



OUTSIDE SCHOOL HOURS CARE

Handbook

They'll want to come back again tomorrow ...





CONTENTS

The Y acknowledges the Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the lands and waters on which we come together to learn, share and grow.

As the earth's most ancient culture, we respect their historical and continuing spiritual connections to country. We pay our respects to Elders past and present, and to young Aboriginal and Torres Strait Islander peoples for they hold the continuation of cultural, spiritual and educational practices in their hands.

We believe in the power of inspired young Aboriginal and Torres Strait Islander peoples.

04 WELCOME TO THE Y

- 05 Outside School Hours Care (OSHC)
Before School, After School And Vacation Care
- 06 Our Educational Programs
- 05 Our Inclusion And Diversity Practices
Our Policies And Procedures
About Our Staff

08 SAFEGUARDING CHILDREN AND YOUNG PEOPLE

- Safeguarding Commitment from Families
Statement of Commitment
- 09 Our Safeguarding Framework

10 ENROLLING AT THE Y

- Information about our online booking system
- 11 Important Enrolment Information
Cancellation of Care
Changes to Permanent Bookings

12 IMPORTANT INFORMATION: GOVERNMENT SUBSIDIES

- Child Care Subsidy
- 13 Additional Child Care Subsidy
Inclusion Support Program
Entitlements When Your Child Is Absent

14 FEES AND PAYMENTS

- Before School, After School and Vacation Care Fees
Direct Debit
Pay Now
Public Holidays
- 15 Casual Booking Surcharge
Late Pick Up
Search Fee
Absences
Overdue Accounts

16 IMPORTANT INFORMATION: FOR PARENTS

- FAQs
Feedback



WELCOME TO THE Y

The Y is a safe, friendly and nurturing environment where your child can explore, discover, play, learn and grow at their own pace.

The Y aim to provide an affordable and high-quality Service that meets the needs of individual children and families. Our before, after-school care and Vacation care programs are designed to provide a safe, stimulating environment for children to learn, play, and grow outside of normal school hours; our outside school-hours care programs are staffed by experienced, qualified educators who are committed to ensuring each child is supported to reach their full potential. Children safety is our highest priority and we go above and beyond to ensure a safe and supportive environment, including maintaining two staff on the roster at all times.

We have services located across Sydney, Newcastle and the Central Coast.

We promote our core values to children and families:

SAFE

Connect

THRIVE

We have been creating positive change and supporting communities for more than 175 years. Our diverse range of services includes Outside School Hours Care, gymnastics, learn to swim, aquatics, camping, indoor sports, health and fitness, and youth and community programs. Each year, more than 8000 children attend our Outside School Hours Care services and more than two million people visit our fitness and aquatic centres. Our focus on children and young people living their best lives sees us working across the social, emotional, cognitive and physical development of children. At a Y OSHC, we ensure children are developing healthy habits and learn to love being active, which helps foster new skills, social connection with others, a strengthened sense of belonging and improved holistic wellbeing.



OUTSIDE SCHOOL HOURS CARE (OSHC)

BEFORE SCHOOL, AFTER SCHOOL AND VACATION CARE

At the Y, we seek to provide an OSHC environment where children can strive to succeed, feel safe and experience a range of activities that both stimulate and educate in a caring environment. Our service and promise to you is based upon the following foundations:

- An engaging and varied program of activities, with a mix of creative, athletic and educational pursuits
- A nurturing and inspiring environment, where children are encouraged to “Be, Belong and Become”, supported by staff and systems that take the time to understand their individual needs
- A truly child-safe environment, independently reviewed by the Australian Childhood Foundation, where children are protected from harm, bullying and exploitation, supported by robust risk assessment and mitigation procedures
- Committed and experienced educators who have been thoroughly vetted and love what they do
- The provision of nutritious and varied menus that consider preferences, allergens, dietary and cultural factors, ensuring children are empowered to make healthy food choices.

