

GROWING TOGETHER
St FRANCIS
faith · peace · wisdom
WELCOME to
St Francis School
Out of School Hours Care

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St Francis School
OSHC
Parents/Carers
Handbook
2025

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PARENTS/CARERS HANDBOOK PURPOSE

The purpose of this handbook is to provide clear, comprehensive information for parents and caregivers about our policies, procedures and operations of OSHC and Vacation Care. It helps to establish expectations and guidelines, ensuring transparency and consistency in communication. Overall, it fosters trust, reinforces a positive partnership and promotes the wellbeing of children within our care.

ABOUT THE SERVICE

Our St Francis School Outside of School Hours Care (St Francis OSHC/Vacation Care) Service is an integral part of St Francis School Community and aims to provide a reliable and efficient service to parents and an enjoyable learning and recreational service to children.

ST FRANCIS SCHOOL OSHC PHILOSOPHY

St Francis School OSHC/Vacation Care promotes each children's intellectual, spiritual, social and physical wellbeing. We align ourselves with the St Francis principles of Growing Together in Faith, Peace and Wisdom, and developing a strong relationship with Jesus Christ. We guide children to develop strong attitudes of respect, integrity and care for themselves, their community, and the world around them. Our program is centered on play and leisure-based learning approaches to engage children's curiosity, through safe, hands-on, exploratory educational experiences.

We believe that the relationship between educators and children is paramount to maintain a supportive and inclusive environment for children and educators alike.

We aim to:

- ensure children have a strong sense of personal identity.
- provide a sense of belonging to the OSHC/Vacation Care community, where children can develop their sense of inter-dependence, resilience and sense of agency.
- empower children by assisting with the development of skills for life; such as negotiation, communication, independence, resilience and decision making.
- engage at appropriate levels with all children in OSHC/Vacation Care.
- nurture strong interpersonal relationships between staff and children.

- provide a relaxed environment for children to engage in a variety of activities.

We believe that a safe and secure environment for children is of utmost importance for their health, wellbeing and education.

We aim to:

- provide quality care in a safe, warm, friendly and supportive community, where children, families and educators are valued and respected.
- use the principles of Restorative Justice, to support children in making positive behaviour decisions while being treated fairly and maintaining their dignity.
- encourage friendships across age levels, allowing older children to experience leadership and provide guidance to younger children.
- provide a predictable routine which children and parents/carers can see and understand.
- provide a safe and supportive environment, where children can safely be risk-takers.
- provide an emotionally secure environment that allows children to socialise, learn and explore their interests through positive and active experiences.

We believe a strong relationship with families of the children is critical to provide appropriate education, care and support for each child.

We aim to:

- encourage parent and caregiver involvement and feedback.
- provide awareness of activities, services and events through many effective means of communication.
- ensure there is a relevant and structured approach to OSHC/Vacation Care, along with flexibility.
- Understanding the complexities of families and being inclusive of cultural backgrounds.

We believe the physical environment provided to children is of substantial importance both for the children's health and wellbeing, as well as to create a welcoming and relaxed space for children to engage in activities.

We aim to:

- provide a physically safe and engaging environment for children.
- provide a variety of stimulating, fun activities which consider children's individual needs, interests, abilities, ages and diverse backgrounds.

