



OOSH Northern Beaches

Dear Parents,

It is our great pleasure to introduce ourselves, Chris and Lou Hegarty, as the owners of OOSH Northern Beaches; we are the providers of Out of School Hours Care at St Kevin's Catholic Primary School.

We are a privately owned, locally based business established since 2001 and were one of the first businesses to privatise Out of School Hours Care. We strongly believe in keeping Child Care needs "family oriented" and "family friendly". We operate eight Centres on the Northern Beaches and Chris has lived and worked in the area his entire life and enjoyed the Catholic School system himself by attending both St Kieran's Primary and St Augustine's Schools. We enjoy strong community ties, employ local people and are therefore a true local provider. We have a strong Management Team who contribute to the values and philosophy of our business, and warm and caring educators who we consider to be part of our family.

We provide a relaxed, safe, caring, welcoming and vibrant environment, where children can have fun through participating in a diverse range of age appropriate yet stimulating activities and we believe in supporting the individual needs of all children and families.

In preparation, please visit our website at www.ooshnb.com.au for more details and to commence the enrolment process by selecting "enrol now" and follow the steps. We use an online booking management program called QK Enrol. This program gives you access to make bookings and complete an online enrolment form for your child, all within a parent portal called "My Family Lounge". Following is some helpful guides and if you have any issues with registering for a My Family Lounge account or with the enrolment process, we would encourage you to contact us on 9984 8089 (Head Office) or email manager@ooshnb.com.au for any assistance. It is important to have a copy of your child's immunisation record, any custody arrangements, the CRN (for CCS) for both the parent and the child, any medical documents etc available.

Please also find following: 'things I'm unsure of', 'school ready checklist', 'family participation', 'all about me', 'family conduct guidelines' and a QR code to access our family handbook and the latest immunisation schedule (July 2020).

We are always available to help on 02 99848089 or manager@ooshnb.com.au and we are looking forward to getting to know you and your wonderful children.

OOSH Northern Beaches has a strong reputation in the local industry and I would like to thank the School's Principal, Lorraine Vincent, for her ongoing support.

Kind regards

Chris and Lou Hegarty (OOSH Northern Beaches) – St Kevin's Kids Club



Enrolling your child.

This is a **2 part** enrolment. Part 1 is to register your child and part 2 is completing the enrolment form.

Part 1: registering your family

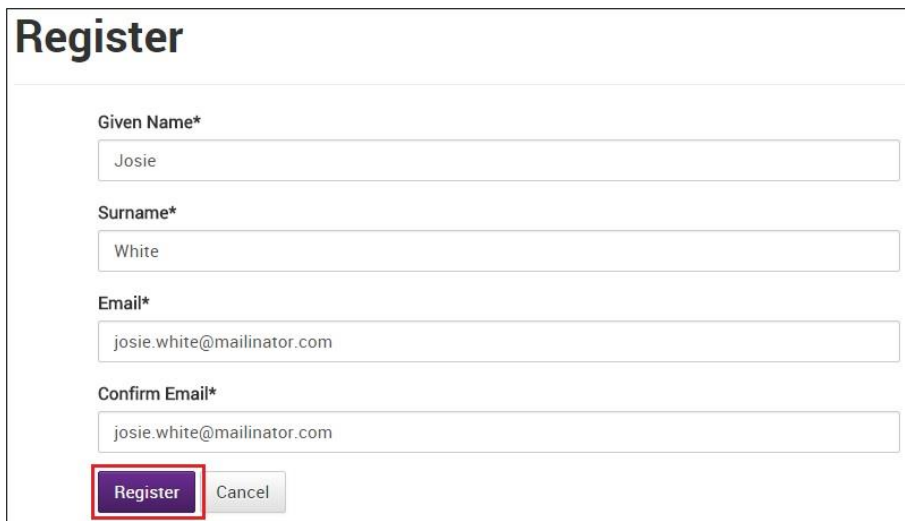
Step 1 - Register for My Family Lounge

- To register an account locate the My Family Lounge login screen on our website
- Press the **Register** button



The image shows the 'my FAMILY Lounge' logo at the top. Below it is the text 'Parent Sign-in'. There are two input fields: 'Email' and 'Password'. At the bottom, there are two buttons: 'Sign-In' and 'Register'. The 'Register' button is highlighted with a red rectangular box.

