

Parent Handbook

Outside School Hours Care

Aura OSHC @ Fountain College

Contact Us :

 [auraacademy](#)

 [the_auraacademy](#)

 www.auraacademy.com.au

 contact@auraacademy.com.au

 Tel: 0862851727



Aura Academy

Philosophy

Nurturing Potential, Enriching Minds

Aura Academy

Where Every Child Shines Bright

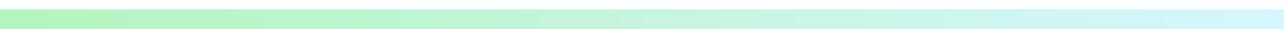


Our Approach



Aura Academy aims to be a premier boutique childcare provider in Perth, dedicated to providing high-quality care and education to young children in a nurturing and stimulating environment.

Our personalised approach to childcare, combined with a range of enrichment activities, sets us apart from other childcare facilities in the area.



Our Mission

Our mission at Aura Academy is to provide exceptional childcare services that promote the holistic development of each child in our care, fostering a love for learning and a sense of curiosity about the world around them.



Welcome

Please read the information in this handbook carefully as it will assist you in settling your child into care. It will also help answer any questions you may have. If you require more information, please speak with the service supervisor. Our service is committed to abiding by the National Quality Framework, which includes the Education and Care Services National Law Act 2012, and the Education and Care Services National Regulation 2012. These regulations outline the requirements for all childcare services as established by the regulatory authorities

Introducing Aura Academy

The founders of Aura Academy bring expertise in diverse teaching methods tailored to children's needs. Aura Academy promotes a welcoming, family-centred environment where children thrive through personalized support and enrichment programs like STEM and language learning, aligned with National Quality Standards.

Aura Academy's educators are committed to maintaining high levels of supervision. Rigorous background checks are conducted; they must have relevant qualifications and skills to maintain high-quality care. Each educator is trained prior to commencement, familiar with the learning framework (My Time, Our Place) and undergoes professional development.





Hours of Operation

- Before school care: 7.00 am to the commencement of school
- After-school care: From close of school to 6 pm
- Vacation Care: 7.00 am to 6 pm

Note:

- Aura Academy is not licensed or insured to have children on the premises after hours, which is a breach of the Education and Care Regulations.
- It is unacceptable to pick children up late from the Service. A late fee of \$10 per 15 minutes/part thereof will apply if children are not picked up by closing time.
- A review of the child's enrolment will occur where families are consistently late.

Contact us

The service supervisor and educators can be contacted directly on the service phone between the service's hours of operation and via the OWNA app (preferred). Please refer to the cover page of this handbook for contact numbers.

If you must contact educators outside operational hours, please leave a message on the OWNA app. Alternatively, you can email your query to your service supervisor at the email address provided.

Our administration team can be contacted Monday to Friday from 8 am to 5 pm for any account or booking enquiries. The contact number is 0862851727.. Alternatively, you can email contact@auraacademy.com.au.