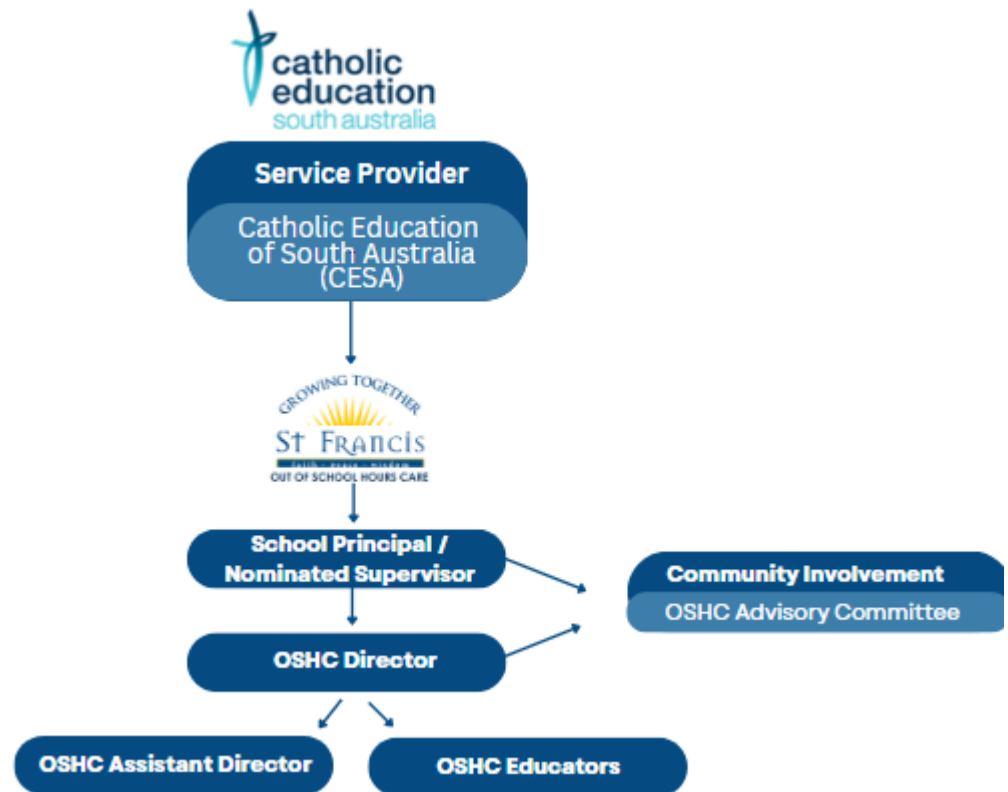
- ensure cultural diversity is valued and celebrated.
- provide a variety of materials that can be used in interactive ways to facilitate learning collaboratively and individually.
- create appropriate spaces to engage children's curiosity and promote learning.
- provide a welcoming and relaxed atmosphere which children can explore.

We believe that clear and effective leadership is critical to maintaining a successful service that evolves to suit the needs of the community.

We aim to:

- provide a service that responds to the needs of families.
- ensure there are regular mechanisms designed to reflect and evaluate all aspects of service delivery.
- provide a flexible service that evolves in response to the needs of children and their families.
- provide appropriate communication through the OSHC/Vacation Care parent committee, providing families the opportunity to contribute to the development of the service
- provide an appropriate system to evaluate educator performance and support contemporary learning and development to improve the skills of each educator.
- clearly define the roles and responsibilities of staff, educators, and school personnel to provide the highest quality of service possible.

ST FRANCIS SCHOOL OSHC SERVICE MANAGEMENT STRUCTURE



The St Francis School OSHC is operated by St Francis School, under the direction of Catholic Education of South Australia. St Francis School OSHC has a Parents Advisory Committee, which comprises of parent/carers representatives, school board members, the Principal of St Francis School and the OSHC Director. The St Francis School OSHC Parents Advisory Committee generally meets once a term to provide advice to the school board and the Principal, to ensure that the service is being managed correctly and that all relevant Guidelines, Acts and Regulations are adhered to.

The St Francis School OSHC Director reports to the Principal of St Francis School and works closely with the OSHC Assistant Director, OSHC Educators, OSHC Parents/Carers and children to develop programs, based on the educational Framework for School age children in Australia *My Time, Our Place Version 2*, which contains five learning outcomes:

Outcome 1: Children and young people have a strong sense of identity

Outcome 2: Children and young people are connected with and contribute to their world

Outcome 3: Children and young people have a strong sense of wellbeing

Outcome 4: Children and young people are confident and involved learners

Outcome 5: Children and young people are effective communicators

OSHC STAFF 2025:

Our educators have current Working with Children's Check (WWCC), Responding to Neglect & Abuse training, Do Food Safely and First Aid. At all times there will be one qualified educator on duty, along with a unqualified educator.

Primary Nominated Supervisor: Phil Schultz

Additional Nominated Supervisors: Nives Kresevic, Angela De Nadai

OSHC Director: Alexandra Curtis

OSHC Assistant Director: tbc

Educators: Our OSHC team consists of diverse individuals with a range of skills and experience.

