

# NORTHWEST COMMUNITY CHILDCARE HILLSIDE



Hillside OSHC Mobile  
**0477 200 182**

Nominated Supervisor

**Catrina  
Anderson**

## Operating Hours

**Before School  
7:00am – 8:30am**

**After School  
2:50pm – 6:00pm**

## Permanent

**\$18.00**

**\$23.00**

## Casual

**\$18.00**

**\$23.00**

An Extension  
of NWCC

## ENROLMENT INFORMATION

### Bookings and Cancellations:

- Any changes to your child's permanent booking, can be requested via the [My Family Lounge](#) portal, and are subject to availability.
- To permanently cancel bookings, please email [bookings@nwcc.com.au](mailto:bookings@nwcc.com.au). Families are required to provide two weeks written notice.
- We offer casual bookings, if available with consideration to licencing and staff availability. For families with permanent bookings, additional casual sessions can be made up to 14 days in advance using the My Family Lounge app. All other families may book casual days by emailing [bookings@nwcc.com.au](mailto:bookings@nwcc.com.au). We recommend providing at least 48 hours' notice for casual booking requests.

### Session Fees and Statements:

- Current Session Fees are included on this factsheet and are available on our [website](#).
- Families will be provided with an emailed Account and Entitlement Statement on a fortnightly basis, prior to Direct debit payments being processed. Detailed information regarding fees, including payments, can be found in our [Fees Policy](#), which we encourage you to read.

### Late Fees:

- Due to licencing restrictions, children are unable to attend the Service outside of operational times. Should children be present after the Service closing time, a late fee of \$15.00 for each additional 10 minutes of care (or part thereof) will apply.

### Absence Notifications and Fees:

- Please inform us if your child is absent from After School Care by using the My Family Lounge app, via email to [bookings@nwcc.com.au](mailto:bookings@nwcc.com.au), or by text message to the service, at least one hour prior to the session.
- Failure to notify of non-attendance will result in a non-notification fee of \$5.00 per child.

### Extra-Curricular Activities:

- If your child is booked into OSHC and is also booked into another outside activity during this time, you will need to complete an Extra Curricular Activity Permission Form.
- This form is available from [nwcc.com.au/forms](http://nwcc.com.au/forms). It is essential that you complete this form prior to your child attending the activity.
- Please note: The Activity Coordinator is responsible for the collection and return of your child to and from the activity.

## ATTENDANCE INFORMATION

### Delivery and Collection of Children:

- Children are not to be left at the service unattended at any time prior to the service opening and must be collected by the closing time.
- Any person delivering or collecting a child from the service, must sign them in or out on the Kiosk iPad. An individual security pin, which must not be shared, needs to be issued in advance to allow this.
- Any person who is collecting a child from the service must be aged 18 or above, listed as an authorised nominee on the child's enrolment form with their contact details and be able to produce photo ID upon request from staff.

## FAMILY WELLBEING INFORMATION

### Kindergarten Drop Off and Collection:

- For Term One and Term Two only, an Educator will escort the **Kindergarten** children to and from their classrooms or a designated drop off/collection point.

### Illness and Infectious Diseases:

- If your child is unwell and showing symptoms of an illness (Cold/Flu) or infectious disease (e.g. Chicken Pox, COVID-19) please keep your child at home.
- Children who appear unwell at the Service will not be permitted to stay, and we will ask you to collect them. This is for the overall health and safety of all children and staff.

### Medication:

- Medication can only be administered to children if a [Medication Authority Form](#) has been completed.
- All medication must include a Pharmacy label stating the dosage, time/date, and storage requirements.

- All children with a medical condition are required to provide their own medication prior to starting OSHC, or they will not be permitted to attend. Please also supply any doctors' letters and supporting documentation of any diagnosed condition.
- It is mandatory for children that have Asthma, Anaphylaxis and/or Allergies to provide a current, coloured Action Plan including the child's photo and any required medication prior to attendance.
- If new medical conditions are diagnosed for your child whilst enrolled with NWCC, please email [bookings@nwcc.com.au](mailto:bookings@nwcc.com.au) so we can update your family enrolment and make staff aware.

### Sun Protection:

- The Service supplies SPF 50 broad-spectrum, water resistant sunscreen for staff and children to use, however you are welcome to provide your own. We just ask that you ensure that the sunscreen has not expired.
- Children require a wide-brimmed or legionnaires hat to play outside if the UV rating is 3 or higher.

**Key Links:** [NWCC Family Handbook](#)  
[Services Australia](#)

## MORNING ROUTINE

### 7:00am

- OSHC opens.
- Children wash their hands upon arrival.

### 7:00am – 8:00am

- Breakfast is served.
- Children have a choice of indoor and outdoor activities and extra curricular activities are run.

### 8:00am – 8:30am

- Children and Educators to pack away the room.
- Community Circle, group discussions and group games commence.
- Roll call, hand sanitiser and sunscreen are given.

### 8:30am

- Children depart OSHC to school.
- Kindergarten children will be taken to their classrooms (TERM 1 AND TERM 2 ONLY)

## AFTERNOON ROUTINE

### 2:50pm

- An Educator to collect the Kindergarten children from their classrooms (TERM 1 AND TERM 2 ONLY)

### 2:50pm – 3:20pm

- Sunscreen is applied and bags are put down.
- Children wash their hands for afternoon tea.
- Roll call, head count and group time.
- A seated group afternoon tea commences.

### 3:20pm – 5:00pm

- Indoor and outdoor programmed and spontaneous activities commence.
- Hydration reminders are given to children.

### 5:00pm – 6:00pm

- Children come back inside, pack away and quiet indoor play experiences commence.
- Head counts are completed and a late snack is served.
- Centre closes at 6:00pm.

NWCC values  
**feedback & suggestions**  
from all children  
and families.