

Uniting MLC School Outside School Hours Care Burwood Guide for families



Get in touch

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We acknowledge the W angal people, the traditional custodians of the Country on which our OSHC stands. We pay our respects to Elders past, present and future.

Uniting

Welcome

This guide provides information about MLC OSHC. Our not-for-profit service warmly welcomes and acknowledges you and your family as part of our vibrant learning community.

Our Outside School Hours Care (or OSHC) provides education and care for up to 60 children daily. We employ an OSHC Coordinator and other educators with a range of qualifications who have a passion for working with children.

We're approved for children from Pre-Kindy to Year 6. We offer permanent booking rates and casual booking rates. We'll make every effort to ensure you have the days of your choice, however we are unable to go over our daily licensed maximum of 60 children.

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Our philosophy

We, at Uniting MLC school OSHC, recognise, value and acknowledge the Wangal people, the custodians of the land on which we teach and learn. We value and respect all Aboriginal and Torres Strait Islander cultures and histories and understand the importance of providing an indigenous perspective throughout our curriculum.

As a community of educators, families and children, our guiding principles include:



Children: We focus on creating an environment where children feel confident, respected, and valued. We provide opportunities for holistic development through play-based learning, both indoors and outdoors. We prioritize children's health and wellbeing, offering healthy snacks and role modelling healthy habits. Our goal is to foster a strong sense of identity, confidence, and involvement, empowering children to become effective communicators and engaged learners.



Educators: Educators are integral to our centre's success. We ensure they are supported with resources, professional growth, and a collaborative environment. By modelling positive social skills, educators help build resilience and confidence in children. We value teamwork and open communication to maintain a nurturing and consistent environment for all.



Families: Families are central to a child's learning journey. We actively involve families in the program, ensuring each child's culture, needs, and abilities are acknowledged. Open communication and family participation are key to creating a sense of belonging and ensuring the wellbeing and development of every child.



Environment: Our centre is committed to creating a welcoming and stimulating environment that promotes learning, growth, and exploration. We incorporate sustainable practices and provide spaces where children can engage in both individual and group activities, contributing to their overall development.



Community: We believe in building strong connections with the broader community. By involving families, extended family members, and local resources, we promote a sense of belonging and ensure our program reflects diverse perspectives. Our community-based approach enriches the learning experience for everyone involved.



Continuous Improvement: We are dedicated to continuous improvement, regularly reflecting on our practices and seeking feedback from children, families, and educators. By aligning with national standards and regulations, we strive to provide a high-quality service that evolves to meet the needs of all involved.

Updated 28/02/2025

Next review: 28/02/26

Meet our OSHC Coordinator



Sabreen Banu

Qualifications: Diploma of Early Childhood Education and Care.

Experience: 11 years

How do you contribute to a child's development?

I strongly believe that each child is a unique individual and that all children have their own strengths, interests, personalities and patterns of growth and development. Supporting children to build their self-confidence and self-worth is paramount for their overall development. I believe in providing a safe and caring environment where children are encouraged to develop to their full potential and use their creativity and imagination to discover, play and learn.

What do you love about your centre?

Ours is a small service and this enables us to get to know each child and their families intimately. For both children and educators, Uniting MLC School OSHC is a second home. Positive, harmonious and respectful relationships are a key factor in building a warm and trusting environment. I have been at this service since its inception and have contributed positively to each child's learning and development. It is rewarding to be a part of each child's learning journey and it is gratifying to watch children thrive and grow into confident young adults.

What do you learn from the children?

That each day brings with it a new learning experience. Children's curiosity and joy for learning, resilience and courage, and their ability to live life to the fullest are just a few things that inspire me.

Settling in

For most children, OSHC is an exciting place right from the start. For others however, it may take a little longer before they become familiar with us and feel a sense of belonging, trust and security. This is quite normal! All children react differently, and our educators are very responsive to children's needs (and families), and they'll do all they can to settle each child and help them to feel safe, secure and supported.

During enrolment, we'll give you a child orientation book to read with your child before they attend, to familiarise them with the new environment and program.