NATIONAL QUALITY FRAMEWORK

The National Quality Standards (NQS) aim to provide school age children with high quality care that best promotes their learning and development whilst recognising the importance of social interactions and recreation. St Francis School OSHC is assessed and rated by the regulatory authority Education Standards Board (ESB) against the National Quality Standards (NQS) and given a rating for each of the 7 quality areas. St Francis School OSHC has a continuous quality improvement plan (QIP) that addresses 7 quality areas:

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

Our current NQS Rating is listed at ASEQA website

<https://www.acecqa.gov.au/resources/national-registers/services/st-francis-school-oshc>

THE PROGRAM & ACTIVITIES

Our program is centered on play and leisure-based learning approaches to engage each child's curiosity, through safe, hands-on and exploratory educational experiences that allow them to feel happy, safe, relaxed and where they can interact with friends, practice social skills, solve problems, try new activities & learn life skills.

Children and families are encouraged to submit their ideas for the program by speaking to the Director or any OSHC Educator. We also encourage sharing and feedback by writing or drawing on a paper leaf and attaching it to our 'OSHC Community Tree'.

The St Francis School OSHC and Vacation Care programs are on display in the OSHC service room. We aim to centre our OSHC sessions on providing children with a range of resources to choose what they want to do during the OSHC time, such as social activities, arts & craft, reading, sport & play, cooking, dance, drama & song creating activities. The program consists of structured and unstructured activities, providing child-lead play, guided play and enjoyable learning opportunities that extend on from children's interests.

Our program is structured around My Time Our Place (MTOP) learning framework and follows a general theme that guides our activities, while also considering the developmental needs and interests of the children. Activities include arts and crafts, outdoor play, board games, inside and outside sport activities, math & logic Challenges, cooking, reading and screen time.

Children have the option to complete their homework during OSHC time, though it is not required, as this time is intended for relaxation and play. We encourage all children to play before beginning any homework, if they choose to do so. Laptops and iPads are available for homework use only for children who typically use a school device for this purpose. While we are unable to provide one-on-one homework support, we create a positive and encouraging environment for children.

In the mornings, children can enjoy a variety of arts and crafts activities, with breakfast typically served between 7:15am and 8:20am. Outdoor play is available from around 8:00am, when possible. We also offer the use of laptops and iPads for play, which can be accessed after reading for a set time or upon completing a specific task in OSHC.

After the school day, our afternoons begin with roll call, followed by snack time, group activities, and child-led indoor/outdoor play, alongside our planned activities.

A light afternoon snack, including fruit and other food prepared by OSHC educators, is usually served from 3:30pm. Afterwards, children can choose to play indoors or outdoors in the various areas we alternate, such as the playground, oval, courts or Bush Garden. Alternatively, they can stay inside where they can access a variety of activities. Pre-planned activities are set up, and children can also choose from other available options, such as board games, construction sets, a reading corner with books for all levels, Just Dance, or dress-up play. At times, we may need to stay indoors or outdoors depending on the weather or other circumstances. At approximately 5:00pm, all educators and children outside will return to the OSHC room to join in the indoor activities. From approximately 5:30pm, we typically begin cleaning up and then enjoy a quiet time with reading, games or drawing.

OSHC/VACATION CARE ICT USAGE POLICY

Children can use the laptops and iPads to do homework, play games and search the internet, under the supervision of an Educator. Laptops and iPads are available for homework use only for children who typically use a school device for this purpose, outside of our planned play time on electronic devices.

Children are encouraged to have some “down time” and play prior to commencing homework. Children are only able to access computers and iPad’s for recreation use until approximately 8:20am and from 5:00pm, after completing reading or a set task in OSHC for a specific time. Timers are used to monitor laptop/iPad usage each session, per child.

Please ensure that children’s personal electronic devices, such as phones, smart watches with phone/message capacity, laptops, iPads and handheld gaming devices remain at home. OSHC/Vacation Care is in line with the school IT User Agreement and any child breaching this through using their personal device, will have it confiscated until they are collected from our OSHC/Vacation Care service.

BIRTHDAY CELEBRATIONS

We celebrate birthdays in OSHC/Vacation Care by singing "Happy Birthday" to your child, if they'd like us to!

Your child is welcome to bring something to share with the group. However, due to dietary and health considerations, we kindly ask that you avoid bringing baked goods. If your child would like to share something, please ensure it is in its original, unopened packaging with the full list of ingredients labelled.

BREAKFAST & AFTERNOON SNACK

The OSHC Director, Assistant Director, OSHC Parents and OSHC Educators in consultation with the children, plan nutritional, healthy and well-balanced snacks whilst following all Australian standard food and handling procedures.

