://www.startingblocks.gov.au). We are proud to have achieved an Exceeding Rating at several schools, offering a high quality program open to all children at both before school care, after school care and vacation care.



## Enrolment Procedures

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To start the enrolment process for your child, log on to our website ([www.starclubschools.com.au](http://www.starclubschools.com.au)) and register for the relevant school. When you fill in the enrolment form, we will contact you with the next steps to complete the admission.

This includes setting up an account with our third party software provider Xplor and downloading the Xplor Home phone application.

## Leadership

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Every Star Club service has a Nominated Supervisor and other Supervisors who are responsible for the day-to-day operations of the service including but not limited to; engaging programs which cater to the needs of all children, supervision and safety of the children, excursions, mentoring of staff, health and hygiene practices.

They are supported by the educators, administration staff and directors.



## Bookings

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All bookings for permanent sessions must be emailed to [info@starclubschools.com.au](mailto:info@starclubschools.com.au). State your child's full name, the school they attend, the date(s) and whether it is for before or after school care.

If you need to change or cancel a permanent booking, please email [info@starclubschools.com.au](mailto:info@starclubschools.com.au)

If you need to make a casual booking or advise of an absence, prior to midday on the day of care, please use the Xplor Home phone application to notify us. Otherwise, please email the office if after midday on the day that care is required.

Vacation care bookings are made on a separate form.

## Absences

If your child will be absent, due to illness or other reasons, please mark them as absent in the Xplor Home phone application prior to midday on the day of the expected absence. Otherwise, please email the office if after midday.

If you know in advance when holidays will be taken, you can email the office the dates you will be away. For children with permanent bookings, fees are still payable if your child is absent and we have not been given two weeks' notice.

## Arrival and Departure

Parents must digitally sign their children into before school care and out of after school care. This is done via the Xplor Home app by scanning the QR code on the tablet provided on site. Staff will sign your child out of before school care and into after school care. Signing in/out is mandatory.

Your child must depart the service with an authorised adult whose name appears on the enrolment form.

The adult may be asked to present identification. If you or an authorised person is unable to collect your child, please notify the service in writing that an alternative person will be picking up your child, including a contact number.

For the safety of the children, staff reserve the right to refuse departure without correct notification from the parent.

## Fees

A \$35 annual registration fee PER FAMILY is payable on enrolment. This covers insurance, equipment and administration. See our website for the latest session fees. Regular fees are payable fortnightly in advance. For permanent enrolments, fees are payable each day of term (EXCEPT FOR PUBLIC HOLIDAYS). Days of absence due to child's ill-health or holidays must still be paid for if two weeks' notice is not provided.

The only method of payment for fees is direct debit via Xplor. A small surcharge is applied to direct debit payments by the bank as per below table. Parents must ensure sufficient funds are available to avoid additional bank fees.

Transaction Fee Type	Fee Per Transaction
Bank Account	\$0.66
Credit Card Merchant Rate – Visa, Mastercard	1.65% (min \$0.66)
Credit Card Merchant Rate – Amex	3.30% (min \$0.66)
Rejection (Bank Account & Credit Card)	\$2.75
Initial set up fee (per family account)	\$1.10



Invoices are not distributed, rather, parents are encouraged to download statements from the Xplor website, which shows the sessions attended, the rebates received and the amount owing at that point in time. Once registered, your Xplor account can be accessed via [home.myxplor.com](http://home.myxplor.com).



## Outstanding fees

To ensure Star Club can continue to deliver the highest quality care and facilities, all fees must be kept up to date. Only for special circumstances, a period of 2 weeks is allowed to repay outstanding fees. If these fees remain outstanding at the end of 2 weeks, we reserve the right to terminate your child's placement and further legal action may be taken.

## Late Pick-up Fee

Please note the closing time for your school. A late fee of \$20.00 for 15 minutes (or part thereof) will be charged if children are picked up late. This is to cover additional staffing costs.

## Notice of withdrawal

Two weeks' written notice must be given if you wish to withdraw your child from a permanent enrolment position. If this notification is not given, the parent will be liable for payment of full fees. For vacation care, the cancellation policy is as per the booking form.

## Child Care Subsidy (CCS)

The Government funded Child Care Subsidy (CCS) reduces parent fees for before/after school care and vacation care. The amount you may be eligible for depends on your family's income, the hourly rate cap based on the type of childcare you use and your child's age, and the hours of recognised activities you and your partner undertake.

To apply for CCS, you will need to use your Centrelink online account through MyGov prior to enrolment. You will be charged full fee if Centrelink has not issued approval of any childcare benefit. Contact Centrelink on 13 61 50 for more information or visit [www.servicesaustralia.gov.au](http://www.servicesaustralia.gov.au).

## Complying Written Agreements (CWA)

In addition to the above, the primary carer who is registered in Xplor must complete a Complying Written Agreement per service used, via the Xplor website. A CWA is an agreement between you and Star Club to give care in return for fees and is a Government requirement if you are claiming the CSS.

Once submitted, the primary carer must confirm the enrolment in their Centrelink account. If a child has not attended a service for more than 14 weeks, the Government will cease the enrolment and a new CWA will need to be submitted. If your child is absent at the beginning or end of an enrolment, the Government will not pay any subsidy for those days and you will be charged full fees. This applies to vacation care enrolments as well.

More information about Government enrolments and absences can be found on the Department of Education, Skills and Employment website (<https://www.education.gov.au/new-child-care-package-information-resources-families>). We encourage all families to read the information and FAQ's.



PARENTS ARE  
WELCOME TO  
CONTACT US  
AT ANY TIME



# WE'RE SO PLEASED TO WELCOME YOU

**We are passionate about family values and our local community.**

Every child and family is welcomed into Star Club with open arms. We value what is special and unique about your child and we're committed to giving them an amazing, enriching experience when they're with us.

We want our Star Club children to leave happy, excited, fulfilled and ready to do it all over again the next time we welcome them.

So, from our family to yours, we welcome you and look forward to being part of your child's school experience.

*Michelle, Jason &  
The Star Club Team*



## PLEASE LABEL EVERYTHING

Please ensure all of your child's belongings are labeled to avoid lost property. Remember that names written on with 'texta' may rub off certain items quickly (such as bottles or containers) and therefore are not as effective as labels.

Items that should be labeled include:

- All clothing including shoes!
- Water bottles and food containers
- Hats and coats
- School bag
- Library bags, books etc

**T: 0414 262 646**

**E: [info@starclubschools.com.au](mailto:info@starclubschools.com.au)**

**W: [www.starclubschools.com.au](http://www.starclubschools.com.au)**

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**f [www.facebook.com/starclubschools](http://www.facebook.com/starclubschools)**