Saying goodbye can sometimes be the hardest part for children (and families) and there are some things families can do to make the process easier:

- Talk positively about us and all the wonderful, exciting things they can do here.
- Spend some time here with your child on their first few days, choosing activities to do and staying with them for a while.
- Don't say 'goodbye' until you are actually ready to leave. When you have said 'goodbye', leave, even if this appears to upset your child. Some children are upset as parents leave, but settle very quickly soon afterwards as they get involved in an experience with an educator. A staff member will always call you if your child is too distressed - we will not leave them.
- Remember all children are different and will react in a variety of ways. We are always happy for families to call us to see how their child is going.
- For the first few days we encourage families to pick their child up earlier than usual, as a shorter day can help to make the beginning a more positive experience. Until children

become familiar with our educators and routine, they may want to go home when they see other families arriving, even if their day has been otherwise happy.

Preparing for the first day

Orientation

Families are encouraged to spend some time here with their child before enrolment, to support their transition. With your support, this gives your child some time to play, to become comfortable with the routine and environment, and to build trusting relationships with the teaching team. It also offers you the opportunity to meet our educators, understand our program, and develop a partnership with our team, so you can be confident that your child will be cared for, nurtured, and have their educational needs met.

What to expect

Generally, the first day at OSHC is filled with lots of new and exciting experiences, so your child may become anxious at a change in their usual routines, especially if it is their first year of schooling. Every child's reaction is different. Sometimes returning to OSHC is harder for some children, while for others it may be several weeks before they react to the change in their life, but they will adjust in time. You are most welcome to ring us if you are concerned, and we will contact you if needed.

Food and drinks

We encourage healthy eating at OSHC. A nutritious breakfast is offered each morning at our Before School Service. For our After School Service, there is always a variety of afternoon tea options available for your child to enjoy. Our menus are developed and guided by the Dietary Guidelines for Children and Adolescents in Australia, and in conjunction with the school's [Eat Smart, Play Smart handbook](#).

Our Weekly Menu is displayed on the sign in table.

As part of our program, educators may engage in cooking experiences with the children. Staff will endeavour to cater for special diets, to allow every child the opportunity to participate.

VACATION CARE

Appropriate clothing for outdoor activities

Occasionally during school terms or during Vacation Care periods, children are permitted to wear mufti clothes instead of their school uniform. As recommended by the NSW Cancer Council, clothes should cover the shoulders for sun safety. The best clothes enable free movement and can be easily managed by children themselves. Comfortable shoes suitable for running and climbing are the best choice for footwear, and children are encouraged to keep their school shoes on throughout their attendance here.

Children's belongings

Please label everything your child brings, as this assists us to support the children to put their items in their bags.

If your child has lost an item, parents are encouraged to check the lost property basket, which is emptied regularly. Uncollected or unlabelled clothing will be recycled and used as spare clothes for emergencies or donated to charity.

We ask that children please leave their own toys at home, as they may become lost or broken at the service, or become a cause for dispute.

We ask that you check your child's bag regularly, to ensure that no dangerous items from home are brought here. This includes insect repellent, any medicine, sunscreen, money, batteries, phones, vitamin tablets etc.

The use of phones or personal electronic devices is not permitted during OSHC time.

Opening hours

During school terms, we're open Monday to Friday from

- 7am to 9am for Before School Care
- 2:45pm to 6pm for After School Care.

We are unable to accept children onto the premises prior to opening at 7am daily.

Vacation Care is available Monday to Friday during school holidays, from 8am to 6pm. We close for 3 weeks over the Christmas period and we're also closed on pupil-free days and public holidays.

Arriving and leaving safely

On arrival each day, please:

- Sign in your child using the iPad at the registration kiosk
- Check our program and menu
- Assist your child to place their bag in the lockers.
- Give us any medications for your child and complete the relevant consent form
- Encourage your child to greet our team and other children
- Discuss any relevant information about your child's needs with us.

On leaving each day, please:

- Sign out your child using the iPad at the registration kiosk
- Ensure your child has collected their hat and jacket etc.
- Collect any art and craft
- Encourage your child to say goodbye to our team and other children.

