CATHOLIC SCHOOLS BROKEN BAY
BEFORE SCHOOL • AFTER SCHOOL • VACATION CARE

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Parent and Carer Frequently Asked Questions | November 2026

Welcome to ARISE, a whole new experience beyond the school day.

ARISE is Catholic Schools Broken Bay's (CSBB) new approach to Outside School Hours Care (OSHC), bringing together fun, friendships, learning and connection in a safe and nurturing environment.

From energetic activities and creative discoveries to supported homework time and new friendships, ARISE offers children more opportunities to explore their interests, develop confidence and thrive.

For families, ARISE is about more than care. It is about making afternoons easier, supporting children's development and creating more quality time together at home.

These FAQs explain what ARISE offers, when services will commence, how to enrol through OWNA and what families can expect as CSBB progressively introduces its new services.

About ARISE

1. What is ARISE?

ARISE is the new Outside School Hours Care experience delivered by Catholic Schools Broken Bay. It brings together before school care, after school care, vacation care and a range of engaging activities designed to support children's wellbeing, learning and development. ARISE goes beyond traditional OSHC by offering opportunities for children to be active, creative, curious and connected. Our programs will be closely aligned with the values and learning environments of our Catholic schools.

Does ARISE include preschool or early learning services?

ARISE currently refers to CSBB's Outside School Hours Care services. CSBB has received provider approval and is exploring opportunities to progressively

expand its early childhood education and care offerings. Any future services will be communicated separately to families and school communities.

2. Why is CSBB introducing ARISE?

CSBB wants to provide a more connected experience for children and families, extending the care, support and sense of belonging experienced during the school day into the hours before and after school. ARISE is part of CSBB's Shaping Tomorrow, Together in Faith strategy and our commitment to supporting families throughout their child's learning journey.
ARISE aims to foster a strong sense of belonging, connection and community for children and families, creating continuity between the school day and out of school hours experience.

3. What makes ARISE different from traditional OSHC?

ARISE combines the care and flexibility families expect from OSHC with enriching experiences inspired by a day boarding model. Our approach focuses on five key areas: Move (sport, games and physical activity); Create (art, music and imagination); Discover (exploration and problem-solving); Connect (friendships, teamwork and belonging); and Grow (confidence, independence and resilience). Activities will reflect the interests, ages and needs of children in each school communityARISE programs will be developed in accordance with the approved learning framework for school age children, My Time, Our Place V2.0, supporting children's wellbeing, learning, development, agency and sense of belonging through meaningful play and leisure-based experiences.

4. What is meant by a "day boarding experience"?

Children can enjoy a broader range of experiences beyond the classroom, all within the familiar environment of their school. An afternoon might include relaxation, sport, creative activities, new interests and homework support. ARISE is not residential boarding: children go home at the end of their booked care session.

5. What is Homework Club?

Homework Club is a supported study opportunity within the ARISE experience. Children have dedicated time and a supportive environment to work on homework and build independent learning habits. It is not private tutoring and does not guarantee that all homework will be completed. Arrangements will reflect the program at each service.

6. Will children still have time to play and relax?

Absolutely. Play is recognised as a fundamental right of childhood and is central to children's wellbeing, learning and development. Consistent with My Time, Our Place V2.0, children will have opportunities to direct their own

play, pursue their interests, make choices and build relationships in a supportive environment.

7. Is ARISE a Catholic program?

Yes. ARISE is grounded in the Catholic values and ethos of CSBB and promotes respect, inclusion, kindness, service and belonging. Children from all backgrounds and faith traditions will be welcomed and respected.

When and where ARISE will operate

8. When will ARISE commence?

ARISE will progressively commence from the beginning of the 2027 school year. The current plan provides for 14 Sydney Basin services in January/February 2027, nine more in April 2027 and Central Coast services in 2028. Families will receive their school's specific commencement date.

9. Will ARISE be available at every CSBB primary school?

CSBB intends to progressively introduce ARISE across its primary school communities. Each service must have appropriate staffing, facilities, systems and regulatory arrangements in place before opening.

10. How will I know whether my school is included in the first group?

CSBB and your school will communicate directly with families about commencement dates and enrolment arrangements through school communications, Compass and the CSBB website.

11. What happens if my school is not transitioning immediately?

Where a school is scheduled to transition later, the intention is for its existing OSHC provider to continue under current arrangements until the scheduled transition. Families should continue using their current provider's booking arrangements until advised otherwise.

