

FAMILY HANDBOOK



SERVICE DETAILS

LEICHHARDT OOSH

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LOOSH

Philosophy



Leichhardt Out of School Hours Care (LOOSH) is a community-based, not-for-profit incorporated association governed by its members and led by dedicated educators. We strive to provide a safe, inclusive environment where every child feels a sense of belonging and is supported to develop confidence, independence and wellbeing through play and meaningful relationships. We also recognise the important role we play in supporting families by providing high-quality education and care that enables parents and carers to participate in work, study, training and community life.

At LOOSH we ...

Create a child safe environment



At LOOSH, we are committed to providing and maintaining a child-safe environment where every child feels safe, respected, listened to, valued and empowered to reach their full potential. Children's safety, wellbeing and best interests are at the heart of everything we do and are the primary consideration in all decisions, actions and interactions. We actively partner with children by listening to their views, respecting their rights, and ensuring their voices, needs and experiences are considered and taken seriously.

Value the role of play



At LOOSH, we believe that play is fundamental to children's learning, development and wellbeing. Guided by this philosophy, we provide a diverse range of spontaneous and planned experiences that foster curiosity, creativity and exploration. We encourage children to develop new skills, ask questions, solve problems, and confidently express their ideas, opinions and interests.

Value inclusion



At LOOSH, we are committed to inclusive practices that ensure every child has equitable opportunities to participate, learn and thrive. We recognise and value each child's unique identity, strengths and lived experiences, and work in partnership with children, families and relevant professionals to provide responsive, individualised support. Through thoughtful planning, meaningful adjustments and flexible practices, we minimise barriers to participation and create an environment where every child experiences a strong sense of belonging, is empowered to participate confidently, and is supported to achieve their full potential.

Promote agency and autonomy



At LOOSH, we value children's agency and autonomy, recognising them as capable and active participants in their own learning. Children are encouraged to make choices about where, how and with whom they play as they move freely between indoor and outdoor environments. We provide access to a rich variety of open-ended resources and experiences that inspire curiosity, creativity and exploration, while supporting children to develop independence, build positive relationships and safely recognise, express and regulate their emotions.

Value partnerships



At LOOSH, we believe that positive partnerships with families and the broader community are fundamental to supporting children's learning, development and wellbeing. We foster open, respectful and collaborative relationships built on trust, recognising families as children's first and most influential educators. By working in partnership with families, schools and relevant professionals, we promote continuity of care. We value open communication and actively seek opportunities to listen to, consult with and involve families in decisions that contribute to their child's wellbeing and development.

Strive for continuous improvement



At LOOSH, we recognise that education and care is a continually evolving profession, and we embrace opportunities to learn, reflect and grow. We are committed to continuous improvement through ongoing critical reflection, professional learning and collaboration, recognising that best practice has a direct impact on the children in our care. By regularly evaluating and refining our practices, we strive to provide high-quality education and care that responds to emerging research, legislative requirements and the changing needs of our children, families and community.

Who can use LOOSH?

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Any primary school aged child who lives or attends school in the Inner West LGA can attend LOOSH Vacation Care Programs. Before and After School Care programs are limited to children who attend Leichhardt Public.

No family shall be denied access on the grounds of race, gender, culture, religion, or ability, in accordance with the Anti-Discrimination Act 1977.

The service is accessible to children with special needs and their families. The number of available places for children with special needs is determined by government guidelines. An assessment process is necessary to determine if the centre can meet the individual needs of the child.

Hours of operation

Before School Care: 7:00am - 9:00am

After School Care: 3:00pm - 6:00pm

**Vacation Care/Pupil free days :
7:30 am - 6:00pm**



LOOSH closes for a 3-week period each year over the Christmas/New year period.

Program educators can be reached during program hours on 0404 137 500.

Administrative staff can be reached between 10am-6pm. For enquiries, please email at admin@loosh.org.au.

Our program and practice

Our service operate under the National Quality Framework and both services have been assessed as Meeting the National Quality standard. Our service designs all practice to be in line with the Education and Care Services National Law and Regulations and the benchmark that is set by the National Quality Standard. Our service also follows behaviour procedures and expectations that are in line with that used at the school.