At the Y, we recognise the benefits of high-quality care and the difference it can make in a family’s life. Ensuring an inclusive and safe environment for children and young people is our highest priority. We value and respect families as our partners in the care and education of their children.

OUR EDUCATIONAL PROGRAMS

At the Y, we focus on ideas that will enrich our daily program for children and families and offer a range of learning experiences based on children's interests. We listen to children's voices and integrate their aspirations into our program planning. We offer a diverse range of experiences that ensure children have the opportunity to explore, learn and develop their life skills while forming new friendships and striving to succeed.

The Y recognises the uniqueness of each service and community. We ensure that we provide a program that offers a balance of fun activities aimed at promoting a range of skills and interests for all children focussed on **mind, body and spirit**. The service is committed to providing quality outcomes for children through ensuring that Educators' practices reflect the service's philosophy, goals and quality principles as outlined in the **My Time, Our Place (MTOP)** National Quality Framework.

Our programs are child-led project-based learning experiences. This is a process that is directed by the children and the ideas that are captivating them at that time. As well as being an enormous amount of fun, child-led learning leads to great educational and developmental outcomes. Children are engaged with learning that stems directly from their own ideas and is meaningful. The Y program accommodates their creativity, imagination and encourages them to share their ideas and thoughts. It allows them to investigate, be curious and challenge and clarify their thinking.

The Y recognises the importance of belonging and strives to ensure our programs are inclusive of all children irrespective of culture, gender or level of ability.

We also seek to ensure the program:

- Demonstrates flexibility by incorporating children's ideas, culture and interests to ensure the experiences are relevant and engaging
- Promotes the children's sense of belonging, connectedness and wellbeing by taking an interest in the individual needs, interests, diversity, views and abilities of the children
- Provides a variety of indoor and outdoor experiences, open-ended resources, natural elements and materials suited to the age, developmental ranges and diversity of all children attending the service
- Provides appropriate opportunities for children as individuals and small groups to follow and extend their interests
- Provides appropriate opportunities for children to develop a range of life skills, such as establishing and maintaining meaningful relationships, working collaboratively with others and self-regulating their own behaviour
- Provides appropriate opportunities for children to participate in physical play, accepting and acknowledging each child's level of participation according to their abilities and interest
- Provides appropriate opportunities for children to express themselves through creative and imaginative play, including elements of music, dance and drama
- Provides appropriate opportunities for children to broaden their understanding of the world in which they live by reflecting the broad multicultural and multilingual nature of the local community and demonstrating a positive approach towards diversity and Australia's Aboriginal and Torres Strait Islander heritage
- Encourages and provides appropriate opportunities for families to participate in shared decision-making and give feedback about the program and their child's learning.

OUR INCLUSION AND DIVERSITY PRACTICES

The Y embraces and celebrates diversity that exists within and between our communities. We respect diversity, ensuring children are supported to create positive relationships and a strong sense of identity. Inclusive OSHC programs acknowledge that all children have different life experiences and such programs support children to value and celebrate similarities and differences. We invite and welcome you to share your culture, background and life experiences with us. You will find that your centre will engage in various celebrations throughout the year that value people and cultures from all backgrounds and we encourage you to share and take part in these celebrations.

Our Y Educators work closely with families, specialists and agencies to support access and participation for all children. It is important you let us know what is unique to your child to feel welcome, safe and able to participate in our OSHC service. During the enrolment process, you will be asked to provide information regarding your child's additional support needs so that our educators have a thorough understanding of your child and their needs, ensuring they have a positive experience at the Y.

OUR POLICIES AND PROCEDURES

At the Y, our Educators follow well-researched, evidence-based policies, procedures and guidelines to ensure that your child's experiences at the centre promote and enhance their safety, wellbeing, participation and inclusion. The Y policies and associated documents address a broad range of issues and we encourage you to view key policies at your local Y service.

ABOUT OUR STAFF

The Y staff are skilled and experienced professionals who are passionate about providing a high-quality service. Our Educators engage in regular training and professional development to ensure we maintain currency with best practice standards.