- Enter your Given name & Surname. Enter and confirm your email address
- Press **Register**



The image shows a 'Register' form with the following fields and buttons:

- Given Name***: Input field containing 'Josie'.
- Surname***: Input field containing 'White'.
- Email***: Input field containing 'josie.white@mailinator.com'.
- Confirm Email***: Input field containing 'josie.white@mailinator.com'.
- Buttons**: 'Register' (highlighted with a red box) and 'Cancel'.

- You will receive a Complete Registration email. Click on the blue **Complete Registration** button
- To complete the registration process create and confirm a password
- Accept the Terms and Conditions when ready then press **Complete Registration**



Complete Registration

Hi Josie,

You have been registered to use the My Family Lounge service.

My Family Lounge is Australia's leading service subscribed to by child care services around Australia used to provide online child portfolios and enrolment management in a secure environment.

To complete the registration process, click on the button below to set a password and to start using My Family Lounge:

[Complete Registration](#)

Complete Registration

Password*

.....

At least eight characters long, including an appropriate mix of upper- and lower-case letters, numbers and symbols.

Confirm Password*

.....

Terms and Conditions

☒ I understand that my use of this service is governed by the Terms and Conditions.

[Complete Registration](#)

- You have now completed your registration. Click on the **Click Here** option to log into your newly created account using your email address and password

Your registration has been completed.

Please click [here](#) to sign in.


If your service is taking advantage of the My Family Lounge App, visit either the Google Play Store (Android devices) or the Apple App Store (Apple devices) and search for My Family Lounge and download.



Step 2 - Entering your details

- Complete your details by entering your relationship to the child, at least 1 phone number and address details.
- Tick **Yes** to create a user account
- Press **Save & Next**

EDIT CONTACT

Special Contact	Primary Contact ▼	Relation *	Father ▼
First Name	<input type="text"/>	Last Name *	<input type="text"/>
Email *	<input type="text" value="qk@mailinator.com"/>		
Confirm Email *	<input type="text" value="qk@mailinator.com"/>		
You must provide at least 1 contact phone number *			
Mobile No.	<input type="text"/>	Home No.	<input type="text"/>
Work No.	<input type="text"/>	Building	<input type="text"/>
Street Address *	<input type="text"/>	Suburb *	<input type="text"/>
State *	<input type="text"/>	Postcode *	<input type="text"/>
Do you have a Customer Reference Number (CRN) issued by the Government relating to you being registered for child care benefits? *		<input type="radio"/> Yes <input checked="" type="radio"/> No	
I acknowledge that I have no CRN to provide in this form and as a result will not have CCB and other Government payments made to my account to reduce my out of pocket expenses.			
Would you like a user set up for this contact? 		<input checked="" type="radio"/> Yes <input type="radio"/> No	

CANCEL

SAVE

Step 3 - Add Child Details

- If you wish to advise the centre of something not included in this form, enter this in the Additional Information box
- Complete Child Details
- Press **Save**

ADD CHILD DETAILS

Please provide us with the child's details.

☐ Tick the box if the child is unborn

First Name

Last Name

DOB



Gender

Select



Do you have a Customer Reference Number (CRN) issued by the Government relating to you being registered for child care benefits for this child? *

☐ Yes

☐ No

Does your child have any special considerations we need to take into account for their enrolment? *

☐ Yes

☐ No

Does your child have a diagnosed disability? *

☐ Yes

☐ No

ADD PRIORITY OF ACCESS



Please make sure you complete this section by clicking on add priority of access

Additional Information

Please provide any information you feel the service should know about the child. eg, allergies, languages, additional needs etc.