Filtered water is available on the school and OSHC campus every session. We kindly ask that you pack a drink bottle for your child.

We cater for children who have dietary and special cultural requirements.

BREAKFAST

Breakfast is generally served between 7:15 am and 8:20 am.

Toast (generally whole meal bread) is provided in the morning session with a choice of butter or vegemite; or milk and choice of breakfast cereal. Dietary alternatives are available.

AFTERNOON LIGHT MEAL/SNACK

After School snack is generally served from 3:30pm.

After School snack and a platter of seasonal fruit (such as: watermelon, rock melon, strawberry, apples and pears) and vegetables (cucumber, carrots, and celery) are provided daily.

MENU

The daily menu is displayed for children and parents to read and provide feedback. The OSHC Educators usually make afternoon snack fresh each day and at times, the children help out with the preparation and serving.

St Francis School OSHC Example Menu:

Our Menu includes: Seasonal fruits + Fried Rice, Baked Potatoes, Nachos, Vegetable Bake, Mini Pizza's, Butter Chicken, Wedges, Platter, Sandwiches, Pasta, Tuna Mornay, Wraps, Muffins, Yoghurt and Oats.

ALLERGY AWARENESS

At St Francis School OSHC we prioritise the identification, management and prevention of allergen exposure for individuals with allergies. We do this by implementing our food and medical management procedures to promote a safe environment for people with various allergies, including food and environmental.

OSHC/Vacation Care is in line with the information provided by St Francis School Lockleys in the Parent Handbook regarding allergies, and therefore because we have children with life threatening allergies to nuts, we request the following items are not sent to school, OSHC or Vacation Care: nuts of any variety, peanut paste and any product containing traces of nuts.

As an “**allergy-aware**” service, we aim to promote and create a safer and more inclusive environment for individuals with allergies, with your support.

Children enrolled and attending this service have been diagnosed and identified as at risk of Anaphylaxis from eggs, dairy (milk, cheese, etc), bees, bee-stings and nuts.

SERVICE USERS

St Francis School OSHC caters for St Francis students for Before & After School Care and Pupil Free Days. St Francis School OSHC also caters for St Francis students and students from neighboring schools during Vacation Care.

Bookings are essential and can be made via the SPIKE App with a current OSHC/Vacation Care Enrolment. The service must adhere to national laws concerning the number of accredited places. Educator-child ratios are set by regulation in the interests of safety. Where we have a wait list for permanent OSHC places, the following criteria will be implemented.

PRIORITY OF ACCESS

OUR ST FRANCIS SCHOOL OSHC SERVICE IS APPROVED FOR A MAXIMUM OF 90 PLACES FOR SCHOOL AGED CHILDREN, ACROSS MULTIPLE SPACES WITHIN THE SCHOOL (OSHC Room, Performing Arts Room, Italian Room and Library)

WE ARE CURRENTLY UTILISING THE FOLLOWING PLACES

Before School Care 60 students

After School Care 75 students

Vacation Care 60 students

Kindly note that there may be instances where we are unable to accommodate this number of places within our service.

FIRST PRIORITY: A child at risk of serious abuse or neglect.

SECOND PRIORITY: A child of a single parent or of parents who satisfy the work/training/study test under section 14 of the Family Assistance Act.

THIRD PRIORITY: Any other child.

At times, we may have a waitlist for permanent bookings due to the need to comply with ratios, regulations and approved places.

BOOKINGS

Bookings can either be on a permanent or casual basis.

Bookings for Before School Care (BSC) need to be made via the SPIKE App by 6:00pm the night prior to a session.

Bookings for After School Care (ASC) are available until 10:00am daily via the SPIKE App.

Pupil Free Days and Vacation Care – Please refer to our Pupil Free Day Flyers throughout the year and Vacation Care Policy / Vacation Care Information Sheet.

Please note that we do not offer a wait list for casual sessions.

Bookings can be made on the SPIKE App with a current OSHC/Vacation Care Enrolment:

<https://francishub.spike.economicoutlook.net/clients/>

An OSHC/Vacation Care Enrolment Form can be downloaded from the school website or a hard copy collected from the OSHC Room.

CANCELLATIONS

Parents/Carers must notify OSHC Director and/or Assistant Director or Responsible Person/Supervisor on Duty as soon as possible if child/children are not attending a booked session or have been collected early from school.

