



OSHC & VACATION CARE PARENT/CAREGIVER HANDBOOK

53 Wakefield Street, Adelaide SA 5000

For **bookings/cancellations** please use the SPIKE app or telephone:

8217 3200 (8:00am-3:30pm) St Aloysius College Office

8217 3254 (3:30pm-6:00pm) OSHC Centre

or email the OSHC team: oshc@sac.sa.edu.au

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empowering
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Key Contacts

Nominated Supervisors

Ms Paddy McEvoy (Principal)

Ms Jacqui McIlroy (Deputy Principal - Pastoral Care)

OSHC Director

Ms Taylor Atkins

OSHC Assistant Directors

Ms Vicki Costi

Ms Ellen Duan

Email

oshc@sac.sa.edu.au

Please send all communications to the OSHC team as we have a number of staff working at the service at different times during the day who will respond to your emails.

Welcome

Welcome to St Aloysius College Out of School Hours Care and Vacation Care. Our service provides out of school hours care on a casual or permanent basis to our children in **Reception to Year 6**. The OSHC Centre staff are committed to ensuring your child is cared for in a welcoming, supportive and stimulating environment. SAC OSHC/Vacation Care follows the National Quality Standard for Out of School Hours Care and Vacation Care.

Aims

St Aloysius College Out of School Hours Care and Vacation Care strives to provide quality care for the families of St Aloysius College. We aim to provide a safe and caring environment that will give children numerous opportunities to develop physically, intellectually, socially and emotionally. We endeavour to foster cooperative and collaborative group relationships and positive behaviours.

Location

The OSHC Centre is situated in the St Aloysius College grounds in The Cloisters. Students attending OSHC are allocated the following rooms:

- **Reception-Year 2** children in A21
- **Year 3-4** children in A12
- **Years 5-6** children in A11

We are fortunate to be able to use the vast resources and areas of the school grounds and some recreational activities are undertaken in other areas of the College.



Our Philosophy and Policies

Our OSHC/Vacation Care operates on the same philosophy as the College:

The St Aloysius College school community operates to a large degree on trust. Students and staff aim to foster a climate where a sense of responsibility for one's actions is paramount, together with a sincere consideration for the needs of others.

OSHC and Vacation Care follow the St Aloysius College school policies, which can be found on our website: <https://www.sac.sa.edu.au/about/school-governance>

St Aloysius College is a Mercy School based on the theological values of Mercy, affirmed and practiced by Catherine McAuley, the founder of the Sisters of Mercy, who lived by the ideal that "the proof of love is deed".

Our school policies are a reflection of the foundation that the spirit of Mercy lives on as "a spirit of loving kindness, an awareness of the worth and needs of others".

At St Aloysius College, we encourage our students to be compassionate and hospitable; to respect the worth and diversity of others, and to reach out in a spirit of loving kindness.

The model that supports us to put these values into action is the restorative practices approach.

The St Aloysius College OSHC and Vacation Care programs are important and valuable services for our community. Our OSHC Centre shares the same values and principles as our College. We are a community educating for life where faith is nurtured and all are welcomed, respected and valued.

St Aloysius College OSHC/Vacation Care:

- provides an environment that is safe, peaceful, supportive and loving
- promotes a healthy self-image and growing independence
- provides quality care for children which encompasses the welfare and individual needs of each child
- provides a range of social learning experiences which encourages participation, fosters skill development, is age appropriate
- understands the importance of middle childhood and the value of play
- develops partnerships with families and the wider community.

Enrolment in the OSHC Service (including Vacation Care)

An **OSHC Service Enrolment Form** must be completed by parents/caregivers before a child can attend the OSHC Centre. This form is available on the St Aloysius College website: <https://www.sac.sa.edu.au/oshc>

Using the SPIKE Childcare app

When you have completed the OSHC Service Enrolment Form, please email it to oshc@sac.sa.edu.au

You will then be contacted via email by a member of the OSHC team who will provide you with your unique PIN number which you will need to sign in to the **Spike Childcare app** so that you can make your **OSHC Before School Care and After School Care bookings and cancellations**, as required.

Please go to our website for instructions on how to install the Spike Childcare app on your mobile device: <https://www.sac.sa.edu.au/oshc>

Cancellation and Non Attendance Procedure

As staffing and catering rely directly upon numbers of children, it is essential that we have prior knowledge of children attending to ensure adequate care is provided and we meet our compliance requirements.

Accurate attendance records for OSHC/Vacation Care are an important safety aspect and therefore parent/caregiver cooperation by advising of bookings and cancellations in a timely manner is essential. If a child is booked for a particular day but is not present at OSHC/Vacation Care a parent/caregiver will be telephoned.

