



OUR LADY OF HOPE GREENWITH OSHC



TERM 3 NEWSLETTER

Dear Families,

As Term 3 comes to a close, we are reflecting on what has been another wonderful, yet very busy term here at OSHC! One of the biggest undertakings this term has been enrolling onto our new system. While the process was at times a little tricky, we're pleased to share that we've all made it through together, and we're so grateful for your patience and support along the way.

Alongside that, the term has been filled with lots of fun, laughter, and creativity through our programmed experiences. The children have enjoyed exploring new activities, taking on challenges, and building on their interests. It has also been so lovely to see new friendships forming and existing ones growing stronger, adding to the warm, inclusive community we are so proud of.

In this edition, we'll be sharing some of the highlights from Term 3, as well as important dates and updates as we look ahead to Term 4. We're excited for the final term of the year and can't wait to see all the learning, fun, and celebrations it will bring!

Kind regards,
The OLOH OSHC Team



HOURS OF OPERATION

Before School Care	7.00-8.45am
After School Care	3.00-6.15pm
Vacation Care	7.00-6.15pm
Pupil Free Day	7.00-6.15pm
Early Closure (1)	12.30-6.15pm
Early Closure (2)	2.10-6.15pm

ADVISORY COMMITTEE

Chairperson.....	Darren Bolland
Secretary.....	Vacant
Treasurer.....	Charmaine Gillard
OLOH Board Delegate.....	Paul Bennett
Service Representative.....	Diane Griguol
Staff Representative.....	Trisia Wilkie
Family Representative.....	Dale Barnes
WHS Representative.....	Donna Houlahan

STAFFING

Director.....	Diane Griguol	Cook.....	Judy Pringle
Assistant Director	Trisia Wilkie	Maintenance Officer.....	Jim Sloman
Leadership.....	Donna Houlahan	Educator.....	Karen Roberts
Leadership.....	Cherie Smyth	Educator.....	Mitchell Payne
Senior Educator.....	Haley Foran	Educator.....	Adam Pope
Senior Educator.....	Emma Thompson	Educator.....	Phoebe Doolin
Senior Educator.....	Ella Rodgers	Educator.....	Monique Barber
Senior Educator.....	Zach Wallace	Educator.....	Gemma Stacey
Senior Educator.....	Elizabeth Iliev	Educator.....	Georgia McCue
Senior Educator.....	Mia Forbes	Educator.....	Dylan Gruber
Senior Educator.....	Kate Lovell	Educator.....	Holly Kosir NEW
Senior Educator.....	Mason Baumann		

NEW STAFF

Holly Kosir has joined our team. Holly is in her first year of a Bachelor of Primary Education.



2025 OSHC STAFF



Diane



Trisia



Jim



Judy



Donna



Haley



Emma



Georgia



Mitchell



Eli



Cherie



Ella



Phoebe



Adam



Monique



Gemma



Mason



Kate



Mia



Karen



Zach

STAFF PROFESSIONAL DEVELOPMENT

- Blended Therapy – Full Day- Diane & Trisia
- Blended Therapy – 3 hour – Staff Team
- CESA Director’s Meeting – Diane & Trisia
- Mental health in Middle Childhood – Staff Team
- Emergency Warden Training – Trisia & Donna
- XPLOR Training Office, Playground & Hub – Leadership Team
- XPLOR Training Playground – Staff Team

IMPROVEMENTS, REPAIRS AND MAINTENANCE

- Pest control
- Routine maintenance and grounds upkeep
- Fixed screen door
- Fixed Drink Tap pipe
- Repaired leg of Foosball table
- Repaired lock on internal gate
- Repaired steps for emergency exit

POLICY REVIEW

If you would like to view any policy and offer any input, the policies can be viewed on our website. If you wish you can request a copy of a policy. We have finished reviewing the following policies and they will be shortly on our website:

- [Dealing with Infectious Disease](#)
- [Dealing with Medical Conditions in Children](#)
- [Responding to Incident, Injury, Trauma and Illness](#)
- [Safe use of Digital Technology and Online Environments](#)

The following policies we will be starting to review:

- [Fees](#)

Please have a read of these policies and if you would like to make a comment, I encourage you to do so. We find your feedback very informative.