When attending the service, children are able to participate in a range of spontaneous and programmed activities. All programs and activities are planned using the My Time Our Place Learning framework and are designed to meet children's learning needs, age, stage of development and interests. Some of our various programmed activities include, cooking, gardening, dramatic play and loose parts play.

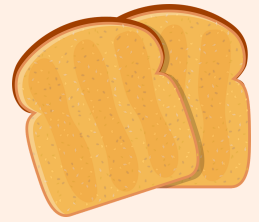
At LOOSH, we believe that families have an important role to play at the centre and we value your opinion. We highly encourage family involvement at LOOSH. Educators are always open to child and parent programming ideas and feedback - so please do reach out if you have any!



Before School Care Program

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At LPS children are dropped off and collected at the Marion Street gate. Families must sign their child in using the OWNA system which will be available on an iPad at the drop off point.



Between 7am and 7:30 am children can:

- Put their bag away
- Play in block E and C

Between 7:30 am and 8:40 am children can:

- Choose to play outdoors, in block E or C.
- Have some yummy breakfast in Block E.
- Take part in a planned activity - there will be one in Block E, one in Block C and one outside! The experience in Block E, tends to be more simple than the experience held in Block C, to ensure that children's abilities are supported and their skill development encouraged!

Between 8:40 am and 9:00 am children:

- Kindy, Year 1, Year 4, Year 5 and Year 6 go to block E for a headcount and then play a group game until they are signed out for school at 9am.
- Year 2 and 3 go to Block C for a headcount and then play a group game before they are signed out for school at 9am.

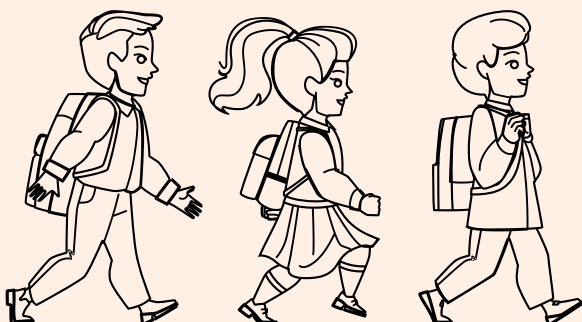
Breakfast

Breakfast is served to the children in block E, between 7:30 am and 8:30 am. Breakfast options include; a variety of cereals, toast with spreads, milk and yoghurt.

Children's individual medical and dietary requirements are taken in to consideration when planning the menu.

Early Sign Out

Children in years 4, 5 and 6 at school are able to be signed out for school at 8:40, once a member of school staff is on duty. Children in years 4, 5 and 6 are able to receive early sign out with parent permission. To request a copy of the early sign out permission form, please email admin@loosh.org.au.



After School Care Program

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Program areas

In the afternoon the children are split up into three program areas. While your child's program area is their home base, during the program they have the autonomy to choose where they play, which may be outside on the softfall, down on the playground or indoors in one of our program areas!

Program	Primary	Juniors	Seniors
Year group	K - 1	2 - 3	4 - 6
Location	Block E	Block C	Hall

Afternoon Tea

Afternoon tea is served daily at 3:30 pm. Children are served a variety of foods in line with the Australian Healthy Eating Guidelines. Our afternoon tea menu for the week is displayed at the drop off/pick up point. Should your child have any dietary requirements or allergies we should be aware of, please email us at admin@loosh.org.au.

Pick up

At LPS children are collected at the Marion Street gate. Families must sign their child out using the OWNA system which will be available on an iPad at the drop off point. Please let us know if someone different will be collecting your child by texting us on 0404137500 or emailing us at admin@loosh.org.au. We will not allow a child to leave with a collector who is not authorised.

Lost property

Each program area has a lost property basket. At the end of each week, the unclaimed lost property is taken to the gate and hung on a clothes rack for parents to look through. We recommend clearly labelling your children's clothing and items and encourage children to leave items of value at home. LOOSH bears no responsibility for lost or stolen items.



Between 3:10 pm and 3:30 pm children:

- Are signed into their program area.
- Participate in some calm down time.
- Discuss the program for the day or engage in a group activity or discussion.