If you have not used the SPIKE Childcare app to make your booking or cancellation, please telephone:

- **8217 3200 (8:00am-3:30pm)** SAC College Office
- **8217 3254 (3:30pm-6:00pm)** OSHC Centre
- **0418 471 663** during Vacation Care only

Alternatively, you can email oshc@sac.sa.edu.au and a member of the OSHC team will respond.

OSHC

Bookings and cancellations for OSHC can be made via the Spike Childcare app two hours prior to the OSHC service commencing.

It is expected that parents/caregivers will notify us of a cancellation as soon as possible. It is preferred that 24 hours' notice be given when cancelling an OSHC booking to support staffing. In the case of an emergency, however, cancellations can occur on the day.

Vacation Care

It is preferred that 24 hours' notice be given when cancelling Vacation Care. If your daughter cannot attend on a day she is booked, the fee for that day will remain and is claimable through the Australian Government's Child Care Subsidy (CCS). In the case of illness or injury, a medical certificate must be provided for fees to be credited/refunded to your nominated account. Please call the OSHC Centre directly on 0418 471 663 between 8:00am-9:00am on the day of cancellation.

Hours of Operation

Our OSHC and Vacation Care Services are available at the following times:

OSHC - Before School Care (BSC)

The OSHC service provides two sessions of before school care Monday to Friday:

- Long session: 7:15am-8:30am
- Short session: 7:45am-8:30am

Breakfast is available to children using the BSC service between 7:15am-8:00am Monday to Friday. Cereal, toast and Milo are available.

OSHC - After School Care (ASC)

The OSHC services operates from the time children are dismissed from school until 6:00pm.

- Mondays 2:30pm-6:00pm
- Tuesdays to Fridays 3:15pm-6:00pm

On special days when children are dismissed early from school (eg - Open Night, Swimming Carnival, Athletics Carnival, Parent-Teacher-Student Learning Reviews and the end of some school terms), the OSHC service will be available from the time they are dismissed until 6:00pm.

All children attending After School Care will need to arrive at the centre by 2:30pm on Mondays and by 3:15pm Tuesdays to Fridays to be signed in by the OSHC Director, Assistant Director/Person In Charge or an OSHC educator. Children who attend after this time (due to after school commitments) must notify the OSHC Director, Assistant Director or Person In Charge immediately upon arrival.

Vacation Care & Student-Free Days

Vacation Care is currently available the week before school commences at the start of the year as well as during the Terms 1, 2 and 3 school holidays, student-free days and for two weeks immediately following the last school day of the year from 8:00am-6:00pm.

A detailed program for the days of service and a booking form will be made available two weeks prior to the school holidays.

Fees

The following fees are applicable:

Before School Care (BSC)

We offer both full and short sessions for BSC, which includes breakfast:

- **Full session**
Monday to Friday 7:15am-8:30am
Cost: \$12 per child
- **Short session**
Monday to Friday 7:45am-8:30am
Cost: \$6 per child

After School Care

The 2023 fee is \$23 per session per child.

Vacation Care

Vacation Care fees range from \$55 to \$85 per day, depending on the activity.

Student-Free Days

Student-free days (whole days) are charged at \$55 per day.

Late Collection Fee

If parents/caregiver arrive after 6:00pm to collect their child, a late collection fee will be applied.

Please Note

- The College reserves the right to charge the full fee for non-attendance at any booked session.
- There is no discount for multiple children.

Programming

Our OSHC and Vacation Care services provide quality programs for children and are designed using the Australian Government's **My Time, Our Place National Quality Framework** to meet the needs and interests of each child. Our programs foster responsibility, resourcefulness and positive self-awareness.

Outcome 1: Children Have A Strong Sense Of Identity

- Children feel safe, secure, and supported
- Children develop their autonomy, inter-dependence, resilience and sense of agency
- Children develop knowledgeable and confident self-identities
- Children learn to interact in relation to others with care, empathy and respect

Outcome 2: Children Are Connected With And Contribute To Their World

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation

- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

Outcome 3: Children Have A Strong Sense Of Wellbeing

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

Outcome 4: Children Are Confident And Involved Learners

- Children develop dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children use a range of skills and processes such as problem-solving, inquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

Outcome 5: Children Are Effective Communicators

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children collaborate with others, express ideas and make meaning using a range of media and communication technologies

We aim to provide a variety of activities for children during their time in OSHC/Vacation Care. The activities aim to promote a stimulating and positive experience in a safe environment. A varied art and craft program is conducted daily and materials are provided for individual pursuits. Outdoor play is encouraged. A copy of the daily program is displayed behind the reception desk of the OSHC Centre.

