



FAMILY HANDBOOK

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WHO ARE WE AND WHY DO WE PROVIDE OSHC?

For over 35 years Interchange Outer East (IOE) has been delivering disability support that focuses not only the person with a disability but every family member. As a registered NDIS provider we're ready to help you get the most from your NDIS plan and support you to reach your goals.

Our fundamental difference from other service providers is that family wellbeing and fun are at the core of everything we do. We're flexible in our approach, we listen to you and your family and work together to develop services that respond to your needs ... and have as much fun as possible along the way.

Interchange Outer East encourages all people to have full access and involvement in the life of the community. Within the service all participants (people with disabilities, their families, volunteers and staff) shall have the opportunity to be actively involved in all activities of the agency.

By providing OSHC services at schools, we are providing more access and care for working families. OSHC@IOE accesses Childcare Subsidy allowing IOE the opportunity to provide more affordable services for families and the ability to access different funding support.

We pride ourselves on having a pragmatic approach to rules and regulations, a commitment to providing the best possible outcomes and a maxim that everything is possible.

OUR PHILOSOPHY

Creating Opportunities and Choice

We are committed to delivering the best possible services which create opportunity and offer choice for children and young people with disabilities and their families.

Our [purpose statements and our beliefs](#) govern every aspect of our service provision and delivery. Working within the Human Rights Framework is intrinsic to our organisation.

With family and fun at the core of everything we do, we are flexible in our approach, respond to your needs, and deliver support programs which:

- Develop confidence, life skills, and provide new experiences
- Enable each child and young person with a disability to be engaged and included in their community
- Recognise that the wellbeing of every family member matters.

IOE is backed by a strong culture that values people as being its most valuable asset. We pride ourselves on being open, honest and transparent and believe strongly in maintaining a friendly and personal approach in all we do. We aim to provide a safe, educational, inclusive environment that is accessible to working families.



CHILD CARE SUBSIDY

You may be eligible to receive Child Care Subsidy (CCS) if you or your partner meet all of the following:

- Care for your child at least two nights per fortnight, or have 14% care;
- Are liable for fees for care provided at an approved child care service; and
- Meet the residency rules.

Your child must also meet both of these:

- Immunisation requirements
- Not be attending secondary school unless an exemption applies.

If your child attends secondary school, you may still be eligible if they need supervision. They must be:

- 13 or under; or
- 14 to 18 with disability.

In these circumstances, you must provide evidence as to why your child can't be unsupervised. This may include evidence of your child's disability. You also need to confirm an adult is unable to care for your child during this time. Each person who is liable to pay child care fees will need to apply for this subsidy and meet these criteria Both the parent/carer and the participant must have a CRN from Centrelink to be able to apply for CCS.



XPLOR APP

OSHC@IOE uses a one stop app for all bookings, payments, enrolments and learning. Upon enrolment, families will have access to Xplor to request changes to bookings, inform of absences, access statements and make extra payments on accounts. Families are also able to communicate with staff and contribute to their child's learning.

For more information on Xplor and the function please visit:

www.ourxplor.com/parent



RATIOS AND STAFF ARRANGEMENTS

Due to the unique program, OSHC@IOE offer well below the recommended 1:15 ratio. OSHC@IOE will offer 1:4 ratio and if required, 1:1 ratio. Upon enrolment and consultation with families, an appropriate ratio will be decided with the individual's needs in mind.



FOOD/MENU

OSHC@IOE offers a range of breakfasts including toast and cereals, and for afternoon snack, a healthy option including fruit, crackers and cheese. We will cater to the individual dietary needs of participants. The participants will have the opportunity to choose their menu items and assist with the ordering process teaching life skills. Having participants assist with deciding the menu also gives the opportunity for ownership over their program.



PROGRAMMING AND PLANNING

We plan and program around the participants' interests. We do not place all children in one basket. Our program, similar to our menu will be developed around the participants. They will assist with the decision making of the program and from there, our educators and support workers will incorporate the learning. Being a before and after school care program, we understand that participants may need time to wind down/quiet time before the day starts. Taking a soft, natural approach to learning is the most successful way to ensure great outcomes for our participants. The program will be shared each week with families via Xplor. This gives the families the opportunity to contribute to the program and offer feedback.

BOOKINGS

Upon enrolment confirmation a regular booking pattern will be developed. Families are more than welcome to request extra bookings charged at their normal session rate through the Xplor app. For last minute booking requests, e.g. you require an afternoon booking that day, please call the Interchange Outer East reception on 9758 5522. If you are required to cancel a booking, you will not be charged if there is two weeks notice. Your child will be marked as absent if less than two weeks notice is provided.

FEE PAYMENTS

Fees will be charged one week in advance. All accounts must remain at a minimum \$0.00 balance at all times. Fees will be direct debited from the nominated bank account provided in the enrolment form. If you are experiencing financial hardship, we are more than happy to accommodate. Centrelink offer Additional Childcare Subsidy for families experiencing sudden financial hardship. If you feel this is required please contact IOE reception.

ENROLMENT REQUIREMENTS

All OSHC@IOE participants must provide their most current and up-to-date immunisation certificate.

Please note: This must include the COVID-19 vaccine as per government guidelines.

If a participant of the program has a medical or dietary requirement, a medical management plan must be developed alongside OSHC@IOE and the family before their commencement in the program. The plan is then to be reviewed and updated annually.

The participant must be enrolled through Centrelink to receive Child Care Subsidy.

CANCELLATION OF CARE

Two weeks notice in writing is required to cancel care on a permanent basis. Once the cancellation has been confirmed, the participant's place in the program may be given to a wait listed participant.

LATE PICKUPS

There is no additional fee for a late collection however, if the participant is collected late three times care may be suspended from the program. If a participant is at the service more than 15 minutes after closing, and attempts to contact the family/carer have been unsuccessful, DHHS and Victoria Police will be contacted.



LINKS AND RESOURCES

- **My Time Our Place**
Framework for School Age Care in Australia:
www.acecqa.gov.au/sites/default/files/2018-05/my_time_our_place_framework_for_school_age_care_in_australia_0.pdf
- **Xplor Enrolment Page:**
www.bit.ly/ioe-oshc-enrol
- **NQS - National Quality Standard:**
www.acecqa.gov.au/nqf/national-quality-standard
- **NDIS Framework:**
www.dss.gov.au/sites/default/files/documents/04_2017/ndis_quality_and_safeguarding_framework_final.pdf



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 **INTERCHANGE**
OUTER EAST

