

# Deutsche Schule Melbourne

## OSHC Parent Handbook

Deutsche Schule Melbourne Inc, ABN 52 936 931 854



## Welcome

The OSHC Parent Handbook provides information to families that have children enrolled at Deutsche Schule Melbourne (DSM) and would like to enrol their children at the DSM OSHC service.

The handbook outlines the way families interact with the service and the childcare payment system.

## Legislative Framework

DSM OSHC is an approved outside school hours care service provider registered with the Department of Education and Training and legislated under the Education and Care Services National Law and Regulations 2011.

The DSM OSHC services complies with the Family Assistance Law which includes A New Tax System (Family Assistance) Act 1999, A New Tax System (Family Assistance) (Administration) Act 1999 and Family Assistance Legislation (Jobs for Families Child Care Package) Act 2017 as well the Child Care Subsidy Minister's Rules 2017, Secretary's Rules 2017 and Minister's Rules 2018.

## Child Care System

The Australian Government provides financial assistance to families and the state government is responsible for the quality and safety of child care services. They administer the National Quality Framework (NQF) including the National Quality Standards and is regulated by the Australian Children's Education and Care Quality Authority (ACECQA).

## Child Safe Standards

New Child Safe Standards have been introduced by the Victorian Government to manage the risk of child abuse in schools. The new standards have wide-spread implications in the daily school management and are inter-related to many school policies. They promote the cultural safety of Aboriginal and children from other cultural backgrounds and/or linguistically diverse backgrounds as well as children with a disability.

Victorian schools are mandated under Ministerial Order 1359 to ensure child safe standards are in place to protect children from abuse and neglect. This contains the creation of an inclusive culture, as well as screening, supervision and training of personnel to identify and respond to indicators of harm.

## Child Care Package

The Australian Government's Child Care Package<sup>1</sup> includes the Child Care Subsidy (CCS) and Childcare Safety Net.

The CCS is the regular payment that assists most families with the costs of child care. The subsidy is paid directly to DSM OSHC and passed on to families as a fee reduction. The subsidy is dependent on family income and activity test. For more information please refer to Child Care Subsidy on the Services Australia website.<sup>2</sup> The

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<sup>1</sup> <https://www.dese.gov.au/child-care-package>

<sup>2</sup> <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

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Childcare Safety Net<sup>3</sup> provides targeted assistance to vulnerable and at-risk children and their families and takes the form of higher subsidy payments. The CCS percentage you're entitled to depends on [your family's income](#).

### Service Hours

The DSM OSHC service is licensed to operate as follows:

During term weeks:	Before School Care	Mon-Fri	7.00am -8.45am
	After School Care	Mon-Fri	3.30pm -6.00pm
	Pupil-free Day Care	Mon-Fri	8.30am -5.00pm
School Holidays	Vacation Care	Mon-Fri	8.30am -5.00pm

### Enrolment

The DSM OSHC service uses the 'Fully Booked' platform to administer the service. Parents will need to use the portal to enrol their child/ren and provide all relevant enrolment details, including personal information and payment details. Parents can upload all health-related documents directly to the portal including the child's Australian immunisation history statement and if applicable, health records, such as anaphylaxis, asthma and/or other medical conditions **action plans and risk minimisation plans**.

To register please go to: <https://dsm-oshc.fullybookedccms.com.au/family/login>. Once a registration is completed and approved by the service, parents can make bookings directly via the platform (see Bookings).

To apply for CCS funding parents must enter a 'Complying Written Agreement' (CWA) within the OSHC portal. It is important for parents to **provide the CRN details of the parent that is registered for benefits with Centrelink**, so that Centrelink can match the enrolment to their records. The enrolment notice is then automatically lodged overnight with Centrelink (Department of Human Services). Simultaneously, parents need to lodge a Child Care Subsidy Claim with Centrelink and then confirm their child's enrolment with DSM OSHC via Centrelink on the MyGov website. Once this is matched, you can expect to receive CCS benefits.