Enrolment

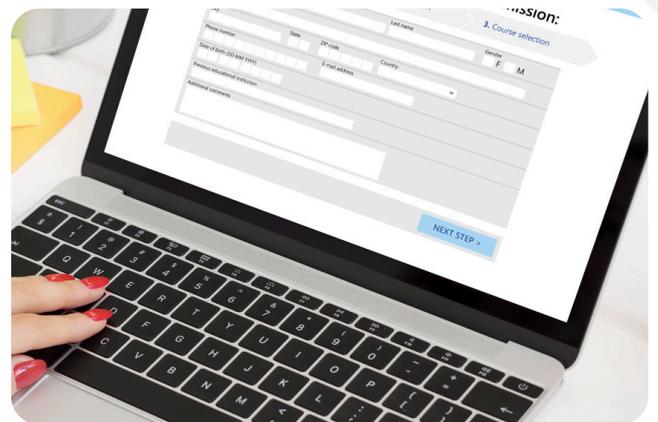
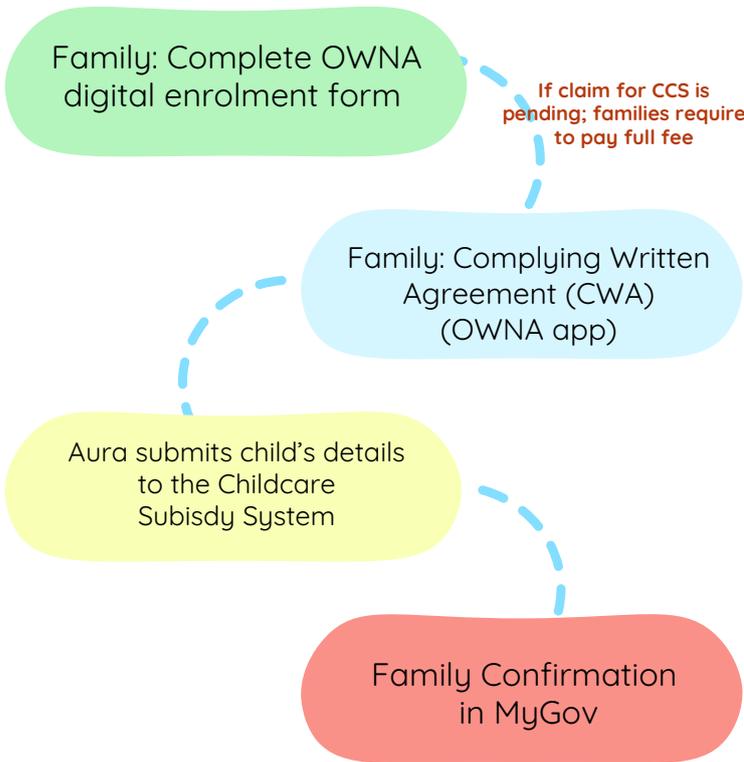
You can enrol your child/ren online at www.auraacademy.com.au. All information provided on the enrolment form will remain strictly confidential. Your child cannot attend an OSHC service without a completed enrolment and online payment form.

Priority of Access

Children attending the School where the service is operating will be prioritised. If the number of students exceeds the license capacity, the priority will be based on the following categories:

- Priority 1: a child at risk of serious abuse or neglect
- Priority 2: a child of a single parent or parents who satisfy the work/training/study test
- Priority 3: families with siblings
- Priority 4: any other child (subject to the Principal's approval if the child is not attending the School).

Families will be given two weeks' written notice if prioritisation becomes necessary.



Termination of Enrolment

- Families must provide two weeks' written notice of their intention to withdraw a child from the Service.
- If termination from the Service is required without notification, families will lose their Child Care Subsidy, resulting in the payment of full fees being charged.
- Care will be discontinued if families with outstanding payment fail to take the recommended necessary actions to pay any gap fees owed as outlined in the fee policy.

Fees

Each session includes healthy food and engaging activities.

A non-refundable enrolment fee of \$10 will be charged to facilitate the enrolment process which will be credited towards the first session.

Sessions	Permanent/ Advance Rate*	Out-of- Pocket Cost (90%)	Casual/ Last Minute Rate**	Out-of- Pocket Cost (90%)
Before School	25	2.50	28	2.80
After School	38	3.80	42	4.20
Vacation	130	13	137	13.70

*At least two weeks' notice or permanent booking
 **24 hours' notice or less than 3 days for Vacation Care
 Note: Additional \$2 per trip will be added for students required to be transported to and from Lynwood Campus; Additional \$10 per trip for students to and from Schools other than Fountain College

Types of Bookings

i Permanent Bookings

Ideal for families needing consistent care on specific days each week, providing secure bookings that assist with planning and budgeting. All enrolled parents require at least one permanent session.