Transition from SPIKE to XPLOR

1. Overview of Transition to Xplor

All Catholic Education OSHC (Outside School Hours Care) and ELC (Early Learning Centre) services are scheduled to transition to the Xplor Childcare Management System (CMS) by the end of 2025.

Our Service transitioned on **Monday, 15th September 2025**.

About Xplor:

Xplor Education is a trusted CMS with over 15 years of experience in the sector. It provides a modern, secure, and user-friendly digital platform designed to streamline operations for educators and families alike.

2. Xplor Home: Features for Families

The 'Xplor Home' family app is a top-rated platform in Australia and offers a comprehensive set of features to support family engagement and service management:

- **Bookings & Payments:** Manage recurring, casual, and vacation care bookings as well as payments in one convenient location.
- **Digital Sign-In/Out:** Easy drop-off and pick-up with digital attendance tracking.
- **Shared Moments & Messaging:** Enables two-way communication between families and educators.
- **Live Updates:** Immediate notifications on nutrition, activities, and incident reports for greater peace of mind.
- **Secure Payments via Debit Success:** Integration with a leading direct debit solution to manage payments and CCS (Child Care Subsidy).

3. Debit Success Integration

'Debit Success' is the secure, integrated payment solution within Xplor. It is one of the largest direct debit management services in Australia and New Zealand. Key points include:

- All financial data is stored securely on-shore.
- It complements and supports all Xplor applications.
- **Action Required:** Parents and caregivers wishing to continue using the OSHC service must create a Debit Success account to manage payments.

4. Progress and Actions Undertaken by Leadership Team

Our leadership team has been actively preparing for this transition. Key actions include:

- **Training:** Staff have undertaken comprehensive training to understand and implement the new system effectively.
- **Software Configuration:** Customization and adaptation of the Xplor platform to suit our Service's operational needs.
- **Family Support:** Distribution and processing of enrolment forms, with ongoing support provided to assist families with setup and transition.
- **Communication:** Regular updates and guidance offered to families to ensure clarity and a smooth transition.

5. Support

We remain committed to providing continuous assistance and clear communication throughout the process. Families are encouraged to reach out to our team with any questions or support needs.

IMPORTANT CAR PARKING

Can families please refrain from parking in the first 2 spots in the diagonal parking where staff park in the morning. We have several staff members with disabilities that use these car parks. Thank you for your assistance in this matter.

IMPORTANT CHANGES TO THE ACCEPTANCE AND REFUSAL OF AUTHORISATIONS POLICY NEW

Dear Families,

The welfare and safety of the children in our care remains our top priority at Our Lady of Hope Greenwith Campus OSHC, and we continuously review and update our policies to ensure the highest standards of care and security.

As part of this commitment, the Advisory Committee has reviewed our **Acceptance and Refusal of Authorisations Policy**, and we would like to inform you of an important update regarding the age requirement for individuals authorised to collect children from the service and changes to children being signed out unaccompanied by an authorised person.

Effective 7th July 2025, the following changes will take place:

- Only individuals who are **18 years of age or older** will be permitted to collect children from our Service.
- Children will not be able to leave the Service without being signed out and accompanied by an authorised person.

By reading the updated policy, which can be accessed on our website, you ensure that you are compliant with our service's operational requirements. This helps us to maintain a high standard of care and avoid any confusion regarding collection procedures.

We ask that you ensure any person you designate as an authorised collector meets this age requirement. This update helps us maintain a high level of safety and responsibility when it comes to releasing children from the service.

Please take a moment to review your child's collection details, if necessary, via the SPIKE App. Click on your child's name and the people authorised to collect your child will appear. If you need to make any amendments, please email these changes to oshcinfo@oloh.catholic.edu.au.

If you have any questions or need assistance, please feel free to contact the OSHC office on 82899751.

We thank you for your understanding and cooperation in helping us maintain a safe and secure environment for all children in our care.

Warm regards,

Diane Griguol
Director

COLLECTION OF CHILDREN

Please note that if you elect to send someone to collect your child that is not listed on your child's enrolment form you are required to send us an email confirming their identity. If it is a last-minute emergency collection you will then need to telephone our office to make arrangements. We can't legally release the child to anyone that you have not given permission to collect.