12. Will ARISE operate before school, after school and during school holidays?

ARISE is designed to provide before school care, after school care and vacation care. Operating hours, availability and vacation care arrangements will be confirmed for each service.

Enrolling through OWNA

13. What is OWNA?

OWNA is the digital childcare management platform selected by CSBB for ARISE. It supports enrolments, bookings, family communications, fees, Child Care Subsidy administration and service operations.

14. How do I enrol my child in ARISE?

Families will receive instructions when enrolments open for their service. The process will involve accessing OWNA, completing required enrolment information and submitting care and subsidy details. CSBB and OWNA will provide support.

15. I already use OSHC. Do I need to enrol again?

Yes. Families will need to complete the ARISE enrolment process through OWNA when CSBB becomes the provider. Existing enrolments with other providers should not be assumed to transfer automatically.

16. When can I enrol?

The transition plan provides for OWNA to begin supporting families with enrolments and Child Care Subsidy arrangements as soon as practicable. Families will receive service-specific instructions.

17. Can I book regular days or occasional care?

ARISE is intended to support regular and flexible bookings where places are available. Options, cancellation conditions and notice periods will be outlined in each service's enrolment information.

18. Can I change or cancel a booking through OWNA?

OWNA supports booking management. Instructions about changes, cancellations and applicable policies will be provided during enrolment.

19. What if I have difficulty using OWNA?

Support will be available for account setup, enrolments and subsidy administration. Families who need help should contact their school or the nominated ARISE support team.

Fees and Child Care Subsidy

20. How much will ARISE cost?

CSBB will provide a fee schedule before enrolments commence. Fees may vary by type of care, session length and service arrangements. Families will receive details of fees and charges before confirming bookings.

21. Will ARISE be eligible for the Child Care Subsidy (CCS)?

CSBB is progressing the necessary arrangements for eligible ARISE services to access the Australian Government's Child Care Subsidy. CSBB has received Provider Approval and is working through service and CCS administration requirements. Further details will be provided before enrolments commence.

CSBB has received Provider Approval and is establishing the necessary service approvals and administrative arrangements to enable eligible ARISE services to access the Australian Government's Child Care Subsidy (CCS).

Further information, including service-specific details, will be provided prior to enrolments opening.

22. Will I need to do anything to maintain my Child Care Subsidy?

Families may need to confirm new childcare enrolment details through Services Australia. OWNA and CSBB will provide guidance. Families should ensure their CCS details are current.

23. Will my childcare fees increase because CSBB is taking over?

CSBB is committed to providing high-quality, affordable care that represents value for families. As we introduce ARISE, we are reviewing our fee structures to ensure they reflect the enhanced programs and experiences we aim to offer while remaining mindful of the financial pressures facing families.

Fees will be reviewed periodically and may vary between services. Families will receive clear information about applicable fees and any changes well in advance.

24. How will I pay my ARISE fees?

OWNA will support fee management and payment administration. Available payment methods, billing frequency and terms will be explained during enrolment.

Vacation care and the transition

25. Will ARISE provide vacation care?

Yes. Vacation care is part of the ARISE offering and will include engaging recreation, creativity, discovery and connection for primary school-aged children, including Kindergarten to Year 6.

26. Will ARISE operate during the January 2027 school holidays?

For the initial services transitioning to CSBB in January 2027, ARISE is not scheduled to operate vacation care before the commencement of the school year. This allows time for staffing, training, facilities and operational preparation. Vacation care will be provided where there has been a commitment already made by the school. Families will receive specific advice from each service.

27. What if I need vacation care in January 2027?

CSBB recognises the importance of holiday care for working families. It is committed to working with affected families to understand their needs and

assist them in identifying available care arrangements. Vacation care will be provided where there has been a commitment already made by the school.

Families seeking alternative vacation care options may also wish to visit the Australian Government's StartingBlocks website at https://www.startingblocks.gov.au/find-child-care, which allows families to search for approved childcare, outside school hours care and vacation care services by location. This can assist families in identifying available services near their home, school or workplace.

28. Will every ARISE service offer vacation care on-site?

Not necessarily but subject to demand. Over time, vacation care may be delivered through selected hub locations that serve multiple nearby school communities. Families will be provided with information about available locations and arrangements before bookings open.

29. When will ARISE vacation care bookings open?

After the January holidays, booking dates and program information will be communicated through OWNA, Compass and school communications. Families should check the arrangements for their service.