Cancellations for Before and After School Care need to be cancelled by 6:00pm the night prior to a session via the SPIKE App.

Cancellations later than this will incur a late cancellation fee equal to the cost of the booked session, CCS will apply.

Pupil Free Days and Vacation Care – Please refer to our Pupil Free Day Flyers throughout the year and Vacation Care Policy / Vacation Care Information Sheet.

Absence/Cancellations due to illness – A medical certificate is required for two or more days of absence when your child is absent due to illness in order to waive the session charge. You must also notify us by 7:00am for Before School Care sessions and by 8:30am for After School Care sessions. You must notify us immediately if your child is collected early from school due to illness/injury. Failure to provide the necessary information will result in the full session charge. For Pupil Free Days and Vacation Care, you must notify us by 6:00pm the evening before the session and provide a medical certificate for two or more days of absence.

Cancellations need to be made via the SPIKE App. If you encounter technical issues, please email us by the cancellation period (by 6:00pm the night prior to a Before and After School Care Session). Cancellations after this time will incur the full fee per child.

<https://francishub.spike.economicoutlook.net/clients/>

SESSION TIMES

<i>Before School Care</i>	Monday—Friday	7:00 am — 8:45 am
<i>After School Care</i>	Monday—Friday	3:15 pm — 6:00 pm
<i>Pupil Free Days</i>		7:00 am — 6:00 pm
<i>Vacation Care</i>		7:00 am — 6:00 pm

We are closed on public holidays. While session times may change slightly, we will inform families ahead of time or as soon as possible if any unexpected circumstances arise.

PLEASE NOTE: AS A DUTY OF CARE CHILDREN SHOULD NOT BE DROPPED OFF PRIOR TO 7:00AM UNDER ANY CIRCUMSTANCES.

FEES

Fees are set in consultation with the School Board and do not reflect the cost after receiving Child Care Subsidy (CCS) if eligible.

Before School Care	\$15.00 per child per session
After School Care	\$25.00 per child per session
Pupil Free Day	\$55.00 per child per session
Vacation Care	\$62.00 per child per session (incursion)
	\$72.00 per child per session (excursion)
	\$77.00 per child per session (Movie Day excursion, inclusive of drink/popcorn combo)

St Francis School OSHC/Vacation Care finances are managed by finance officers.

If parents/carers have any issues relating to fees or experience difficulty paying their account, please discuss this matter with the School Bursar or Finance Department.

ADDITIONAL FEE

For the wellbeing of your child/children attending OSHC/Vacation Care it is mandatory that you collect and sign them out of OSHC by 6:00 pm, our closing time. OSHC/Vacation Care access may be limited if children are collected after our closing time.

A LATE FEE OF \$10.00 per minute will be automatically applied after 6:00 pm CCS not applicable.

CCS CHILD CARE SUBSIDY

Parents/carers are asked to provide the CRN and date of birth for the account holder and the child/children attending OSHC/Vacation Care if claiming the Child Care Subsidy (CCS). Additional information regarding CCS can be found on the MyGov/Centrelink website.

It is the responsibility of the enrolling parent/carer to apply for CCS through Centrelink, provide the relevant information to OSHC and confirm their child/ren's initial enrolment through Centrelink, as well as to update it if they do not attend regularly. If you are not receiving or have not received CCS, you will need to pay the full OSHC fees. Once approved for CCS, your subsidy will be automatically applied to your OSHC account by Centrelink.

ACCOUNTS

The account holder (parent/carer) for OSHC is personally responsible for managing bookings, cancellations and fees, and has access to the SPIKE App. At the discretion of the account holder, they may choose to share their login details with another parent/carer. However, please note that while we can contact both parents/carers, it is important that both parties also communicate directly with each other regarding any arrangements.

In the case of shared accounts, the account holder is still considered the primary responsible party for all transactions and obligations.

Accounts and payments will be processed the beginning of each week for the prior week's care and are emailed to families once processed.

PAYMENT OF ACCOUNTS

All accounts are required to be paid on a weekly basis. Accounts can be paid at the front office, Bpay or via our preferred method on the QKR App.

OSHC/Vacation Care account please only use this number for OSHC/Vacation Care payments. If you have any account queries, please email **accounts@sflockleys.catholic.edu.au**.

Please ensure that all accounts are paid 7 days after receipt of said account. Parents/carers who have unpaid accounts over 28 days could have their access to OSHC/Vacation Care limited. Circumstances of each family will be considered before access to OSHC/Vacation Care is limited.