IMPORTANT FAMILY CONCERNS AND GRIEVANCE PROCEDURE

At our OSHC service, we are committed to maintaining open, respectful, and constructive communication with all families. If a parent or guardian has a concern about any aspect of the service, we encourage them to raise it directly with the **Responsible Person in charge** at the time the concern arises. This allows us to address issues promptly, fairly, and in a manner that supports positive outcomes for all involved.

We value working in **partnership with families** and are dedicated to resolving any concerns through respectful dialogue and mutual understanding.

To maintain a positive and supportive environment for children, families, and staff, **negative online commentary or gossip about the service** is strongly discouraged. Families who repeatedly post negative comments online or engage in ongoing negative discussions about the service in public or community forums may compromise their ability to continue accessing the service, as such behaviour can impact the wellbeing of the wider OSHC community.

We thank all families for their cooperation and shared commitment to respectful communication and collaboration.

BOOKINGS

All families are required to use the XPLOR Parent Childcare App to make their bookings or cancellations for their children.

On the App, families can see their children's allergy / dietary requirements, emergency contacts, current and upcoming bookings, invoices & statements, CCS entitlements and current balance owing as well as correspondence and messaging.

Bookings can only be cancelled if more than a week's notice is given. If less than one week's notice is given you will not be able to cancel these bookings on the App and you will need to contact the service via the XPLOR Parent Childcare App to advise that your child will be absent for that session. Short notice bookings are still accepted by the OSHC office. The cut off for using the app for **Before School Care** is **6.00pm the night before** and **After School Care** is **9.00am on the day**.

EARLY FINISH TERM 3

OLOH

Friday 26th September 12.30pm

A sandwich of choice and a piece of fruit is included for lunch

Greenwith Primary School

Friday 26th September 2.10pm

If families have booked their children in for this day the booking will automatically be updated to their child's school early finish. If families do not want their child to attend the early finish, then 1 week's cancellation notice is required.

PUPIL FREE DAYS TERM 4

OLOH

Monday 13th October

Friday 12th December

Greenwith Primary School

Nil

Just a reminder to families that we require a minimum of 13 children to operate for the day.



PUBLIC HOLIDAYS TERM 3

Vacation Care

Labour Day 6/10

Please note that families are not charged for Public Holidays.

2 WEEK CLOSURE – Dates for this year

Our 2-week closure is from Friday 19th December- Monday 5th January 2026.

VACATION CARE OCT 2025

The Vacation Care program for the October 2025 school holidays has been completed and sent out to all families via the SPIKE App. These forms are also posted on our website <http://goshc.org.au>. Spots have been filling up very quickly.

Please book carefully as you will still be financially responsible for your child's place whether they attend or not.

Lunch Menu – Steps to follow to order your child's lunch preference

You are required to write down your child's lunch preference, either the advertised option or a sandwich of your choice for each day on the booking form. If you do not write down your child's lunch preference, then the advertised option will be selected for your child. Please take the time to go through the menu with your children so that they are aware what they will be having for their lunch prior to Vacation Care. Some children can become quite upset if you have ordered a lunch that they are unsure about or do not like. **Once a lunch has been ordered it can't be changed on the day.** If a child refuses to eat their lunch their family will be contacted. If a sandwich is then requested by the family a fee of **\$4 per sandwich** will be charged to the parents' account.

Drink Bottles

All children require drink bottles in Vacation Care for days that we stay at our OSHC service as well as excursions.

Hats

All children are required to bring their OSHC hat to Vacation Care. **If your child is booked in for an excursion and they don't have a hat we will then provide your child with a hat and charge your account \$10.**

Dress Attire

Children that attend Vacation Care are required to wear tops that have their shoulders covered by their top. Cancer council recommend that children's arms are covered to their elbow. **Tank tops and singlets are not suitable attire for Vacation care.**

Closed -in Footwear

It is a requirement that all children that attend Vacation Care wear enclosed footwear (school footwear included) **Please note: Children not wearing enclosed shoes will not be accepted into the Service.**

Vacation Care Survey

Can families using Vacation Care please take the time to complete the Vacation Care survey at the end of the holidays. The survey can be found on our website.