Your details may change over time. Please understand that it is essential that we have up-to-date information in case of an emergency. You can update your child's details any time via the FullyBooked portal.

### Priority of Entry

Where there is a waiting list for enrolments, priority entry to the service will be given in the following order:

- 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 under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'
- Priority 3: any other child.

<sup>3</sup> <https://www.dese.gov.au/child-care-package/child-care-safety-net>

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Within these main categories, priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families
- children in families which include a disabled person
- children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold, or who or whose partner is on income support
- children in socially isolated families

The service may require a Priority 3 child to vacate a place to make room for a child in a higher priority group. A notice period of at least 14 days will be given in such an instance.

### Eligibility for Child Care Subsidy (CCS)

For CCS or additional CCS to be paid, the child and their parent/s or carer/s (the 'individual' must meet certain eligibility requirements.

Age requirement for the child:	Children must be ages 13 years or under and not attend secondary school.
Immunisation requirement for the child:	Children must be immunised according to the standard vaccination schedule, be on an eligible catch-up vaccination schedule, or have an approved exemption.  Children that have been <i>immunised overseas</i> must be assessed by be an Australian medical practitioner and have their immunisation status recorded on the Australian Immunisation History Statement, before they can upload a the Australian record to FullyBooked.
Residency requirement for the parent (claimant):	The claimant or their partner must Australian residents as defined under the Social Security Act 1991, or be eligible non-residents.

Help for your Centrelink online account is available from:

<https://www.servicesaustralia.gov.au/centrelink-online-account-help-claim-child-care-subsidy>.

### Fee payments

Parent can use the portal to view invoices and statements. Invoices will be raised and collected fortnightly via the family's chosen direct debit method. Please note that credit card payments will incur a credit card surcharge.

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### CCS payments

CCS payments are paid as a % of your child care fees. The percentage is determined by Centrelink based on your family income, the results of the activity test and the type of child care service. General information on the amount of child care subsidy you can get can be found on the Services Australia website.<sup>4</sup>

Families can access detailed information about their entitlements from their Centrelink online account via MyGov. Payments will be made to the service provider and deducted from the fees.

Families that start using the service while their CCS claim with Centrelink is being assessed will be charged for the full fees. Once the claim is approved, CCS credits will start to come through on your account statement. Claims can be backdated up to 28 days. Any future CCS credits will be directly applied to session fees with the net fees payable by parents.

### Bookings

Bookings can be made by parents via the FullyBooked portal. For children who will consistently use the program on specific days, we recommend to book sessions early to ensure your child has a place.

#### Booking cut-off times

Bookings for Before School Care must be made latest by 3pm prior to the booking day to allow us to make adequate staffing arrangements. Bookings for After School Care can be made until 10am on the day.

#### Emergency Bookings

In the instance of an emergency, After School Care bookings can be made on the day of attendance *if places are available*. Places can fill quickly and cannot be guaranteed. Emergency bookings (bookings made within 7 hours before session start) incur a \$5 surcharge on top of the standard booking rate.

#### Cancellations

Bookings can be cancelled by parents at any time prior to the session. Cancellations within 24 hours of the session start time will be charged in full. Where bookings are cancelled more than 1 day in advance of the booked session time, no charge will apply.

### Fees 2026

Before School Care:	\$33 per child	Emergency Before School Care:	\$38 per child
After School Care:	\$42 per child	Emergency After School Care:	\$47 per child
Pupil-free Day Care	\$100 standard in house care with no incursion		
Vacation Care	Prices vary from \$100 to \$130 depending on program		

<sup>4</sup> <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-much-you-can-get>

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### Arrival and Departure

For security reasons all children attending the DSM OSHC service need to be signed in on arrival and signed out on departure. The sign-in/sign-out iPad will be available at the entrance to the service or with the educator if the children are outside.