Making bookings and payments

Permanent bookings

If you wish to reduce the number of days your child attends our service, you must complete the form found at [this link](#) and submit it to our central support team. We can no longer accept email requests for changes to permanent bookings.

Please note that 10 days' notice is required for permanent booking changes, except during school holidays when OSHC is closed. If there is availability, you may change your child's permanent booking with 2 weeks' notice.

Casual bookings

To make a casual booking, just contact our OSHC Coordinator at MLcoshc@uniting.org. If you're after a same-day booking, please call our OHSC Coordinator directly on 0409 301 665 to ensure availability.

Absences

If your child is going to be absent on an enrolled After School Care Day, please notify us by 2.30pm, on 0409 301 665 or at MLcoshc@uniting.org. If Casual or occasional care bookings are based on our daily attendances. Please also let us know if your child has a contagious disease such as chickenpox.

Fee enquiries

For privacy reasons, only the primary contact may enquire about account information by speaking to our central support team. Please direct all fee enquiries to elsupport@uniting.org.

Withdrawal from this service

To withdraw your child from our OSHC service, please complete the form at [this link](#). Please note that 10 days' notice is required for withdrawals, except during school holidays.

Cancellation fees

For all casual bookings, the cancellation fee applies and 24-hour notice is required. For less than 24-hour notice, the cancellation fee also applies.

Accessing fee support

From 10 July 2023, all families are eligible for the [Child Care Subsidy](#), which can reduce your out-of-pocket or gap fees. For more information, please contact the Centrelink Family and Parents Line on 13 61 50 or log in to your Centrelink online portal.

Fees

All current fees can be found within the 2025 Fee Schedule.

Vacation Care fees and procedure

We'll give you our Vacation Care Calendar of events and activities 4 weeks before the school holidays. To enrol, please email elsupport@uniting.org for an application form. Once the form has been submitted and approved, our central support officer will email you the enrolment link.

Children can only be collected by their parents or other people who you authorise

Any person authorised to collect your child will be asked to show proof of their identity (e.g. driver licence or passport) first.

Please inform us:

- If anyone other than the person or people you've nominated on the enrolment form will be collecting your child
- If your personal contact details or your emergency contact details have changed
- If there is a change in access or custody arrangements. Our staff are unable to follow instructions without supporting legal documentation.

Attending extra-curricular activities on school grounds during OSHC time

Our Outside School Hours Care service works with the school to allow for children to engage in extra-curricular activities. At the beginning of each term, families are asked to notify our OSHC Coordinator, in writing, of any extra-curricular activities their children are enrolled in. The Extra Curricular Activity Procedure is shared with families upon enrolment and discussed during the orientation process to ensure families understand the extra-curricular process, requirements, and responsibilities.

Our OSHC educators are responsible for overseeing the supervision and care for each child enrolled at the service. Any unauthorised person without parental consent will be refused

access and will be unable to take children out of the OSHC to attend any extra-curricular activities.

Our educational program

My Time Our Place (MTOP) guides our educators in the development of our pedagogical program. The Council of Australian Governments developed the MTOP Framework for School Age Care in Australia (the Framework) to assist educators in providing children with opportunities to maximise their potential and develop a foundation for future success in life. In this way, the Framework will contribute to realising the vision that:

All children have the best start in life to create a better future for themselves and for the nation.

You can read more about the MTOP [here](#).

Educators observe, plan, implement and evaluate learning opportunities for the children. Your child's learning journey with us is documented on the [Storypark](#) app for you to follow and contribute to. We aim to provide an environment that promotes a lifelong love of learning.

Your involvement

Our OSHC has an open door policy and actively seeks and encourages families to be involved in the program in ways they feel comfortable, working in partnership with the staff and children to enhance our daily program.

This may range from commenting on our Storypark posts, contributing to our educational program, offering your thoughts and ideas on goals for your child, and providing input around our policy and procedures.

We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas:

YOUR OCCUPATION OR HOBBY

We welcome all parents to visit and talk about their occupation or hobby (e.g. music, craft, cooking). Everything parents do interests children, and these talks are the best educational resources you can provide for the service.