CENTRELINK 14 & 26 WEEK ENROLMENT RULES

We have had a few queries regarding the Centrelink 14-week & 26-week rules. These rules are applicable if your child has not attended OSHC in 14 weeks or 26 weeks consecutively. Please use the attached link for more information:

<https://www.servicessaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186#:~:text=If%20your%20child%20is%20ill>

WHAT ARE CENTRELINK ALLOWABLE ABSENCES?

Centrelink provides funding for up to **42 absences per child per financial year**. These absences are considered allowable and will not affect your eligibility for the Child Care Subsidy. If you reach your allowable absence limit, you may be able to get additional absences. Please use the attached link for more information:

<https://www.servicessaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186#:~:text=You%20can%20get%20up%20to,your%20child%20is%20ill>

FEES 2025

Before School Care	\$14.50	
After School Care	\$26.50	
Early Finish 12.30pm	\$46.50	
Early Finish 2.00pm	\$34.00	
Vacation Care	(non-refundable)	
Bronze (Home Day)	\$68.00	
Silver (Incursion Day)	\$79.50	
Gold (Excursion Day)	\$90.50	
Pupil Free Day	\$68.00	
Hats	\$10.00	
Application Fee	\$100.00	for new families
Re-enrolling Fee	\$25.00	for existing families that do not re-enrol their child prior to the conclusion of the current school year
Bond Fee	\$200.00	only applicable to families not paying fees on time and families being sent for debt recovery



OVERDUE PAYMENTS OF OSHC ACCOUNTS

Families that have their **deduction declined** will be charged a **\$14.95 bank fee from XPLOR**. Families will then be contacted to arrange settlement of their account. If payment is not received by Friday being the last day of the week the child's place will be suspended until payment has been made in full.

Families that have their deduction declined 3 times in a calendar year will be required to go on a \$200 bond to continue to use the Service. This bond does not offset any future fees.

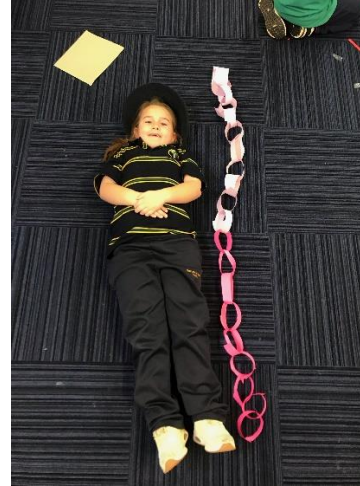
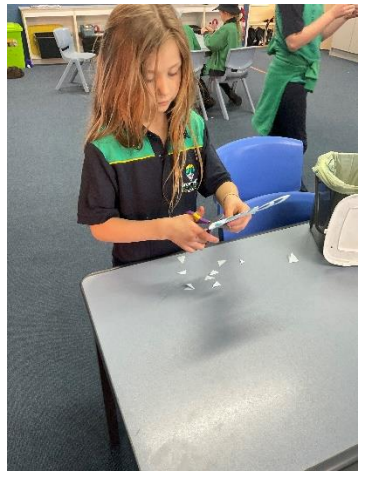
Families that do not pay their Vacation Care Fees by the due date will be required to prepay their fees for subsequent bookings for Vacation Care.

Families are encouraged to discuss any difficulties that they may have in paying fees with the Director, who will discuss and make suitable arrangements for payment of fees as well as informing them of other avenues of financial support if required.

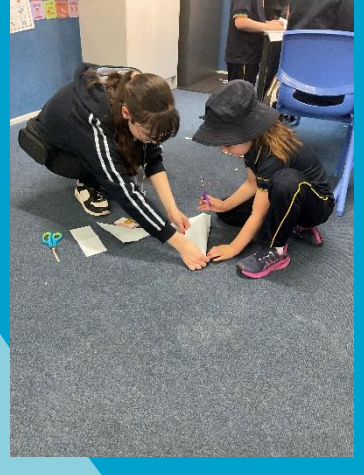
QUALITY IMPROVEMENT PLAN 2025 Term 3

<u>Quality Area</u>	<u>Task</u>	<u>Achieved By</u>	<u>Check</u>
	No tasks		









Term 3 Highlights!