Children will not be allowed to leave the service with a person that is not stated on their account. Parents/Guardians will need to bring some ID (drivers licence or other) to enable educators check ID of new families entering the service or if a new educator is running the session.

Parents that have a court order in place must upload the order on their account to inform the service of the relevant arrangements.

### Late Pickup

In accordance with National Regulations and licensing we are not permitted to have children in the service after closing time. A late pickup fee of \$2/min per child after 6pm will be added to your next invoice.

If we are unable to contact either the parent or a person nominated by the parent as an emergency contact to arrange collection of the child/ren we will contact the Department of Education and the Police to take responsibility of your child.

### Contact

Parents can contact the OSHC Service directly via email on [oshc@dsm.org.au](mailto:oshc@dsm.org.au) or by phone on (03) 9125 0109 or on 0494 318 918 (mobile) during service hours.

### Student Wellbeing

#### Accidents

All our educators are trained in First Aid and can assist your child in an emergency. Should your child have been involved in a serious accident, the service supervisor will contact you immediately. This includes accidents that require medical attention and accidents and injuries to the head.

You will be provided with an incident report that contains details of the accident/injury and any first aid that was administered. The report will need to be signed by the educator, the nominated supervisor and the parent.

#### Anaphylaxis, Life-threatening allergies and Asthma

All OSHC educators are trained in anaphylaxis, severe allergies symptoms and asthma, and can administer an EpiPen. The service will be made aware by the school of any students that suffer from anaphylaxis, severe allergies or asthma. The schools Anaphylaxis policy is very comprehensive and applies to the OSHC service.

Anaphylactic children will need to bring their own EpiPen to the service for each session they attend. The EpiPen will be sighted and signed in by the educator upon arrival. The educators further ensure that a child's EpiPen will go with them to school at the completion of a BSC session.

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### Illness & Infectious Diseases (when not to send your child)

Our service is not equipped to care for sick children and we have a duty to minimise any spread of disease (including Covid-19) amongst our students. The school's Arrangements for Ill Students and Administration of Medication Policies extend to the school's OSHC service.

Please do not bring your child to the service if they display any signs of illness, such as:

- sore throat
- coughing
- shortness of breath
- a runny nose
- high temperature
- diarrhoea,
- vomiting
- rash/es
- red and swollen eyes
- are irritable, tired or lethargic.

Should your child become ill whilst at the service, the service will contact the parent/carer to organise collection of the child and notify the school of the child's absence for the day.

In accordance with the Public Health and Wellbeing Regulations 2009 (regulation 85), children that have been in contact with or affected by an infectious disease are not allowed to attend the OSHC service or school. A child that is not immunised against vaccine-preventable diseases cannot attend the OSHC service or school until the threat has passed. For an up to date school exclusion table, please visit the Department of Health's website.<sup>5</sup>

## Educational Program

The OSHC service will provide a varied educational program that is in line with the school's vision to help students to realise their individual potential and become creative and confident participants in a global community.

The program is designed around the school's mission to inspire, nurture and challenge through a variety of activities on offer that further strengthen learning through play and leisure, enriching the student's daily school and childhood experiences.

Key outcomes of the program include to nurture each child's sense of identity, belonging and wellbeing; inspire them to become involved learners and effective communicators, who wish to contribute to the world around them.

The program will offer a variety of activities and experiences that occur in an environment that is designed to foster children's wellbeing, development and learning.

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<sup>5</sup> <https://www.health.vic.gov.au/infectious-diseases/school-exclusion-table>

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## What to bring to OSHC

### Food & Drink

The DSM OSHC service provides a basic breakfast for children attending the BSC service before 8:15am. Breakfast items made available include toast, butter and jam, Weet-bix and fresh seasonal fruit (displayed at the service). Children attending the ASC service will be provided with fresh fruit and vegetables and dry crackers.