Between 3:30 pm and 5:00 pm children:

- Can have afternoon tea in their program areas.
- Can choose whether they want to play indoors or outdoors.
- Can take part in a planned activity - there will be one in Block E, one in Block C, one in the Hall and one outside! While children are able to take part in any planned experience, each program area plans activities according to their children's skill level and interests.

Between 5:00 pm and 6:00 pm children:

- Return to their program area for 5pm headcount.
- Once headcount is complete, the children can play outdoors until 5:30 or in winter, the children play in their program area.
- At around 5:30pm, the children from all areas transition to block C, where they play until collected.

Vacation Care Program

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Vacation Care bookings can be made through the OWNA app, bookings for Vacation Care, open at 12pm on Monday of Week 7 each term.



In-centre days

On incentre days, the children stay at the centre and have a variety of activities to choose from based on the theme for that day. Incentre days usually have an external provider come on site, examples of past external providers on site include, music and drama workshops, 9D cinema, sporting providers, magicians, planetarium, reptile shows, kindy farms etc.

Excursion days



On excursion days, the children will either walk or be transported via coach to an external location or activity. When attending excursions, children are divided into small coloured groups, to ensure supervision and adequate educator-child ratio's whilst out in the public. Children are also required to wear a service excursion t-shirt with the service phone number printed at all times when offsite.

Some excursions we have taken in the past include Pioneers' Park, the Maritime Museum, Sydney Zoo and the cinema.

Please note that new enrolments are not able to attend excursion days.



Sun safety

LOOSH is a SunSmart centre and so we ensure that children wear hats and sunscreen at all times when the UV is high. During Vacation Care, children are asked to apply sunscreen upon arrival and at designated intervals throughout the day.

Drop off and pick up



At LPS children are dropped off and collected at the Marion Street gate. Families must sign their child in and out using the OWNA system which will be available on an iPad at the drop off and pick up point.

Please let us know if someone different will be collecting your child by texting us on 0404137500 or emailing us at admin@loosh.org.au. We will not allow a child to leave with a collector who is not authorised.

Food

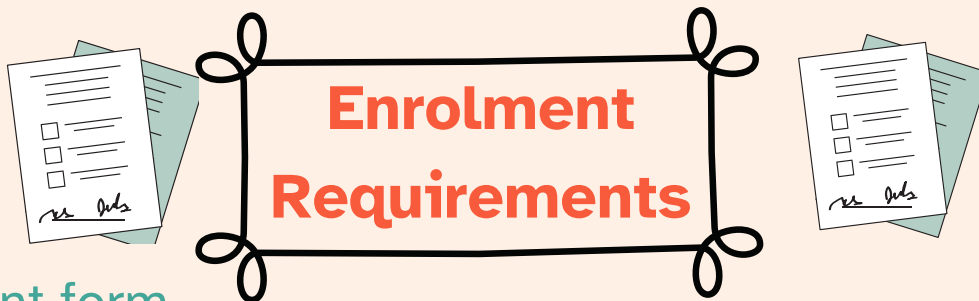


During Vacation Care, families are asked to ensure that their child has had breakfast prior to their arrival. Families are also asked to pack their children Morning Tea, Lunch and a water bottle.

Please note that LOOSH is a nut-aware service and we ask that families refrain from packing nuts or nut based products in their child's lunchbox.

Afternoon tea is provided by the service daily at 3:00 pm. Children are served a variety of foods in line with the Australian Healthy Eating Guidelines. Our afternoon tea menu is displayed at the drop off/pick up point.

Should your child have any dietary requirements or allergies we should be aware of, please email us at admin@loosh.org.au.



Enrolment form

Enrolment forms can be completed online through our OWNA software. A link to our enrolment form can be accessed at <https://loosh.org.au/enrol-now/> or by emailing admin@loosh.org.au. As part of your enrolment form, it is imperative that you indicate any medical conditions or diagnosis your child may have. This ensures that our service can prepare to meet your child's needs, to ensure that they are provided the best standard of care.

