



OUR LADY OF HOPE GREENWITH OSHC

TERM 4 NEWSLETTER



Dear Families,

What a year it has been! Term 4 has absolutely flown by, and it's hard to believe we're already wrapping up another wonderful chapter together. This term has been filled with busy days, big smiles, and countless moments that remind us why our community is so special. We've seen new friendships bloom, old ones strengthen, and our children continue to grow in confidence, creativity, and kindness.

Our mid-year receptions have settled in beautifully and are absolutely loving their time in OSHC. It's been a joy watching them find their place, make connections, and thrive.

This term also brings a bittersweet moment as we farewell our Year 6s. We've loved watching them grow over the years, and although we'll miss their presence, we're so proud of the young people they've become. We wish them all the very best as they step into their next chapter.

As we look back with pride, we also look forward with excitement. We can't wait to see what next year holds and to continue sharing these milestones and memories with all of you.

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
Senior Educator.....	Mason Baumann	Educator.....	Finn Russian NEW

NEW STAFF

Finn Russian is joining our team. Finn is currently completing a degree in mechanical engineering. Finn is the grandson of the first Principal, Bert Michels, of Our Lady of Hope.



2025 OSHC STAFF



Diane



Trisia



Jim



Judy



Donna



Holly



Mason



Mitchell



Emma



Eli



Cherie



Ella



Phoebe



Mia



Monique



Gemma



Georgia



Kate



Karen



Haley



Adam



Zach

STAFF PROFESSIONAL DEVELOPMENT

- CESA Director's Meeting – Diane & Trisia
- XPLOR Training Office, Playground & Hub – Leadership Team
- XPLOR Training Playground – Staff Team
- Cooking up a Storm – Kurna Focus
- Policy & Procedures – Staff Team

IMPROVEMENTS, REPAIRS AND MAINTENANCE

- Pest control
- Routine maintenance and grounds upkeep
- Repaired kitchen door
- Replaced bolt on kitchen door
- Repaired girls toilet sink drain
- Replaced girls toilet hand soap dispenser

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:

- [Emergency Management Risk Assessment](#)
- [Excursions/Incursions/Transport](#)
- [Complaint Response and Resolution](#)
- [Water Safety](#)
- [Fees Policy](#)

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.

IMPORTANT NEW CHILDCARE SOFTWARE NEW

Transition from SPIKE to XPLORE

On 15 September 2025, OSHC transitioned from the SPIKE management system to XPLORE. The intent of this change was to adopt a more modern, scalable system with expanded functionality and improved long-term capabilities. While the transition has been completed, the experience has been significantly more challenging than anticipated, particularly in relation to system complexity, administrative workload, and day-to-day operational efficiency. The team continues to adapt, but the current workflow is not yet aligned with organisational needs or previous productivity levels.

Despite these challenges, staff are gradually building familiarity with the new system, and there are opportunities for improvement with targeted support.

FEES 2026

Dear Families,

After careful consideration, our Out of School Hours Care (OSHC) fees will increase by 3.5%, effective 5.1.2026

This small adjustment is necessary to ensure we can continue providing a safe, high-quality program for your children. Over the past year, our operating costs have risen significantly, particularly in two key areas:

- Staff wages, following the recent wage increase
- Transport expenses for excursions and off-site activities

We have made every effort to keep this increase to an absolute minimum, especially given the ongoing cost of living pressures that many families are experiencing. The 3.5% adjustment allows us to maintain our current level of care, support our dedicated educators, and continue offering engaging programs and excursions for the children.

We truly value your ongoing support and understanding. If you have any questions or would like to discuss the change further, please feel free to contact us.

Before School Care	\$15.00
After School Care	\$27.50
Early Finish 12.30pm	\$48.50
Early Finish 2.00pm	\$36.00
Vacation Care	(non-refundable)
Bronze (Home Day)	\$70.00
Silver (Incursion Day)	\$82.00
Gold (Excursion Day)	\$93.50
Pupil Free Day	\$70.00
Hats	\$10.00
Application Fee	\$100.00 for new families
Re-enrolling Fee	\$25.00 for families wishing to re-enter the service
Bond Fee	\$200.00 only applicable to families not paying fees on time and families being sent for debt recovery

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.

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**.

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.

EARLY FINISH TERM 4

Greenwith Primary School

Friday 12th December 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

Friday 12th December

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

2 WEEK CLOSURE – Dates for this year

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



VACATION CARE DEC 2025 / JAN 2026

The Vacation Care program for the upcoming school holidays has been completed and sent out to all families via the XPLOR 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.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186#:~:text=If%20your%20>

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

OVERDUE PAYMENTS OF OSHC ACCOUNTS

Families that have their **deduction declined** will be charged a **\$14.95 bank fee from XPLO**R. 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>
4.2.1	The leadership team will guide all educators to follow our work practices. 2:45pm staff meeting quiz questions. Formal and informal conversations. More extensive mentoring for new educators	The end of Term 4	<u>Completed</u>
5.1.2	Training with the School in their new Behaviour Management System.	Term 4	<u>Completed</u>
6.1.1	Promote awareness for families of how they can engage with the service (meet and greets, surveys, questionnaires, informal/formal discussions, advertising family meeting joining the Advisory Committee.)	End of Year (constant)	<u>Completed</u>
6.2.3	Participate in RAP training. Access the Narragunnawali platform. Engage the support of Narragunnawali; Reconciliation in Education.	End of Term 4	Waiting for school to collaborate with them as they already have an account.
6.2.3	Children will engage in activities to connect with our community such as the nursing home – located next to Our Lady of Hope.	End of Term 4	<u>Completed</u>
7.2.3	<ul style="list-style-type: none"> • First Aid Training • Workplace Best Practice Training • Mental Wellbeing Strategies • ASD Training • QIP Training • SIP Training • NQF Training • Observations and evaluations • Safe use of technology and online environments training • XPLO training 	End of Term 4	<u>Completed</u>





Term 4 Highlights!