Authorisations

Contact Name

Collection

Emergency

Excursion

Medical

Okeefe, Joshua

☐☐☐☐

okeefe, lisa

☐☐☐☐

test, test

☐☐

CANCEL

SAVE

If you do not wish to request bookings at this time please proceed to **Step 5 – Enrolling your Child in our Service** (see below).

Step 4 - Add Waitlist details

- Ensure you are on the Enrolment Management page of your My Family Lounge account
- To add your child to the waiting list go to Booking Requests and click on new request

BOOKING REQUESTS

Requests for new bookings or to change current permanent bookings are displayed here. These requests are yet to be approved.

New Request

No records found

- Select which child/children you are requesting days for
- Select the centre **type** and centre **name/s**
- Enter your preferred **start date** and number of **days** you wish your child to attend

- Tick your **preferred days**
- Tick any days that do not suit you (this is not mandatory)
- Enter any comments if required and press **Save** and **Finish**

ADD WAITLIST DETAILS

Select which child/children you are requesting days for *

☐ Rina
 ☒ River

Step 1. Please select the service type you require: *

<input type="checkbox"/> Long Day Care/ Kindergarten/ Preschool	<input type="checkbox"/> Before School Care <input type="checkbox"/> After School Care	<input type="checkbox"/> Vacation Care	<input type="checkbox"/> Occasional Care
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Step 2. Please select centres from the dropdown that match your service type selection: *

None selected ▾

Selected Service(s): None selected.

Step 3. Please specify days for your child:

Preferred start date *

No. of Days *

Select ▾

Will you accept less days?
 ☐ Y
 ☒ N
 ☐ O

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Preferred days *	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Days that do not suit me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Step 4. Please enter any comments on flexibility:

APPLICATION DATE 19-04-2017

SAVE

CANCEL

All bookings are subject to your child's enrolment form being completed in full and submitted to us with a review of any mandatory questions by management. We will be in contact once a position has been made available.

Part 2 of the enrolment process

You will need to have all emergency contact numbers & your CRN and your child's CRN available. This process will take about 20-30 minutes to complete.

Part 2 of the enrolment process

This will take approximately 20-30 minutes to complete. Please make sure you have:

- 2 emergency contacts and information ready.
- Your CRN and your child's CRN (available from Centrelink or MyGov)

If you are having trouble with the enrolment form please contact head Office for assistance. DO NOT start a new enrolment process.

Step 5 – Enrolling your Child in our Service

- Ensure you are on the Enrolment Management Page
- Click on the “Start Enrolment” button next to each child’s name
- Complete the enrolment form in full ensuring all questions marked with a red asterisk* are answered as they are mandatory.
- Ensure all phone numbers have 10 digits (area code of 02 in landline numbers) and that there are no spaces
- Ensure no symbols are used (i.e. “&” should be “and”, no slashes, etc.)
- Your child’s immunisation statement, any applicable Court Orders and any applicable Action Plans need to be uploaded where indicated
- Once completed, click on **submit**. If the document will not submit scroll through the document and any questions not answered will be highlighted in red and an explanation given

Enrolment Form for Child Sample

Services to enrol: 3 selected

Main Contacts

Additional Contacts

Medical Contacts

Child Information

Immunisations

Other General Questions

CCS Enrolment Agreement

Save&Close

Cancel

Save

Print

Submit

Primary Parent/Guardian

(This person's details are used to claim government subsidy)

Given Name *

Last Name *

Relation to child *

Email address *

You must provide at least 1 contact phone number *

Mobile number

Home number

Work number

Building

Street Address *

Suburb *

State *

Post Code *

Date of Birth

Do you have a CRN ? ☒ Yes ☐ No

I acknowledge that I have no CRN to provide in this form and as a result will not have CCS and other Government payments made to my account to reduce my out of pocket expenses.