The Y staff are aware of their child safety responsibilities and undergo regular safeguarding and child protection training. They also hold current Working With Children Checks and police clearances. Additionally, all Educators are equipped with First Aid qualifications.

Trained staff member will lead a team of permanent and casual staff at each Y OSHC. Each service has an educational leader based at the service to develop and mentor the implementation of quality education and care programs. These team members will be guided and mentored by the Regional Manager and Senior Managers within the Y, offer support and resources as required and help to develop our commitment to continuous improvement.

To our staff, working at the Y is more than a job. We believe that we can have a positive impact on the community.





SAFEGUARDING AT THE Y NSW

EVERYONE AT THE Y HAS THE RIGHT TO FEEL SAFE AND BE SAFE

The Y NSW is committed to setting a new benchmark in safeguarding children and at-risk adults, moving beyond compliance to lead the sector in safeguarding excellence.

Everyone who works for or on behalf of us, including employees, contractors, and volunteers, shares responsibility for creating safe, respectful, and inclusive environments for children, young people, at-risk adults, and each other. We are expected to act ethically and professionally, comply with all laws, policies, and safeguarding requirements, and prioritise physical, psychological, and emotional safety at all times. This includes maintaining appropriate boundaries, listening and responding to concerns, respecting diversity and cultural safety, managing conflicts of interest transparently, protecting confidentiality, and using technology and organisational resources responsibly. By upholding these standards and our values of Safe, Connect, and Thrive, we contribute to communities where everyone feels supported, valued, and able to thrive.

STATEMENT OF COMMITMENT TO CHILD SAFETY

The Y NSW maintains a zero-tolerance approach to child abuse and neglect. We are deeply committed to ensuring the safety, wellbeing, and empowerment of every child in our care.

WE CREATE THE SAFEST SPACES

Child safety is embedded in our culture, leadership, and everyday operations. We take proactive steps to prevent harm by identifying and managing risks, setting clear behavioural expectations, and ensuring all staff are rigorously trained, supported, and held accountable. Our recruitment and screening processes are thorough, and our physical and online environments are inclusive, child-centred, and culturally respectful.

WE ARE BETTER TOGETHER

We believe connection, with each other and with community, is essential to a child-safe culture. We foster respectful, trusting relationships where all children feel seen, heard, and valued. We listen with care and act with integrity, recognising children's voices in decisions that affect them. We welcome the knowledge and partnership of families, carers, and communities in creating safe and inclusive environments.

WE BRING OUR BEST

We strive to create spaces where every child feels safe, connected, and able to thrive. We are committed to continuous learning and improvement, guided by equity, respect, and the dignity of all children, so every child can grow, belong, and be celebrated for who they are.

In recognising the diverse programs and services the Y NSW provides, this commitment also extends to at-risk adults in our care.



REPORT AN INCIDENT

If you hear about or see any situation that may indicate someone in our care is at risk of abuse or harm, please report it immediately. You can choose to remain anonymous or provide your details

[Submit a Report](#)



ENROLLING AT THE Y

Families can enrol for Before School, After School and Vacation care through our online booking system Xap.

Through this system you can:

- Request Additional permanent bookings
- Create Casual bookings
- Notify absences
- Add and manage family profiles
- Manage direct debit details
- Make an online payment
- View Live Statements
- View Invoices
- Receive push notifications
- Email History

If you have a child previously or currently enrolled with The Y, please sign in to Xap Guardian portal or Xap Smile App.

Xap Guardian portal



Click here to enrol

NEED HELP?

Please contact the Child Care Team on

1300 009 679

for further assistance.

For NEW enrolment with The Y, Register Here

For more information on our enrolment process please follow the steps in the guide [Your guide to OSHC Enrolment and Bookings at the Y](#) or contact **1300 009 679** for further information.

IMPORTANT ENROLMENT INFORMATION

Once your enrolment has been confirmed, a confirmation email will be sent to your nominated email address advising your start date booking details.

