

# OSHC & Vacation Care

## Parent/Caregiver Handbook

53 Wakefield Street, Adelaide SA 5000

For bookings/cancellations please use the Xplor Home app or telephone:

08 8217 3254 OSHC Centre

0418 471 663 OSHC Mobile

or email the OSHC team: [oshc@sac.sa.edu.au](mailto:oshc@sac.sa.edu.au)

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## Key Contacts

### Nominated Supervisors

Ms Paddy McEvoy (Principal)  
Ms Jacqui Mcilroy (Deputy Principal – Pastoral Care)

### OSHC Director

Ms Tegan Neville (Nominated Supervisor)

### OSHC Assistant Directors

Ms Izabella Pitt  
Ms Ellen Duan

## Email

[oshc@sac.sa.edu.au](mailto:oshc@sac.sa.edu.au)



## 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 and Village. Students use a number of rooms in The Cloisters and also have access to specialist spaces including the Library Green Room, Computing Room, Gymnasium and the McAuley Auditorium.



## Our Philosophy and Policies

*At St Aloysius College OSHC, we honour the Mercy values of Compassion, Hospitality, Justice, Service, Respect, and Courage, inspired by Catherine McAuley and her belief that "the proof of love is deed." These values guide our daily practice and shape the relationships we build with children, families, and each other.*

*Our service is a place of joyful learning through play, where every child is valued, respected, and supported to grow holistically, socially, emotionally, physically, spiritually, and cognitively. Guided by the My Time Our Place Framework and the National Quality Standards, we foster curiosity, creativity, and a love of lifelong learning.*

*We are committed to building strong, respectful, and trusting relationships with children and families, celebrating each child's uniqueness and recognising the strengths they bring to our community. We take pride in honouring and celebrating our Aboriginal families and communities' heritage, embedding culture, connection, and respect into our everyday experiences.*

*As educators, we embrace a strengths-based culture, promoting respect, togetherness, and restorative practices. We model the Mercy values in action, supporting children to become confident, resilient, and compassionate individuals who feel a true sense of belonging.*

OSHC and Vacation Care follow the St Aloysius College school policies, which can be found on the Parent Communication table in the OSHC Centre.

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 OSHC Service (including Vacation Care)

An online OSHC 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 Xplor Hope app

Once your enrolment form has been completed and reviewed by our team, you will receive an email from Xplor with instructions to set up your Xplor account. This email will contain a link to either Create Account or Link Account. The Xplor Home app is for both parents/guardians of your child, if you require separate accounts each parent/guardian will need to create an enrolment for your child.

### To set up your account:

- Click the link in the email to set your password, PIN, and mobile number.
- If you don't receive the email, please check your Spam or Junk folders.

After creating your Xplor account, you can download the Xplor Home app from your app store. The app logo looks like this:



### The Xplor Home app will allow you to:

- Sign your child in using a contactless QR code or mobile and PIN
- View important messages from our service
- Manage finances and view statements
- Mark your child as absent or running late
- Make bookings for sessions

Please go to our website for a guide on how to install the Xplor Home app on your mobile device: <https://www.sac.sa.edu.au/oshc>

## Cancellation and Non Attendance Procedure

Accurate attendance records for OSHC/Vacation Care are an important safety and compliance aspect of service management. As staffing and catering rely directly upon numbers of children, it is important to advise the service of any changes to your bookings as soon as possible. Should you need to cancel a booking, cancellations must be made through the Xplor Home app before

12:00pm on the day prior to the scheduled booking to avoid cancellation fees.

If your daughter does not 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 account.

If you have any trouble using the Xplor Home app to make your booking or cancellation, please telephone:

- 08 8217 3254 OSHC Centre
- 0418 471 663 OSHC Mobile

Alternatively, you can email [oshc@sac.sa.edu.au](mailto: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 Xplor Home app two hours prior to the OSHC service commencing.

## Vacation Care

It is essential that 1 week notice prior to the start date of the program 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 account.

## Hour of Operation

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

### OSHC – Before School Care (BSC)

The OSHC service is open from 7:00am–8:30am Monday to Friday.

Breakfast is available to children using the BSC service between 7:00am–8:15am. 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. Children who attend after this time (due to after school commitments) must notify the OSHC immediately upon arrival.