Booking Change Notice: 14 days' notice is required for any changes (to another session).

ii Casual Bookings

A flexible option allowing for on-demand care based on family needs and availability in addition to permanent sessions. Email or speak to the Nominated Supervisor or send an extra day request through the OWNA app. One of the Management team will notify you via the app if this is approved and we will notify you if it is not.

Booking Requirements: Can be made up to 24 hours before the session starts.

iii Vacation Care Bookings

Full-day programmes are available during school holidays. They include a variety of activities and excursions tailored to children's interests. Fees include food and any planned activities.

Booking Requirements: All bookings are on a first-come, first-served basis. Bookings require a minimum of three days' notice, but last-minute bookings may be accommodated if space is available and no excursions are scheduled for that day.

Fees policies

- Fees are charged per each child's booked attendance, at either a before school care, after school care or Vacation Care session, per day of care and calculated using the family's eligibility for Child Care Subsidy (CCS) percentage and hours.
- CCS is paid directly to the centre by the government to offset the full fee and used as a fee reduction (a record of this is available to view at any time on the primary account holders' statement via the service app). Families are required to pay the difference between the fee charged and the subsidy amount, the 'gap' amount. In the event a family's CCS entitlement has not been finalised, the full amount will be charged.
- Please refer to <https://www.servicesaustralia.gov.au/child-care-subsidy> for more information on CCS. If you do not have an entitlement yet, please apply through MyGov.
- Fees must be paid at a minimum of two weeks in advance of a child's attendance via Direct Debit signing up to our external vendor.
- Cash payments are not accepted, and only electronic payment methods are accepted at our service. Additional payment options other than setting up a direct debit are Eftpos at the service or PayID, which is an instant payment only available to the Account Holder/Centrelink CRN holder in the service app.
- The primary account holder is required to provide banking details to facilitate the set up of the direct debit account on enrolment. Fees and charges associated with our direct debit provider are outlined below.

Credit Card/PayID	1.75% of the transaction per transaction
Direct Debit	\$0.75 per Direct Debit
Dishonour fee (Insufficient funds)	\$2.50 per transaction

Fees policies (cont.)

- Fees are to be paid weekly or fortnightly through a direct debit system. If families wish to pay fees on a monthly basis, they must ensure the amount paid remains two weeks in advance.
- Fees are payable for every Permanent booking day a child is enrolled at the Service. This includes School Development (pupil-free) days, sick days, public holidays and family holidays but excludes periods when the Approved Provider has closed the Service.
- Fees are charged as full sessions only (no matter what the attendance hours are)
 1. Example 1: During the After School Care Session, if you decide to collect your child early, and they have only attended for 1.5 hrs, they will still be charged the same fee.
 2. Example 2: During the Vacation Care Session, if you decide to collect your child early, and they have only attended for 5 hrs, they will still be charged the same fee.
- Statements showing payments received are available 24 hours a day on the primary account holder's service app. Statements can also be provided by email.
- Casual days may be offered to families within the Service's license and will be charged in the next statement.
- The Statement of Entitlement will include details of the sessions of care provided and the resulting fee reduction amounts.
- The Statement of Entitlement is generated using our CCS Software, which meets all requirements as per Family Assistance Law legislation.
- Families with outstanding payment of more than five sessions will take up a payment plan if they are unable to pay in full.
- Please email admin@auraacademy.com.au if you are facing financial hardship.

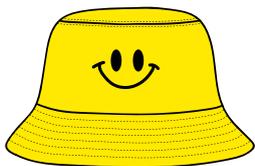
Attendance and Collection

Aura Academy uses OWNA, and families will sign children in and out on the service tablet using their mobile phone number and pin number. Accurate attendance records must be kept and checked each day. Upon arrival and departure, all children must be signed in and out of the service. If your child is unwell, please do not attend and mark absent.

Centrelink allows 42 absences with CCS each financial year, any absences over this amount will incur the full fee. If you have used your 42 allowable absences, then a medical certificate will need to be supplied to Aura Academy team who will then code the absence as Approved Allowable Absence which will attract a CCS discount. Failure to provide a medical certificate after 42 days will result in no CCS paid by Centrelink and the parent will be charged full fee.