Authorisation

Collection ☒ Excursion ☒ Emergency ☒ Medical ☒

Please note: If parents/guardians are separated please register separate accounts.

Secondary Parent/Guardian

Given Name

Last Name

Relation to child

Email address

You must provide at least 1 contact phone number

Mobile number

Home number

Work number

Building

Street Address

Suburb

State

Post Code

Date of Birth

Authorisation

Collection ☒ Excursion ☒ Emergency ☒ Medical ☒

Please note: If parents/guardians are separated please register separate accounts.

Is there an external Agency paying fees on your behalf?

☒ Yes ☐ No

- Please proceed to complete to DDR section, this is mandatory.

Family Direct Debit Request (DDR) Service Agreement

Maria Regina Kids Club

⚠ You have to setup Direct Debit to enrol to this service. If you have any questions, please contact the service.

Service ABN: 98 399 800 352

Address: P.O. Box 1143, Dee Why New South Wales 2099

Frequency: Fortnightly

Terms: Your payment will be the balance you owe on the latest Sunday from the payment date.

Debitsuccess commission fee

Bank Account fee: \$0.88 per transaction

Credit Card fee: 2.3% per transaction

Select billing contact information

Save enrolment form to see newly added contacts

Family ▼

Address:

[REDACTED]

Contact number:

[REDACTED]

Email:

[REDACTED]

Debitsuccess Terms & Conditions

DEBITSUCCESS DIRECT DEBIT REQUEST (DDR) SERVICE AGREEMENT

This Agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement involving Debitsuccess. It also details what our obligations are to you and forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR Authorisation Form.

INITIAL TERMS

I/We authorise Debitsuccess Pty Limited (ACN: 095 551 581) APCA User ID 518466 to make periodic debits on behalf of the "Business" as indicated on DDR Authorisation Form (herein referred to as the Business).

I/We acknowledge that if specified by the Business, in addition to the agreed periodic debits set out in the DDR Authorisation Form, administration/setup, variation, reversal, dishonour, or processing fees may also apply and be debited under the DDR as instructed by the Business.

RELATIONSHIP

I/We acknowledge that Debitsuccess is acting as an agent of the Business and that Debitsuccess does not provide any goods or services, and has no express or implied liability in relation to the goods and services provided by the Business or the terms and conditions of any agreement with the Business.

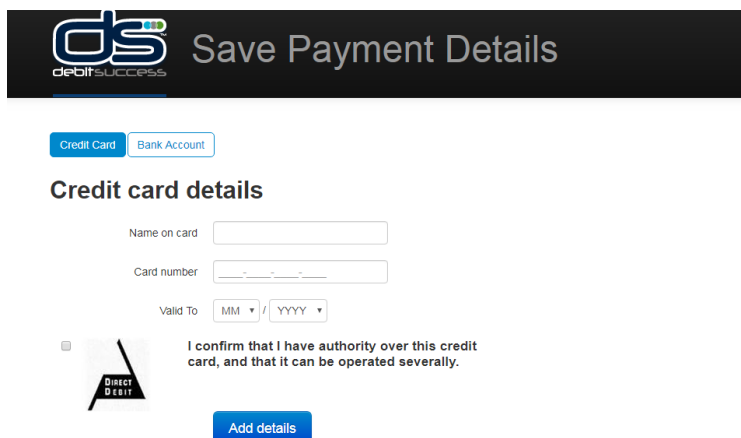
☐ I have read and understood the above mentioned and agree to the terms. *

[Proceed to Payment Details](#)

To proceed to payment details, you will be taken to the Debitsuccess website to complete your Direct Debit settings and returned to this Enrolment form once complete.

- Please click that you accept the Debit Success terms and conditions and click on proceed to payment

- Please enter either your credit card or bank account details and click add details



ds debit success Save Payment Details

Credit Card Bank Account

Credit card details

Name on card

Card number

Valid To MM / YYYY

☐ Direct Debit

I confirm that I have authority over this credit card, and that it can be operated severally.