Staff, safety and wellbeing

30. Who will care for my child at ARISE?

ARISE will be operated by CSBB with appointed educators and service leaders. Staff will undertake relevant induction and professional learning including safeguarding, child protection, behaviour guidance, inclusion, service procedures and OWNA. Educators will be supported to deliver programs aligned with My Time, Our Place V2.0 and the National Quality Framework, promoting children's wellbeing, development and active participation.

31. Will the existing OSHC staff remain at my school?

CSBB intends to offer employment opportunities to existing OSHC staff wherever possible, subject to operational requirements and recruitment. Continuation of every individual educator cannot be guaranteed.

32. How will ARISE keep children safe?

ARISE services will operate under applicable National Quality Framework requirements, including supervision, educator suitability, safeguarding, health and safety and service quality. ARISE is committed to implementing the NSW Child Safe Standards and fostering a child-safe culture where children's voices are heard, participation is encouraged and concerns are responded to appropriately. In all decision

making affecting children, their safety, wellbeing and best interests will be the paramount consideration.

33. How does ARISE support children's rights, wellbeing and participation?

ARISE recognises that children have a right to feel safe, valued, respected and heard. Consistent with the NSW Child Safe Standards, the National Quality Framework and My Time, Our Place V2.0, children will be encouraged to express their views, make choices, contribute to program decisions and participate in ways that are meaningful to them. ARISE is committed to creating welcoming and inclusive environments where every child's wellbeing, dignity and best interests are supported.

34. What if my child has additional learning, medical or support needs?

ARISE is committed to inclusion. Families can provide information about medical conditions, allergies, disabilities and other needs during enrolment. The team will work with families to determine appropriate support arrangements and required plans.

Consistent with the National Quality Standard, ARISE is committed to inclusive practices that support every child's participation, dignity and sense of belonging.

35. Will ARISE staff communicate with my child’s teachers?

ARISE will work with school leadership and relevant staff to support consistent expectations and wellbeing approaches. Information sharing will follow privacy and confidentiality requirements.

Where appropriate and with regard to privacy requirements, this collaboration supports a consistent approach to children's learning, wellbeing and inclusion across the school and ARISE environments.

36. What happens if my child becomes unwell or has an accident?

ARISE has procedures for responding to illness, injury and emergencies. Families will receive relevant health and safety information during enrolment.

37. How will I know what my child has been doing at ARISE?

OWNA will support family communications about programs and activities. Schools and ARISE teams will also share important updates through established channels, including Compass where appropriate.

Families are recognised as children's first and most influential educators. ARISE values partnerships with families and will provide information that supports meaningful engagement with children's experiences, interests and achievements.

Practical questions for families

38. Where will ARISE operate?

ARISE will generally operate within suitable school facilities and spaces. Each school will advise its service location and arrival and collection arrangements.

39. What are the opening and closing times?

Hours will be confirmed for each service before enrolments commence, along with collection requirements and any late collection arrangements.

40. Will food be provided?

Food arrangements will be confirmed at each service. Families will be advised what is provided, what children need to bring and how dietary needs and allergies are managed.

41. Can my child attend ARISE if they do not attend a CSBB school?

The ARISE program is specifically for students attending CSBB schools.

42. Will children from different year groups participate together?

ARISE will encourage friendships across the school community, with activities designed for children's ages, interests, abilities and developmental needs.

Activities and environments will be planned to promote children's safety, wellbeing and inclusion while recognising their individual strengths, interests, developmental needs and emerging capabilities.

43. Can my child attend ARISE on days when they have extracurricular activities?

Families should discuss other activities with the service coordinator. Attendance, supervision and collection arrangements will need to be agreed in advance.

Staying informed

44. How will families receive updates about ARISE?

CSBB will communicate through schools, Compass, OWNA and the CSBB website, including details about commencement, enrolments, fees, operating hours and vacation care.

45. Who should I contact if I have questions?

Please contact your school if you have any questions, as your school is the initial contact. Service-specific OWNA support details will be supplied when enrolments open.

46. Where can I find out more about ARISE?

Visit https://csbb.catholic.edu.au/ for ARISE information and updates. Families can also learn more about the National Quality Framework, the National Quality Standard and the approved learning framework My Time, Our Place V2.0 through information provided during enrolment and service induction.

Ready to ARISE?

The adventure starts here. More fun. More friendships. More possibilities. Discover a whole new experience beyond the school day.ARISE is committed to providing child-safe, inclusive and high-quality services where children are known, valued and cared for. Guided by the National Quality Framework, My Time, Our Place V2.0 and the NSW Child Safe Standards, we place children's safety, wellbeing and best interests at the centre of everything we do.

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