Please ensure all Terms and Conditions have been reviewed when apply for CCS with Centrelink.

Service orientation may be required before commencement of care.

CANCELLATION OF CARE

PERMANENT BOOKINGS:

Cancelling a permanent booking, a childcare service is taken to have permanently ceased providing care for a child/ren on the last day the child physically attends a session of care. This means ceasing a child's recurring booking and Child Care Subsidy.

When cancelling permanent bookings, 14 days written notice is required and should be emailed to

childcare@ymcansw.org.au or by using the [OSHC Account Cancellation Request form](#)

Important note: If Claiming CCS the child/ren needs to attend their last booked session of care or full fees will apply from their last physical attendance up until the termination date.

CASUAL BOOKINGS:

A minimum of 48 hours' notice is required to cancel a casual booking made for Before and After School Care. You can do this by contacting the Childcare Team on 1300 009 679, via email childcare@ymcansw.org.au or via the Xap Smile App.

VACATION CARE CASUAL BOOKINGS:

Vacation Care bookings cannot be cancelled, we can swap the day for any other day that is available within the same holiday period.

Important note: If Claiming CCS the child/ren needs to attend their last booked session of care or full fees will apply from their last physical attendance up until the termination date.

CHANGES TO PERMANENT BOOKINGS:

DECREASING DAYS:

If decreasing days, 14 days written notice is required by emailing childcare@ymcansw.org.au or by using the [OSHC Account Cancellation Request form](#)

IMPORTANT INFORMATION: GOVERNMENT SUBSIDY

CHILD CARE SUBSIDY (CCS)

The Y is an approved Child Care Subsidy (CCS) provider for Outside School Hours Care (OSHC).

Services Australia provides several subsidies to assist families who are eligible to reduce the cost of childcare. For eligible families enrolled, the Child Care Subsidy (CCS) will assist with reducing out of pocket childcare expenses and help to make childcare more affordable.

To find out more about what you may be eligible for and to register, please visit the [Services Australia website](#).

Please note: If your Child Care Subsidy has not yet been approved and finalised by Centrelink at the commencement of care, full fee payment will be required. Once your CCS entitlements have been confirmed, your CCS will be backdated to the date of your CCS application. Attendances can be backdated up to 28 days. Any CCS prior to 28 days will be reconciled directly with the family.

CCS will only apply from the first day your child physically attends care and up to the last day your child physically attends care. This is called Cessation of care. Once cessation of care has been applied, a full fee will be applied to these sessions.

Casual or Vacation Care days only CCS enrolments will automatically cease after 14 weeks of non-attendance and will need to be reconfirmed for each vacation care period.

Please ensure all terms and conditions are reviewed when applying for the CCS with Services Australia, each individual person has their own CRN number provided by Services Australia.

ADDITIONAL CHILD CARE SUBSIDY (ACCS)

Additional Child Care Subsidy (ACCS), is an Australian government program that provides extra help with child care costs for families facing difficult circumstances. To be eligible, you must already receive the Child Care Subsidy and meet specific criteria.

ACCS can be applied for through Service Australia, Types of ACCS:

- **ACCS (child wellbeing):** For children at risk of serious abuse or neglect, including those in formal care arrangements like foster or kinship care.
- **ACCS (temporary financial hardship):** For families experiencing significant, temporary financial stress.
- **ACCS (transition to work):** For families moving from income support to work, study, or training.
- **ACCS (grandparent):** For eligible grandparents on an income support payment who are the primary carer of their grandchildren.

For more information on how to apply and the specific requirements, you can visit the official website of Services Australia or the Department of Education.

INCLUSION SUPPORT SUBSIDY (ISS)

The Inclusion Program is a national program that is funded by Australian Government Department to support service providers. This program supports the Y to provide additional support to children with additional needs giving them the opportunity and achieve learning outcomes.