Add details

Once saved successfully, select the “Service to Enrol” from the drop down list at the top of the form and click on **submit**

- Your bookings can now be placed

******* IMPORTANT ***** Please use a computer or laptop for the enrolment and routine bookings and not a mobile phone. Your child’s Immunisation Statement, any relevant Court Orders or medical action plans also need to be uploaded if applicable. Please have these completed and ready to upload before completing the enrolment process and avoid saving the enrolment to come back and complete at a later time as you risk losing any information that you may have already entered. Please remember we are here to help on 99848089.**

“Things I’m unsure of” – Frequently Asked Questions for new parents

Is there a waiting list for kindergarten children?

Kindergarten children have a guaranteed place for their first year at school as long as their enrolment is submitted to us and booking requests are received and accepted by 30th November of the preceding school year.

How soon do I need to book my child in?

Any kindergarten child may be enrolled into the Centre and routine bookings requested at any time throughout the preceding year. Enrolments and routine booking requests are to be made through our My Family Lounge account via our website www.ooshnb.com.au.

Any questions regarding Kindergarten Enrolments can be answered by Head office on 9984 8089.

I don’t need my child to go to After School Care today. What do I do?

You still need to advise the Kids Club on **0425 219 953** ASAP or mark them absent on the app.

Absences

It is essential and a parent’s responsibility to mark a child as absent on the ‘my family lounge app’ or ring the Kids Club if the child will be absent from the centre on a day they are booked, as it should not be our responsibility to telephone to confirm a missing child’s whereabouts.

It is not sufficient to advise the school that your child will be absent and an email to Head Office on the day of a non-attendance is not advisable as emails are not necessary the best form of communication in these instances. In an emergency a message can be left on either the Centre’s direct number **0425 219 953** or call Head Office on 02 9984 8089. There is a charge if staff is required to follow up a non-attendance which we haven’t been advised of.

What are the “extra fees” I could be charged for?

\$55.00	Annual family registration fee paid prior to commencing.
\$10.00	Account service fee if the account is unpaid for 7 days after the day of attendance.
\$5.00	It’s a parent’s responsibility to inform us if a child is not attending on any given booked day. Should your child be on the attendance roll and OOSH Northern Beaches has not been notified of a non-attendance and a telephone call has to be made to confirm your child’s whereabouts, this fee is applicable.
\$2.00	Re-booking/cancellation fee. To change any booked days or add extra days
\$10.00	Late Collection fee - Parents arriving to collect their child/ren after 6.00pm will be charged an on the spot late fee of \$10.00 for every 10 minutes or part thereof.

Will I be charged for absent days?

As a general rule, we do not give “credits” for days not attended. Should your child not be attending due to extraordinary events, for example school camps etc., if you advise Head Office within 7 days then consideration will be given, otherwise payment will continue for these days.

If your child is away from Kids Club due to illness for 3 consecutive days and you are able to provide a doctor’s certificate, please contact Head Office on 9984 8089 or manager@ooshnb.com.au to discuss a credit on your account.

What will my child be doing during the afternoon?

Your child will have a choice of many activities including indoor craft activities, board games, cooking, gardening, colouring in/painting, group games and outdoor playing, on the outdoor equipment and the oval, organised sporting games and activities just to name a few!

Should I pack some afternoon tea?

No – not unless they are allergic to fresh fruit, pasta, fresh sandwiches, cheese, vegetable sticks, yoghurt, spaghetti, noodles, home-made pizzas etc.

What if my child forgets to go to After School Care?

We have a list of children enrolled for the day and the kindy class teacher has a weekly roll to remind each child. Initially, a staff member waits outside the Kindy classrooms to collect the Children and walk them to the kids’ club for the first 2 terms of school.

As the children's confidence grows from term 3, staff will watch the kids walk the short distance to the kids' club and we conduct a roll call immediately to account for everybody. We will call you immediately if there is any problem. It is a good idea to tie a ribbon to their bag to remind them on the days they should be attending or use the 'OOSH bands' and place it around your child's wrist.