Children who wish to complete homework during OSHC have a space available for this purpose and will be appropriately supervised by OSHC staff and assisted where possible.

National Quality Standard

The National Quality Framework which we adhere to at St Aloysius College is a framework that sets out to ensure a national approach to laws and regulations, assessment and quality improvement for early childhood education and outside school hours care services nationwide.

A key element of the My Place, Our Time National Quality Framework is the National Quality Standard (NQS).

The NQS sets out the seven quality areas against which all services will be assessed and rated. Assessment against the standards aims to improve developmental and educational outcomes for children and ensure families have access to information about the quality of care provided at each service.

The seven **quality areas** are:

- 1) Educational program and practice
- 2) Children's health and safety
- 3) Physical environment
- 4) Staffing arrangements
- 5) Relationships with children
- 6) Collaborative partnerships with families and communities
- 7) Leadership and service management

We regularly implement, review and document these areas so as to provide an optimum level of care for children and families. We will seek input and feedback from all involved (parents/caregivers, children, staff and management) and this information is greatly appreciated. If you would like more information about these quality areas, please feel free to speak to OSHC Director or Assistant Director.

Staffing

All OSHC staff members hold a current First Aid Certificate and a police check clearance through the Catholic Archdiocese of Adelaide. Staff ratios are determined by State Government regulations.

Sign In and Sign Out Process

To ensure the safety of children and to fulfil our duty of care, please note the following:

Before School Care (BSC)

Parents/Caregivers are required to sign their child into Before School Care via the iPad using their PIN number for each session. This is a legal requirement. If you do not have a PIN number, please speak to the OSHC Director or an Assistant Director.

At the completion of the service at 8:30am, children from Years 2 to Year 6 will leave the BSC service. A teacher is on duty at this time and children will be required to make their way to their classrooms.

Children in Reception to Year 1 will be taken directly to their classrooms at 8:30am by OSHC staff.

If your child needs to leave the BSC service before 8:30am, please arrange this with the OSHC Director, an OSHC Assistant Director or Person In Charge. We must have something in writing from a parent/caregiver for this to happen on any given day.

After School Care

When a parent/caregiver arrives to collect their child, a staff member must be notified and the authorised collection person must sign out the child on the iPad.

If a child is to be collected by a person other than the nominated adults on the OSHC/Vacation Care Enrolment Form, we require a telephone call and something in writing giving authority from an enrolling parent/caregiver.

The OSHC Centre closes at 6:00pm and we require all children to be collected by this time.

If a parent/caregiver is unable to collect their child before closing time, they must arrange for another adult to collect the child. Please advise OSHC Centre staff if collection is to be by a person not authorised on the OSHC Service Enrolment Form.

Parents/Caregivers can enter the College grounds to collect their children from the OSHC Centre from the Angas Street entrance between The Cloisters (Convent building) and the Redden Centre. Alternatively, parents/caregivers can enter through the College's main entrance on Wakefield Street until 4:30pm.

Collection Authority

The St Aloysius College OSHC Service has clear processes to ensure that all requirements relating to authorisation are met as determined by the Law.

The names and contact telephone numbers of all persons authorised to collect children from the service must be included on the OSHC Enrolment Form. If there are any changes to these authorities, they must be made in writing to the OSHC Service via email (oshc@sac.sa.edu.au) by the enrolling parent/caregiver.

For safety reasons, children will only be released to authorised adults as named on the enrolment form. Children **MUST** be signed out by the parent/caregiver or other authorised person.

Student Movement

Student movement from one space to another is monitored by staff via walkie-talkies.

If students need to go to the bathroom in the Redden Centre or the Dunlevie Building, they must be accompanied by a student buddy.



Food and Nutrition

The focus on food groups regarding food consumed revolves around a varied, healthy and nutritional diet. Water is available at all times. A snack is provided each afternoon.

Please note that during Vacation Care children are required to bring their own recess and lunch.

Any allergies or special diets must be listed on the OSHC Service Enrolment Form or provided in writing to the OSHC Director.

Hygiene

Food will be prepared and eaten in a hygienic environment. Children are instructed to wash their hands before and after eating, after handling animals and when going to the toilet. Parents/Caregivers will be notified if a toileting accident occurs.

Staff members wash their hands before preparing food and use gloves as required, particularly when administering first aid. Separate chopping boards are used for different foods. Chopping boards and surfaces are cleaned daily. Dishes and cups are regularly washed in the dishwasher.

The rooms are regularly cleaned by a contracted cleaning company.