Membership form

LOOSH requires users of the service to become members of the Incorporated association. Upon enrolment, families are required to complete an application for membership form and an annual membership fee of \$10 per parent is charged.

Consent forms

- Families are required to complete a fee schedule and consent form annually. This is an agreement between families and the service, that families understand changes to the fee structure for the next calendar year. Families also consent to photos being taken of their children and published on Kinderloop for documentation of learning and for their child to watch PG rated movies.
- Families are required to complete and sign a permission form any time that their child leaves the service i.e., in the case of excursions.
- Families are required to complete and sign a permission form should their child attend an extra curricular activity during program time. Families are responsible for organising the completion of this form and notifying the service of any changes to their child's arrangement. Failure to do so may result in your child's arrangement being missed or delayed.

Additional agreements

- As part of enrolment, families are required to complete a Complying Written Agreement (CWA). This agreement is a written agreement between a family and care provider that states the service will provide childcare in return for fees. A CWA must be in place in order for families to get Child Care Subsidy.
- Additionally, families are required to complete a Direct Debit request form (DDR). This form provides consent for the service to direct debit fees from your nominated bank account or credit card.

Fee Structure 2026



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Session description & length	Fee type	Permanent rate	Casual rate
Before School Care 7-9am (2 hours)	Flat rate	\$23.05	\$25.05
After school care 3-6pm (3 hours)	Flat rate	\$34.55	\$36.55
Vacation care 7:30am-6pm (10.5 hours)	Flat rate	n/a	\$88 In Centre \$99 Excursion

Payment of fees is not required for Public Holidays. The centre will be closed on all Public Holidays. Management reserves the right to decide if the centre will be open on any given pupil free day or teacher's strike day. Families will be provided with advanced notice of the centre's decision.

The Parent Management Committee reserves the right to raise fees in order to cover costs. Fees will be reviewed by the committee every 6 months. Families will be given a minimum of 14 days' notice of any fee increase.



Transaction fees

In addition to your weekly owing balance, LOOSH also passes on any transaction fees charged by our merchant. Transaction fees are as follows:

- Direct debit fee: \$0.75 per transaction
- Credit card fee: 1.75% of the total transaction

Fee payments

Fee payments are debited each Thursday for fees charged that week. Parents are expected to pay for all permanently booked sessions regardless of attendance. Invoices of payments made are available via OWNA every Thursday. Should you have any questions about fees charged or invoices, please contact us at admin@loosh.org.au.

Families will be notified immediately by email if their direct debit is not honored. Families will have until the next billing cycle to change account details and pay the outstanding amount. Should payment not be received, children will be withdrawn from the program. Outstanding accounts are handed over to a debt collection agency.

Non notification fees

Parents are required to notify the centre in advance if their child will not be attending a booked session, this can be completed via OWNA, by texting us on 040437 500, or emailing admin@loosh.org.au.

Parents who fail to notify the service of an absence will incur:

- First three non-notifications in a calendar year: \$10 non-notification fee per instance.
- Four to five non-notifications in a calendar year: \$20 non-notification fee per instance.
- Six or more non-notifications in a calendar year: \$50 non-notification fee per instance.

If a non-notification results in contacting the Emergency Services a \$200 non-notification search fee will be applied, not subject to childcare subsidy

The school does not pass on absentee information to us, it is each family's responsibility to notify if your child will not be attending LOOSH. Every time a child is not marked as absent and does not come to LOOSH for a booked session, the service is required to follow missing child procedures.

Early and late fees

Children who are dropped off prior to 7am will incur an early fee of \$2.00 per child per minute. Children are to be picked up promptly by 6:00pm. Failure to do so will incur a late fee of \$2.00 per child per minute.

Child Care Subsidy (CCS)



Child Care Subsidy is a Australian Government initiative. Parents who meet the set criteria, may be eligible to receive subsidised fees when using an approved child care service, such as LOOSH.

To apply for CCS, you will need to provide LOOSH with an accurate date of birth and Customer Reference Number (CRN) for both your child and the parent or guardian attached to your child for Centrelink purposes. This will allow us to pass your usage onto Centrelink. Once this information has been lodged with Centrelink through our software, a member of our team will reach out to you, to ask that you confirm the enrolment through your MyGov account. Only once the CCS application has been lodged by the service and confirmed by the family, will you received subsidised fees.