Will the other children pick on my Kindy child?

Not at all!! The older children will be in awe of your Kindy child's cuteness and size. They will include them in games and read them stories; generally, they seem to take an older "sister/brother" role.

Also, the Kindy kids get a kick out of being recognised in the playground by the older kids they have met at the kids' club.

Will the staff think I'm "neurotic" if I ask how my child is settling in?

Absolutely not! Parent interaction is an important part of our day. Please feel free to ask Staff any questions you like regarding your child's responses and/or needs.

Something has come up and I need my child to go to After School Care and I haven't booked them in. What should I do?

Don't worry – you can book your child in quick and easily by using the casual booking calendar on the 'my family lounge app' if you get stuck you can ring the centre before 2pm on 0425 219 953 or email deewhy@ooshnb.com.au alternatively, you can call Head Office on 9984 8089. It is also your responsibility to contact the School to arrange for them to get a message to your child that they need to attend our Centre that afternoon.

What time does the centre open and close?

Mornings run from 7.00am until school starts. Afternoon runs from when school finishes and all children are to be picked up by 6:00p.m. Staff are employed till 6:00p.m, so if you think you will be late, please call the staff on the Centre 0425 219 953. A staff member will stay with your child and you will be charged for the extra time. You will be charged \$10 per 10 minutes or part thereof

How do children generally feel about coming to After School Care?

They love it. Where else can they be a part of a group of different ages, experience new challenges, improve their skills and not be spending their time glued to an electronic device or television set?

We trust that we have answered the most commonly asked questions about the OOSH Northern Beaches Kids Clubs.

If you should have any other questions, please call either Head Office on 9984 8089 or email manager@ooshnb.com.au.

School Ready Checklist

This is a basic checklist for parents to help decide if their child is ready to begin before & after school care.

- Can say his or her first and last name clearly to others (middle names cause confusion) ☐
- Can be used to having mum/dad absent for several hours ☐
- Can read his/her first name in all kinds of scripts ☐
- Can identify own belongings and care for them ☐
- Is used to packing away after games and activities ☐
- Can dress him or herself, especially shoes, socks, jackets, raincoats, etc and can manage clothes after the toilet. (Not shoe laces though!) ☐
- Always has a handkerchief (or tissues) and can use it correctly ☐
- Can recognise the need to go to the toilet and can ask correctly ☐
- Can correctly use a toilet, and for boys, use a urinal, including flushing ☐
- Knows how to wash hands after using toilet ☐
- Can count up to ten objects ☐
- Is used to drawing and colouring, playing quiet activities, such as puzzles and having stories read. Grips pencils correctly ☐
- Can use a paintbrush or small scissors ☐
- No longer uses baby talk. For example uses "I" and "me" correctly (never "me can do it"). Can speak in sentences. Speaks clearly ☐
- Knows some other children who will begin school at the same time (try to make contact with other parents in your area) ☐
- Has a regular bedtime ☐

FAMILY PARTICIPATION

We encourage our families to participate in our curriculum. There are various ways families can become involved at our Service, which may include a special talent or skill, interest, and culture.

We value our families’ ideas and experiences they are able to contribute to improve our Service. Families may choose to participate by conversing about their occupation or talking about a special event that is/ has occurred within the family. Families, including grandparents may wish to read the children a favourite story or implement an art and craft experience. We welcome all ideas and suggestions regardless of how big or small the idea may be.

When families become involved with the Service, it benefits the children as they experience a connection between home and the Service. We invite our families to list how they can contribute along with availability.