Sleep and Rest

SAC OSHC/Vacation Care aims to ensure each child's individual need for sleep and rest is met. Our approach to safe sleep and rest is based on the ACECQA recommendations of current, evidence-based practices.

A quiet space is designated for rest and sleep, away from interactive groups. The space allows for calm play experiences. Each individual child requiring sleep will be provided with a cushion or bean bag.

The need for sleep will be reviewed regularly as children get older and their needs change. All children who are sleeping and resting will be supervised by staff. Children's sleep times will be recorded and information provided to families upon request.

Allergies and Medical Conditions

Children's privacy and dignity must be safeguarded. A list of children with special medical conditions and allergies will be maintained and discretely displayed for staff.

Medication plans and health support plans will be kept for each of these children with the first aid records.

It is the responsibility of parents/caregivers to inform the OSHC Director or an Assistant Director of any changes to health, allergies or medical conditions as soon as possible.

Medications

Prescribed medications can only be administered upon receipt of a written medication plan. The OSHC Centre can provide these forms or they may be obtained via the SAC College Office.

Medication must be provided with the child's name, name of medication, dosage and times of administration clearly labelled and in the original medication bottle or packet.

Only the OSHC Director, Assistant Director or the delegated Person In Charge will administer medication, and times and doses will be recorded.

Medical Accident Procedures

In the event of a minor or major medical incident, staff will provide first aid in accordance with their first aid training.

For a minor medical incident, the adult who collects the child from Out of School Hours Care/Vacation Care will be informed of the child's injury upon arrival. In the event of a major medical incident or serious injury or illness, staff will call an ambulance for medical assistance. Staff will notify parents/caregivers immediately or an emergency contact if unable to reach a parent/caregiver.

It is of the utmost importance that we hold accurate contact telephone numbers, preferably mobile phone numbers.

Illness

Children who are ill or suffering from a contagious disease will not be able to attend the program. Please refer to the **SAC Health Information Handbook** for information, including documented exclusion periods of time.

If a child becomes unwell, she will be comforted and cared for and her parents/caregiver or an emergency contact will be advised to collect her as soon as possible.

OSHC Centre staff will ensure appropriate hygiene standards are observed for all children. These measures, combined with responsible supervision, aim to safeguard the health and wellbeing of all children attending OSHC/Vacation Care.

Late Pick Up

If a child has not been collected by 6:00pm and a parent/caregiver has not contacted the OSHC Centre, the OSHC Director or OSHC Assistant Director or Person In Charge will telephone the parent/caregiver. If contact cannot be made, an emergency contact will be called to arrange for the child's immediate collection.

If no-one can be contacted and the child has not been collected after 10 minutes after the OSHC Centre's closing time of 6:00pm, a Nominated Supervisor will be contacted to determine a course of action.

Child Care Subsidy (CCS)

Assistance with the cost of fees is available from The Australian Government, Department of Human Services through myGov and Centrelink or you can visit the Family Assistance website: www.familyassist.gov.au

Child Care Subsidy (CCS) is available to subsidise your fees. Forms and information are available from the

website of the Australian Government, Department of Human Services:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>
or telephone 136 150.

Please arrange your CCS as soon as possible, ideally before your child commences at our OSHC Centre as FULL FEES will be charged until information is updated online through Centrelink.

Accounts

Accounts are issued weekly in arrears. Payments may be made at OSHC Centre or at the SAC College Office. Payments can be made by cash, direct debit or credit card. The OSHC/Vacation Care program requires prompt payment of accounts to ensure that the delivery of a quality service can be maintained.

Important: Payment in full is required by the due date shown on the account (7 days from the end of the billing period).

Families experiencing financial difficulties are advised to make an appointment with the Business Manager of St Aloysius College.

Fees outstanding 28 days after the due date become a debt to the OSHC Centre, and therefore to St Aloysius College, who may refer your account to a collection agency.

Grievances

The opportunity for parents/caregivers to air their grievances is available through either the OSHC Director or OSHC Assistant Directors. It is requested that families do not discuss grievances in front of the children or other OSHC educators. You may need to make an appointment to speak to the OSHC Director in the first instance. If this proves to be unsatisfactory or you feel you cannot speak to the OSHC Director, contact can be made with the Deputy Principal (Pastoral Care) by calling the SAC College Office on 8217 3200.

OSHC Management Committee

The OSHC Management Committee assists in the implementation of our OSHC/Vacation Care philosophy and policies. It provides support to OSHC Centre staff to ensure the best interests of the families and service are met.

The OSHC Management Committee comprises the Deputy Principal (Pastoral Care), the Deputy Principal (Administration), the Primary Coordinator, the OSHC Director and OSHC Assistant Directors. The committee regularly meets each term.