ENTITLEMENTS WHEN A CHILD IS ABSENT

The Government's Child Care Subsidy and Additional Child Care Subsidy are payable for up to 42 initial absence days per child per financial year. These absences can be for any reason, including public holidays that fall within a school term. Fees are payable for public holidays that fall within a school term.

For all absences beyond the initial 42 days, full fees will be charged as the Child Care Subsidy cannot be applied. If you can provide evidence to demonstrate the absence has occurred under permitted circumstances as defined by the Family Assistance Law, you may be eligible for additional absences. Additional absence days can only be approved by Services Australia. There is no limit on these days, but you will be required to provide documentation to support each absence for example: Doctor certificate advising the days the child is absent.

Please note: For additional absences, you will need to notify The Childcare Team and provide supporting documentation within 7 days of the absence. Additional absences will not be applied to sessions dating back 14 days or more.



THE Y PROCEDURES AND FEES AND PAYMENTS

BEFORE SCHOOL, AFTER SCHOOL AND VACATION CARE:

Fees vary based on location of centre, for fee information about your local service please contact the childcare team on 1300 009 679 or via email on childcare@ymcansw.org.au

DIRECT DEBIT:

Childcare fees are direct debited fortnightly from your nominated bank account or credit card, this is designed to make payment easy for all families. Session fees are charged two weeks in advance for the duration of the enrolment.

Invoices are issued via email prior to the direct debit each fortnight. You can contact the childcare team via phone on 1300 009 679 or by email childcare@ymcansw.org.au for any enquires.

If at any time there is an outstanding balance on your account due to a declined payment or cessation of care and a pay now payment has not been made, your account will be re-debited in 7 days.

Please find below link to download The Y direct debit calendar, this will help you keep track of Key direct debit dates, we have also identified public and school holidays.



[The Y direct debit calendar](#)

PAY NOW:

Pay now is a function where families can make additional or missed payments on their account, payment can be made via Xap Smile app or guardian portal under Payment and billing tab. Please allow 3-5 business days for payments to clear.

Important note: Any Pay Now payments made after 5pm on the Thursday prior to the Friday fortnightly debit run will not automatically reconcile against your account and your scheduled automated direct debit will still process. Please contact the childcare team before 5pm Thursday prior to the debit run so the childcare team can adjust your account accordingly. Any fees in credit are non-refundable but reconciled against future direct debits.

PUBLIC HOLIDAYS:

Services are closed on public holidays. Fees still apply if any of your usual days of attendance falls on these days within a school term. Public holidays are recorded as an absent on your account, CCS will apply unless the child's initial 42 allowable absences have been reached.

CASUAL BOOKING SURCHARGE:

The Y charges a casual booking surcharge per session per child. Casual BASC bookings can be made 1 week in advance via the Xap Smile app or guardian portal.

For any casual bookings requests within 48 hours of the session commencing, please contact the Child Care team on 1300 009 679 or via email childcare@ymcansw.org.au

Important Note: Any BASC casual bookings made more than 1 week in advance will be removed without notice.

LATE PICK UP:

Services are not licensed to provide care before or after the services licensed operating hours. A non-subsidised late fee of \$20.00 per child per 15 minutes or part thereof will be charged.

SEARCH FEE:

When a child fails to turn up to a meeting point or at the service and we have not received notification that a child will be absent, it is the responsibility of the educators to locate the child. This may mean that educators must search the school grounds, speak with school staff and contact parents to ascertain the child's whereabouts and safety. In this instance, a \$10.00 search fee may apply per child.

ABSENCES:

It is important that we know your child is safe, so please let us know 1hr prior to the session starting if your child is unable to attend for any reason. You can do this via the Xap Smile app, guardian portal or by contacting the Service Coordinator directly. Unattended sessions will be charged and recorded as an absence.

OVERDUE ACCOUNTS:

If at any time, there is an outstanding balance on your account we request that you make a Pay Now payment via the guardian portal or smile APP to bring your up to date. Families experiencing financial hardship are encouraged to contact the Childcare Team who will endeavour to assist you to make suitable arrangements to pay outstanding amounts via a Payment Instalment Plan.