The educator's primary concern is the safety and welfare of your child and will therefore only release your child into the care of the parent/ guardian or authorised persons identified on your child's enrolment form. Any changes to these authorities must be updated through the child's enrolment form via OWNA. If an authorised person arrives to collect your child and they are not known to educators, photo ID will be requested. If an unauthorised person arrives to collect your child, the child will not be released until your authorisation has been obtained in writing.

What to bring during Vacation Care



hat



Closed-in footwear



Spare clothes



Water bottle



Put on weather-appropriate attire



Label all belongings

Health and Safety

Administration of medication

The administration of medication to children will be strictly monitored to ensure the child's safety and welfare. We request that, wherever possible, medication be administered by parents at home. If this is unavoidable, then only prescribed medication will be administered by qualified educators under the following conditions:

1. The prescribed medication has the original pharmacist dispensing label or an explanatory letter from the child's Doctor detailing the child's name, dosage, frequency and administering method.
2. The family has completed and signed the service's authority to give medication form in OWNA.
3. Medication is not left in the child's bag but is handed over to the service supervisor, who will keep it safe.
4. Over-the-counter medication such as Panadol or Nurofen is not to be administered to any child unless it has been prescribed by a doctor and the family has completed the authority to give medication form. However, if emergency paracetamol is necessary to reduce a child's high temperature, and families require more than an hour to collect children from when they are notified, an incident and illness form will be filled out. A medical clearance is required to return to service.

Asthma, Anaphylaxis and Allergies

Aura Academy services are fully "Allergy Aware." Educators receive training to meet individual allergy needs, and menus are crafted to avoid allergens, particularly nuts.

If a child has a severe allergy, asthma, or anaphylaxis, a signed medical management plan must be provided on enrolment.

For children with anaphylaxis, a Risk Minimisation Plan will be created with the parent, and families must supply an EpiPen when necessary to ensure the child's safety.

Sun Protection

Aura Academy's "No Hat, No Play" policy requires children to wear protective hats outdoors. SPF 50+ sunscreen is applied before outdoor play; parents can supply their own sunscreen if needed. Educators also model sun-safe behaviours by wearing hats, applying sunscreen, and seeking shade when possible.

Accidents

In case of an accident, educators with approved First Aid qualifications will administer appropriate care. Parents will be informed of the incident either immediately or upon arrival, depending on its severity, and will be asked to sign an incident report detailing the accident and any treatment provided. For serious injuries requiring urgent medical attention, parents will be contacted right away, or, if unreachable, the listed emergency contact will be notified. An ambulance will be called if necessary, and an educator will stay with the child until a parent arrives.

Important notes

Confidentiality

The service protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, educators and management are kept in a secure place. These are only accessed by or disclosed to those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

Policies and Procedures

Management, educators and families have collated a comprehensive Policy and Procedure, which is regularly reviewed and updated to ensure that it contains current information and procedures that OSHC services comply with at all times. When these policies are reviewed, you will be notified and strongly encouraged to participate in this process. These can be viewed in the OWNA app.

Child Protection

Aura Academy recognises the rights of children and prioritises child protection through rigorous policies and training, ensuring a safe and supportive environment for every child. Staff are trained to recognise and respond to potential risks and are committed to safeguarding children's well-being. Aura Academy's policies align with national standards and emphasize proactive measures, open communication with families, and a nurturing environment where children can thrive safely and securely.

Grievance/Complaints Procedure

Aura Academy welcomes all parent feedback, including grievances and complaints, to foster positive relations between parents, management and educators and address any issues.

Every family has a right to a positive and sympathetic response to their concerns. The parent should discuss the problem with the educator or the Nominated Supervisor. If the parent still feels action is necessary after discussing it with the Nominated Supervisor, that parent can contact the Approved Provider at admin@auraacademy.com.au.



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