YOUR HOME CULTURE

We welcome any ideas on how we can incorporate aspects of your culture into our OSHC environment and program. Learning about important celebrations or days that are significant to your family will help us to instil a sense of belonging and inclusion for everyone.

READING

Children love to be read to. If you or your parents have the time, please contact your Room Educators to organise a time for reading.

RECYCLABLE ITEMS

We are always on the lookout for recyclable items for our rooms. Materials such as writing paper, empty food containers, ribbons, wrapping paper and paper towel tubes can all be used here.

Please note that for allergy and hygiene reasons, we are unable to accept toilet rolls, or items such as egg containers or boxes that have contained nut products.

Communicating openly

We develop open, transparent partnerships with families by keeping you connected and informed about your child's learning journey with us. We use:

- [Storypark](#) – to share activities, happenings, and service information, as well as relevant parenting resources, and we can also contact you directly as needed via this platform
- Newsletters – to inform you of upcoming events of interest both here and in the local community
- Emails - to forward relevant information to families (our email address is Mlcoshc@uniting.org)
- Chatting – our educators are available mornings and afternoons to help new children settle in and have a handover conversation with you at the end of the day. If you need to have a longer discussion, we'll schedule a suitable time.

Our policies and procedures

Uniting Early Learning has policies and procedures that help to guide our quality care and practice. They are available for you to read at any time – just ask us.

Our policies are reviewed regularly. We encourage parent involvement so please feel free to give us your feedback. We'll also give you opportunities to comment throughout the year.

Our educators support families by organising a buddy system for the translation of this information. For a more formal service, parents are also able to contact the [Department of Immigration and Citizenship](#) on 0410 470 416 for translation services.

Custody arrangements

Parents have joint legal responsibilities for their child, unless there is a court or final order determining otherwise.

In the event of a family separation where one parent has custody of the child, and where restrictions may be in place, relevant court documents must be given to our OSHC Coordinator.

If there is an order in place, please provide our OSHC with a copy, as this is a legal requirement of the licensing regulation. When situations change, a new copy of the Custody Order must be provided to the OSHC.

Protecting every child

Our OSHC is committed to the NSW Government goal of [ChildStory](#), to help ensure all children in NSW are healthy, happy and safe, and grow up belonging in families and communities where they have opportunities to reach their full potential. Every child has the right to be safe, and to receive loving care and support. This is reflected in our [Child Safe Commitment Statement](#), our [Code of Conduct](#) and [Child Safe Framework](#).

Staff at our OSHC are all mandatory reporters - they have a duty of care and a responsibility to ensure all children have a safe environment.

As required under child protection legislation, all educators employed at our OSHC have a current Working With Children Check. The nominated supervisor and educators have also undertaken relevant child protection training.

First aid

Although every care is taken to prevent mishaps, accidents may occur which involve your child. When a child is injured, a staff member will administer first aid immediately, comfort the child and notify you if necessary.

All staff hold current first aid certificates and are experienced in managing the minor injuries which may occur.

If an injury is to the head, we will notify you and will continue to monitor your child closely or ask you to collect your child.

If you seek medical advice from a doctor following an injury here, please notify us immediately.

An ambulance will be called in case of a serious injury requiring urgent medical attention. All injuries are recorded, and parents are requested to read the form and sign it when picking up their child.

Regulated for quality

As a service that provides education and care, we are regulated by the [Education and Care Service National Law](#). Our practice is further guided by the National Quality Standard, to ensure we are giving your child quality education and care. Find out more [here](#).

Our Service is currently assessed as Exceeding.

About the National Quality Framework

We operate in accordance with the National Quality Framework (NQF), a system for the regulation, assessment and quality improvement of early childhood education and care services across Australia. Find out more [here](#).

Giving us feedback

We value your feedback in order to improve our service delivery and to continue to grow as a learning community.

Feedback may take the form of compliments, suggestions, enquiries, concerns or complaints. Should any concern arise, please promptly speak with staff or arrange to speak with the Centre Coordinator. If your concern is still unresolved, you can contact the Early Learning Area Manager for MLC (details are posted on our noticeboard).

Have any questions?

Please speak to our OSHC Coordinator or contact us:

Phone: 0409 301 665

Email: MLCoshc@uniting.org