In circumstances where Payment Instalment Plan arrangements with families are not kept, we will take the next appropriate steps which may include cancellation of care.

Accounts 14+ days in arrears will be suspended. No increase in permanent bookings or casual bookings can be requested until the outstanding debit is cleared.

For accounts 30+ days in arrears or accounts where a Payment Instalment Plan has not been kept, enrolment will be cancelled.

Once care has been cancelled, should you wish to return to care after all outstanding debts are paid, you will be required to re-join the waitlist until a position becomes available.



IMPORTANT INFORMATION FOR FAMILIES

FAQS

All our FAQs are available on [The Y website](#).

FEEDBACK

We value all feedback. There are several avenues for you to provide feedback, provide a compliment or make a complaint. This can be done anonymously, verbally, via email or via our customer feedback form. You are welcome to provide feedback to:

- OSHC Coordinator, Regional Manager or The Operations Manager
- Complete a feedback form at your local Y service or at ymcansw.org.au
- [Contact the Y](#).

CHILD CARE TEAM

Monday to Friday, 6.30am - 6.30pm
1300 009 679

childcare@ymcansw.org.au

NSW Early Learning Commission

1800 619 113 (toll free) | information@earlylearningcommission.nsw.gov.au

For more information please see the Australian Children's Education and Care Quality Authority website: acecqa.gov.au

All feedback will receive a response within seven business days to ensure the highest quality of service is reached. Feedback received from these sources allows constant review of service levels, increased customer satisfaction and, therefore, increased positive feedback within the community.

AVAILABLE SAFEGUARDING SUPPORT

If you feel unsafe now, phone 000

MENTAL HEALTH SUPPORT SERVICES

KID'S HELPLINE

Free counselling service for those aged between 5 and 25 years of age.

Phone: 1800 551 800
Website: kidshelpline.com.au

24/7 support

HEADSPACE

Mental health support for young people aged between 12 and 25 years of age.

Phone: 1800 650 890
Website: headspace.org.au

3pm–10pm (AEST) / 7 days a week

BLUEKNOT

Information and support for anyone affected by complex trauma, including redress support.

Phone: 1300 657 380
Website: blueknot.org.au

9am–5pm (AEST) / 7 days a week

LIFELINE

24-hour crisis support.

Phone: 13 11 14
Website: lifeline.org.au

24/7 support

SUICIDE CALL BACK SERVICE

Phone and online counselling to people affected by suicide, including those at risk.

Phone: 1300 659 467
Website: suicidecallbackservice.org.au

24/7 support

13YARN

Culturally safe support with Aboriginal and Torres Strait Islander crisis workers.

Phone: 13 92 76
Website: 13yarn.org.au

24/7 crisis support

BEYOND BLUE

Mental health support, including brief counselling.

Phone: 1300 224 636
Website: beyondblue.org.au

24/7 support

QLIFE

Anonymous and free LGBTIQ+ peer support and referral.

Phone: 1800 184 527
Website: qlife.org.au

3pm–9pm (AEST) / 7 days a week

SEXUAL ASSAULT SUPPORT SERVICES

1800RESPECT

Information, counselling and support for people impacted by domestic, family or sexual violence.

Phone: 1800 737 732
Website: 1800respect.org.au

24/7 support

NSW SEXUAL VIOLENCE HELPLINE

Trauma-specialist counselling and support for anyone in NSW affected by sexual violence, as well as their loved ones and professionals.

Phone: 1800 424 017
Website: fullstop.org.au

24/7 support

BRAVEHEARTS

Counselling and case management services for victim-survivors of child sexual assault.

Phone: 1800 272 831
Website: bravehearts.org.au

8.30am–4.30pm (AEST) / Monday to Friday

For our acknowledgement to victim-survivors, [please click here](#)



7 City View Road Pennant Hills NSW 2120

02 9687 6233

ymcansw.org.au

*We believe in the power of
inspired young people*