NAME	
------	--

OUTLINE OF ACTIVITY OR EXPERIENCE	AVAILABILITY

ALL ABOUT ME

MY (child) NAME					
DATE OF BIRTH					
ANY NICKNAME					
OSHC START DATE					
DAYS OF ATTENDANCE	MON	TUES	WED	THUR	FRI
THINGS I LIKE					
DISLIKES					

(Insert photo-optional)

MY FAVOURITE SONG IS					
I LIKE TO READ BOOKS ABOUT					
MY FAVOURITE TOY IS					
MY FAVOURITE SPORT IS					
MY HOBBIES ARE					
SOME GOALS OF MINE					

FAMILY INFORMATION

I LIVE WITH					
AT HOME THE LANGUAGE WE SPEAK IS					
OUR CULTURAL BACKGROUND IS					
WE CELEBRATE					
OUR CULTURAL TRADITIONS INCLUDE					

EATING HABITS

I HAVE A FOOD ALLERGY/INTOLERANCE DIETARY REQUIREMENT		<input type="checkbox"/> YES <input type="checkbox"/> NO
PLEASE EXPLAIN THE ALLERGY		
MY FAVOURITE FOOD IS		
MY LEAST FAVOURITE FOOD IS		

TOILETING HABITS

I AM ☐ TOILET TRAINED ☐ TOILET TRAINING

FAMILY CONDUCT GUIDELINES (Code of Conduct)

The Family Conduct Guidelines works in conjunction with the Service's Grievance Policy, Enrolment Form, Parent Handbook, Code of Ethics and Child Wellbeing Arrangements. The Family Conduct Guidelines are in place to emphasise the commitment and ethical responsibilities each family adopt when enrolling at the Service.

AIM

The aim of the Family Conduct Guidelines is to provide a clear pathway, supporting families and the Service in communicating and interpersonal skills. This includes acting as an advocate for individual children and discussing more complex and challenging issues that call for astute attention and respect.

It is anticipated that all stakeholders within the Service will adopt the following qualities during their interactions:

- Honesty / Integrity / Inclusivity / Democracy / Respect / Confidentiality

COMMUNICATION

It is expected that families will collaborate with their child's Educator/s, working together to support the child in their learning and development. Our Educators understand that families are busy and often eager to find ways to strengthen the connection between home and the Service. Effective communication builds understanding and trust, for Educators working with families building a positive partnership includes sharing knowledge and experiences to understand the child.

We appreciate when families share information with our Educators about the child. This may include, a restless night, something the child has disclosed, an activity or experience the child would like to do etc. This helps our Educators to support the child throughout the day.

Communication is vital within our Service, ensuring children's needs are being met. We ask that families nominate their preferred method of communication which will be amended as required, so we can do our best to be open and responsive.

MEETING WITH EDUCATORS OR MANAGEMENT

It is not always possible or effective to discuss issues 'on the spot'. Usually, the most communication between families and Educators occurs at child drop-off and pick-up times. This transition time typically is not conducive to meaningful exchanges; families can be rushed, Educators are understandably focused on children's transitions, and in the case of full-day programs, Educators who spend the largest amount of time with your child may not be available or not rostered on that day.

We encourage families to arrange a time away from the learning environment, where the Educator can give families their full attention and make decisions that have been given careful consideration.

RESPECTING OUR EDUCATORS

We request that all stakeholders involved with the Service are respected. This includes respect for our Educators, respect for the children and respect for the families.

If we work to share information, contribute ideas and together, reflect on practices we will have a network for your child that not only supports their time here at the Service, but will also see them thrive.

We all have a common goal: What's best for your child. With that in mind, this journey will be rewarding for all.

Grievances

If there is an incident that has occurred that families are concerned with, we always want to hear and discuss the issue. We ask families to be mindful about discussing or talking about sensitive issues in front of others, including children.

Families are encouraged to document their concerns by completing a 'Complaints / Grievance Form' outlining the incident or concern.

Confidentiality

Confidentiality is something we will not waiver on and expect the same from everyone involved, Educators and families alike. If you do have concerns regarding your child, please see your child's Educator to arrange a time to meet. The meeting will be in a private area within the Service. If issues are still unresolved, then contact our Nominated Supervisor Lachlan Clarke and reschedule a second meeting.