Eligible families are able to receive subsidised fees for days where their child is absent, for up to 42 absences, per child, per financial year. Once the 42 allowable absences are reached, families must pay full fees for all subsequent sessions, in which their child is absent.

Families with unique financial or situational circumstances, may qualify for additional childcare subsidy (ACCS). If you think this may be you, please reach out to admin@loosh.org.au and we can provide you with further information and assist you with the application process.

If you have any questions about your Child Care Subsidy, please contact us at admin@loosh.org.au or reach out to Centrelink for more information and support.

Bookings



Permanent Bookings

Permanent bookings or changes to your child's permanent bookings can be requested by emailing admin@loosh.org.au. Once you have emailed, your child will be placed on the waitlist until all forms have been completed and spots are available for offer. Please note that all changes to permanent bookings require two weeks' notice.

Casual Bookings

Casual bookings can be requested via email to admin@loosh.org.au and are subject to availability. For all Before School Care casual booking requests, especially for the same day, please text the LOOSH mobile 0404 137 500.

Vacation Care Bookings

Vacation Care days are booked through the OWNA App or website under the 'Casual Booking' section. Children who attend St. Fiacre's Out of School Hours Care will need to be enrolled at Leichhardt Out of School Hours Care on OWNA to be booked in vacation care days, as vacation care is run on the grounds of Leichhardt Public school.

Withdrawing all bookings

Families are required to give 2 weeks written notice to cancel any permanent booking and submit the online cessation of care form: <https://form.jotform.com/211263423736047>.

Please note that any absences occurring after a child's final day of actual physical attendance will not qualify for CCS; therefore, full fees will apply to those days. Up to 14 weeks after cessation of care, CCS entitlements may be altered/adjusted by Centrelink and the outstanding amount will be direct debited.

Policies and Procedures



A copy of our full suite of policies and procedures are available on our LOOSH website, should families like to do further reading.



Communication with families

LOOSH works in partnerships with families to provide a welcoming and safe environment for all children. We work in partnership with the school and family to promote a consistent and positive approach to behaviour management. Partnerships are built on trust and communication, and we expect to work collaboratively to ensure the best level of care is provided for your child. This may require information exchange via phone, meetings and email. In addition to this, our service will also communicate significant updates or information via emails or our monthly newsletter. Daily updates on your child's learning can be found on your Kinderloop feed.



LOOSH works closely with an Inclusion Support Agency (KU/Deloitte) to address any barriers to inclusion for children with additional needs. The Inclusion Support Program supports the inclusion of all children and may be available for children with a disability, undergoing assessment, with serious medical needs or trauma-related behaviours. The Inclusion Support Program can also support Aboriginal and/or Torres Strait Islander children and children from culturally and linguistically diverse (CALD) backgrounds or from refugee or humanitarian backgrounds.

It can look like:

- Professional Guidance: Mentoring, coaching, and strategic planning to help staff or educators develop inclusive practices.
- Specialized Resources: Providing necessary tools—such as adaptive furniture, mobility equipment, or assistive technologies
- Financial Assistance: Subsidies to hire additional staff or reduce costs so that environments maintain proper ratios and be able to provide adequate support to children who need.

If you believe your child is eligible for inclusion support or you would like to explore this further, please do reach out to us. We have found the process and acquisition of inclusion support funding to have been extremely beneficial and would recommend finding out more if you believe it might be helpful.

Special Arrangements



LOOSH facilitates special arrangements for children who are attending LOOSH care. A special arrangement is an extra-curricular lesson or appointment that occurs with an alternate teacher, health care professional or provider.

Examples of a special arrangement might include:

- Music lessons
- Code Camp
- Public Speaking or debating classes
- Extension maths classes
- Occupational Therapy Sessions
- Speech Pathology sessions

If you would like to organise for your child to attend a special arrangement during a LOOSH session, please contact us at admin@loosh.org.au so that we can advise you as to the next steps required. If you would like to read through our risk assessment for the management of special arrangements, please contact the LOOSH office.