**Student-Free Days & Vacation Care**  
Student Free Days opening times are 7:00am–6:00pm.

Vacation Care opening times are 8:00am–6:00pm.

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)

\$15 per session per child.

### After School Care (ASC)

\$30 per session per child.

### Vacation Care

Vacation Care fees as charged per day per child: Centre Based Day: \$70  
Incursion: \$90  
Excursion: \$100

### Student Free Days

\$70 per day per child

### Late Collection Fee

If parents/caregiver arrive after 6:00pm to collect their child, a late collection fee of \$1 per minute 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.

## Accounts

Accounts are issued weekly in arrears. Payments can only be made by direct debit via the Xplor Home app. 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.

## 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](http://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.

## Sign In and 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 the QR code or log in details for each session. This is a legal requirement and only nominated collection authorities are able to collect children.

At the completion of the service at 8:30am, children from Years 1 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 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 in writing 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 (ASC)**

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.

The enrolling parent/ caregiver can add additional collection authorities via the Xplor Home app under 'Contacts'. Instructions for this are on the service website. 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 Angus 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.

Other than the two parents/ caregivers of a child, the names, email address and contact telephone numbers of all persons authorised to collect children from the service must be included as a 'Contact' in the OSHC Enrolment Form. If there are any changes to these authorities, they must be made by the enrolling parents/ caregivers via the Xplor Home app. If a collection authority needs to be deleted this must be put in writing to the OSHC Service via email ([oshc@sac.sa.edu.au](mailto: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 another specialist space, they must be accompanied by a student buddy.

### **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 Responsible Person 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.

### **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**

All prescribed medications and over the counter medications for children attending the OSHC service (ie – Before School Care, After School Care, Vacation Care and student-free days) must have a pharmacy label and be in its original packaging to meet our compliance requirements.

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. If the child has an action plan the medication label must state "Administer as per Action Plan" on the pharmacy label.

Only the OSHC Director, Assistant Director or the Responsible Person will administer medication, and times and doses will be recorded and a notification sent to families via the Xplor Home app.

## 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 [SA Health website](#) 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.

## 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.

## 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** and planning cycle to meet the needs and interests of each child. Our programs foster responsibility, resourcefulness and positive self-awareness through the following 5 Learning Outcomes:

### Outcome 1: Children And Young People Have A Strong Sense Of Identity

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

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

- Children and young people develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children and young people respond to diversity with respect
- Children and young people become aware of fairness
- Children and young people become socially responsible and show respect for the environment

### Outcome 3: Children And Young People Have A Strong Sense Of Wellbeing

- Children and young people become strong in their social, emotional and mental wellbeing
- Children and young people become strong in their physical learning and wellbeing
- Children and young people are aware of and develop strategies to support their own mental and physical health, and personal safety

### Outcome 4: Children And Young People Are Confident & Involved Learners

- Children and young people develop dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children and young people use a range of skills and processes such as problem-solving, inquiry, experimentation, hypothesising, researching and investigating

- Children and young people transfer and adapt what they have learned from one context to another
- Children and young people resource their own learning through connecting with people, place, technologies and natural and processed materials

#### **Outcome 5: Children And Young People Are Effective Communicators**

- Children and young people interact verbally and non-verbally with others for a range of purposes
- Children and young people engage with a range of texts and gain meaning from these texts
- Children and young people 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 on the Parent Communication Board.

Children who wish to complete homework during OSHC have a space available for this purpose between 3:15–4pm and will be appropriately supervised by OSHC staff and assisted where possible.



## **National Quality Standards**

The National Quality Framework which we adhere to at St Aloysius College 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.

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 to provide an optimum level of care for children and families. We 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.



## 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 unless otherwise stated on the program.

Any allergies or special diets must be listed on the OSHC Service Enrolment Form.

## 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 food groups. Chopping boards and surfaces are cleaned and sanitised daily. Dishes and cups are washed in the dishwasher after each use.

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.

## Grievances

The opportunity for parents/caregivers to air their grievances is available through either the OSHC Director or 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.

**OSHC & Vacation Care Parent/Caregiver Handbook Updated 25 August 2026**



