

OSHC Information Answers – Ferntree Gully North Primary School

TheirCare is pleased to provide answers to the School Specific Questions requested by families.

a) What are the operational hours of TheirCare's OSHC Service?

For Ferntree Gully North PS our OSHC Service will commence at 6:45am and conclude at 8:45am for Before School Care and 3:30pm to 6:00pm for ASC.

b) What are the fees for the service? Why is the fee structure for FTGN so much higher than other schools?

The fee structure is built around many different factors including the amount of children attending, service hours, CCS rebates, staffing requirements, and license fee paid to the school. It is also a result of the fees that are currently in place when we take a service over from their current provider.

In your particular case we have been able to reduce the BSC fees from \$32.70 to \$30.00 and ASC from \$36.70 to \$34.00, while at the same time we have extended the BSC hours to a 6:45am start and will be employing 2 staff in both BSC and ASC at all times.

c) What will be the location of the service at FTGN PS?

Service location is currently planned to be in the music room

d) How can I get in contact with TheirCare?

The best way is to contact our customer care team on 1300 072 410. The service centre operates from 6:30am until 9:00pm Monday to Friday. The service centre is located in Glen Iris and is a very robust operations with minimal to no hold times.

You can also get in touch with the coordinator of the service directly using the FTGN OSHC Service number 0487 346 455. This number won't become active until the first day of service, so until then the 1300 number is best.

e) What will the child to adult ratio be?

The ratio requirements is 1 adult to 15 students, however the goal of all TheirCare services is for a ratio of between 1:10 and 1:12.

The fluctuation in ratio accounts for emergency bookings that happen from time to time and cannot be planned for.

FTGN School Council have negotiated for TheirCare to have two staff members on at all times.

f) Will TheirCare offer a program on Curriculum Days and Teacher Professional Practise Days?

Yes. These sessions will be available to all families as long as the school are happy for TheirCare to operate. These days will operate from 6:45am to 6:00pm and will cost \$55.00 or an average of \$9.90 after CCS Rebates.

g) Will a Holiday Program be offered? What type of numbers do you need to justify running a Holiday Program? If so what will be the cost?

We are currently developing a simple survey to get an indication from the school community of how many families would utilise a Holiday Program. The costs will be dependant on how many responses we receive, but is generally around the \$60.00 to \$65.00 range, with out of pockets averaging \$10.80 to \$11.70 respectively for the day.

Average attendances of 17 or more per day would be ideal.

h) Will the program be different for every session?

The program will be planned differently each day, but will also cater for children who may want to do regular activities. Stations will be setup in the Service Space for art, reading, board games, Lego, and general play. On top of this we offer sports on good weather days as well as an overarching planned activity each day.

i) What will the program look like?





i) What will the program look like?



j) What food will be offered to my child during the program?

Our investment in quality fresh food reflects its importance in our service. Cooking and getting the children involved is a big part of our programming. We follow the Australian Guide to Healthy Eating and our staff are trained to accommodate children with any specific dietary requirement such as allergies and food choices.

To plan the best menu we can, we always ask students to help plan the food they would like to eat. We always have a special food item of the day as well as freshly cut fruits, vegetables, dips and crackers. We also incorporate cooking activities into our programming and encourage the community to share their family recipes.

Theme for week: Healthy Eating

Quality Area 2 Children's health and safety

We want to start our journey at Ferntree Gully North PS by involving the children in the planning and implementation of healthy eating practices in our programs.

Our food choices are:

- Always fresh (dairy, fruit and vegetable)
- Healthy
- Considered alongside the cultural needs of the community
- Planned by the Service Coordinator in consultation with children and families

Every day nutritional food available

On offer every day at Ferntree Gully North PS:

- Fresh fruit platters consisting of Apples, Oranges, Watermelon, Pears, Strawberries. Kiwi Fruit, Green grapes, Water melon, Strawberries, Blueberries, Blackberries
- Seasonal fruits such as Pineapple, Mandarins, Oranges, Melons, Bananas, Apples, Passion Fruit
- Water and Milk available throughout the duration of each session
- Food of the day which is something constantly changing, but fits in with the Australian Healthy Eating Guidelines.

k) Will there be a consistency of staff at Before and After School Care?

The children are used to seeing the same face each time they arrive at a session?

Our preference is to always have the same educators available for each service day and we are generally able to accommodate this throughout most of the year. Occasionally we will have to accommodate personal leave and annual leave. When this happens it is our goal to have the second educator step up to run the service which allows us to back fill their position. This way there will always be a familiar face within the service.