All students are required to bring a water bottle which should be filled with fresh water every morning. Students can refill their bottles during the day. Children will need to keep their lunch and snack for school in their backpacks during service hours to ensure the safety of every child at the service. No food sharing is permitted.

### Sun Safety

Children attending the OSHC service may play outside on the sports ground and accordingly the school's Sun Protection Policy applies. During Term 1 and 4 and when the UV Index level reaches 3 and above, children must wear their DSM hats or OSHC designed hats when playing outdoors and wear sun protective clothing. Parents should send children to school with SPF30+ broad spectrum sunscreen applied at least 20 minutes prior to them coming to the service, so that they can engage in outdoor play immediately. More details in regards to our 'Sun Protection Policy' can be found on the school's website. Hats need to be marked with the student's name. The sharing of hats is not permitted.

### Clothing

Parents are encouraged to dress children in non-restrictive, easy to wash clothes in which they can join indoor as well as outdoor activities and their school hat. Shoes also need to allow children to run, climb, hop and jump, being easy to take off and put on and be closed-toe. Thongs, gumboots, open-toe sandals, high heels and "croc"-style shoes are not acceptable.

Every now and again accidents occur and it may be necessary for your child to get changed into fresh clothes. Please include a spare set of clothes in your child's bag. Alternatively, we will contact you so you can collect your child.

### Toys

The service will provide toys and games. Please do not bring any toys from home. This will eliminate toys getting lost, broken or disappointment for other children.

## General Safety

To help us keep our students safe, we would kindly ask you to ensure that:

- Children are dropped off and picked up from within the service (not on the car park or street)
- All doors/gates are closed when leaving the school grounds
- Students are signed out on pick-up

We thank you for your attention to this.

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### Communication

Everybody communicates differently and we understand that mornings and afternoons can be a little rushed and not the best time to discuss your child's day. Should you have any concerns, please email the service to arrange for a more appropriate time for a meeting outside of service hours.

In an emergency we will contact you by phone directly. Any other matters will be communicated by email.

### Code of Conduct & Policies

We expect our staff, students and parents to adhere to the school's Code of Conduct and policies at all times. Policies are reviewed regularly and may change from time to time. For the latest copy of the Student Code of Conduct<sup>6</sup> and Parent Code of Conduct<sup>7</sup> please visit the school's website.

### Student Photography and Media Consent

From time to time the OSHC service may wish to include photographs of the student, student artwork or student audio/video recordings in publications for distribution within the school community (photographs may be captioned with names) or outside the school community (photographs would not be captioned with names). This includes school and OSHC publications, the school newsletter, on the school's website, Facebook, or other online publications. You can inform the service of your child's media permission via FullyBooked. All photos and recordings will be carefully chosen and used if deemed appropriate.

### Privacy & Confidentiality

DSM collects personal information, which you can access, in accordance with the Privacy Act 1988 (Cth) and the Health Records Act 2001 (Vic) for the purpose of providing OSHC services for your child/children. The personal information may be disclosed to other individuals or organisations in the interests of your child's/children's education. Please refer to DSM's Privacy Policy<sup>8</sup> for full details on use and disclosure of the personal information.

### Online Parent Acknowledgement

Parents enrolling in the service will be asked to agree to the terms and conditions online (as outlined within this Parent Handbook and the school policies) to confirm they understand the commitment that they are undertaking and the responsibilities they have to the service.

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January 2026

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<sup>6</sup> <https://media.digistormhosting.com.au/dsm-au-vic-330-website/documents/DSM-2019-Student-Code-of-Conduct.pdf?mtime=20190726101915>

<sup>7</sup> <https://media.digistormhosting.com.au/dsm-au-vic-330-website/documents/DSM-2019-Parent-Code-of-Conduct.pdf?mtime=20190726101914>

<sup>8</sup> <https://media.digistormhosting.com.au/dsm-au-vic-330-website/documents/DSM-2021-Privacy.pdf?mtime=20211119163902>