Child Care Subsidy Obligation

We remind families that there are some issues that the Educators have no influence over. There are also some issues that the Service has no control over such as Child Care Subsidy, and timing of payments to the Service and your account.

When families enrol their child into the Service, it is the family responsibility to provide us with the required information to receive the Child Care Subsidy. This includes the correct Customer Reference Number (CRN) and date of birth of the child and parent/guardian the child is linked with.

To receive Child Care Subsidy (CCS) families are obligated to confirm the child's enrolment at the Service. This is the final step to complete the Child Care Subsidy. It is important for families to understand that until this step is complete, Child Care Subsidy entitlements will not be confirmed.

Families are required to advise if their circumstances have changed. This includes:

- Advising if the child begins primary or secondary school for the first time
- If families recognised activity details have changed
- The Families income has changed
- The Care arrangements have changed
- Personal circumstances have changes
- There has been a change of address
- If the family leaves Australia.

Families are advised that most changes can be made using the Centrelink online account through myGov. Families may incur a debt if they have not notified the change within 14 days.

BREACH OF FAMILY CONDUCT GUIDELINES (CODE OF CONDUCT)

If parents or family members are consistently in breach of these guidelines and following an evaluation by the Nominated Supervisor and/or the Approved Provider, any related enrolment/s may be at risk of being terminated.



OOSH Northern Beaches Family Handbook

Website: www.ooshnb.com.au

Welcome | Our Parent Handbook explains important information you will need to be aware of whilst your child is in attendance at our Service.

The handbook is available via QR scan. Open your camera on your smartphone, hover over the code below and open a PDF version of our Family Handbook.



Funded July 2020



AT RISK GROUPS, ADOLESCENTS AND ADULTS			
AGE/GROUP	DISEASE	VACCINE	INFORMATION
All people with asplenia, hyposplenia, complement deficiency and treatment with eculizumab	Meningococcal ACWY	NIMENRIX (IM)	See AIH* for required doses and timing Additional groups are recommended to receive these vaccines but these are not funded
	Meningococcal B	BEXSERO (IM)	
>5 years with asplenia or hyposplenia	<i>Haemophilus influenzae</i> type b	ACT-HIB (IM or SC)	If incompletely vaccinated or not vaccinated in childhood
Year 7	Diphtheria, tetanus, pertussis	BOOSTRIX (IM)	
	Human papillomavirus	GARDASIL 9 (IM)	
Year 10	Meningococcal ACWY	NIMENRIX (IM)	
Pregnant	Influenza	INFLUENZA	Influenza: Any trimester
	Pertussis	BOOSTRIX OR ADACEL (IM)	Pertussis: each pregnancy between 20-32 weeks
Aboriginal people ≥50 years	Pneumococcal	PREVENAR 13 (IM) then PNEUMOVAX 23 (IM)	Prevenar 13: 2-50 years Pneumovax 23: 2-12 months later Pneumovax 23: at least 5 years later
70 years	Pneumococcal	PREVENAR 13 (IM)	Pneumococcal funded for people ≥70
	Zoster	ZOSTAVAX (SC)	Zoster: Catch up available for 71-79 year olds until 31/10/2021
People with at risk conditions for IDDT	See the online AIH* for conditions recommended to receive PREVENAR 13 and PNEUMOVAX 23		

INFLUENZA

AGE/AT RISK CONDITION	RECOMMENDATION	INFORMATION
All children 6 months <5 years	ANNUAL INFLUENZA VACCINATION	For vaccine brands and eligibility see: www.health.nsw.gov.au/immunisation/Pages/flu.aspx
Aboriginal people ≥ 6 months		
People with at risk conditions ≥6 months		
≥65 years		
Pregnant women		

[†] The term Aboriginal is inclusive of Aboriginal and Torres Strait Islander people. [‡] IPD: Invasive pneumococcal disease. ^{*} AIH: Online Australian Immunisation Handbook.