The Finance Department is closed during the school holiday/Vacation Care period. Any payments made to your account throughout the school holidays/Vacation Care period, will be receipted when the new school term commences and will generally be reflected on your next invoice.

COMMUNICATION

Individual issues will be addressed with families by phone or in writing from the OSHC Director. If the OSHC Director is on extended leave, please contact the OSHC Assistant Director. Any changes and general information in relation to the OSHC/Vacation Care service will be communicated via the SZ App, SeeSaw App, SPIKE, email and/or phone.

Our OSHC Administration is closed throughout the school holidays/Vacation Care period. Should your child be unable to attend a scheduled Vacation Care session or you have an urgent Vacation Care enquiry, we request that you contact us by phone. If you require a call back or need to notify us of an absence, please leave a voicemail.

All other enquiries during Vacation Care will be addressed upon the reopening of OSHC when the new school term commences.

OSHC does not use SeeSaw private messages as a form of communication in OSHC.

Contact us:

Ph: 08 8150 2400 (Extn 2)

Mob. 0418 800 419

OSHC Email: oshcbookings@sflockleys.catholic.edu.au

OSHC Director Email (Alexandra Curtis): acurtis@sflockleys.catholic.edu.au

Address: 458 Henley Beach Road, Lockleys S.A 5032

CHANGE OF DETAILS

Please notify the OSHC Director or OSHC Assistant Director of any relevant changes to your child's or family's information.

CONFIDENTIALITY

St Francis School OSHC/Vacation Care protects the privacy and confidentiality by keeping all records and information about individual children, families, staff and management in a secure place.

Please also be aware that when discussing any incidents or accidents that occur in OSHC/Vacation Care, we typically do not disclose the names of other children involved. However, it's possible that your child/ren may share this information with you.

EXPECTATIONS OF FAMILIES

Parents/Carers are encouraged to support the service in the following ways:

- Book children into required sessions via the SPIKE App and provide as much notice as possible
- Adult/Guardian to Sign IN child/children for all sessions (except where special circumstances permit)
- Keep individual iPad pin confidential
- Provide as much notice as possible when cancelling sessions (by 6.00pm the previous day for Before and After School Care); other as per Pupil Free Day and Vacation Care information
- Drop off from 7:00pm at the earliest
- Collect children on time, by 6:00pm
- Supervise your own child/ren prior to entering and when exiting OSHC
- Pay fees when due
- Take an active interest in the service and support staff in their roles
- Be familiar with the service policies as described in this handbook
- Be involved by filling in questionnaires, surveys and other forms of feedback
- Keep OSHC Director & OSHC Assistant Director informed about any issues that may affect the child/children whilst attending the service.

COLLECTION OF CHILDREN

All children will be collected and signed out by a parent or authorised person 18 years of age or older as per the collection authority stated in writing on your child's enrolment form, except where individual circumstances have been considered, and other arrangements have been approved by the service Nominated Supervisor and OSHC Director. An agreement for alternative arrangements will be required to be signed by the enrolling parent/guardian. Once a child has been signed out from OSHC, they assume full responsibility to the parent/guardian or authorised person collecting the child.

ST FRANCIS SCHOOL OSHC DOES NOT HAVE THE CAPACITY TO SUPERVISE CHILDREN BEYOND THE RECEPTION DESK.

If there is a change to pick up arrangements, please call us on:
(08) 8150 2400 (Extn 2)
or 0418 800 419

CUSTODY/SHARED CARE ARRANGEMENTS

If you have a legal agreement outlining custody or shared care arrangements, please provide us with a copy for our records. This information may be disclosed to the OSHC team and other appropriate parties for the purpose of supporting child protection.

DROP OFF & PICK UP

All children with a booking will be walked **into/out** of our service and signed **in/out** by a **parent/guardian or authorised person 18 years of age or older**, except where individual circumstances have been considered, and other arrangements have been approved by the service Nominated Supervisor and OSHC Director.

St Francis School OSHC does not have the capacity to supervise children beyond the reception desk.

As a duty of care and as per our service operational hours, children should NOT be dropped off prior to 7:00am under any circumstances and MUST be collected by 6:00pm.

Please allow a few minutes for your child/children to pack up their activity.

If parents/carers have not arrived by 6:00pm and have not notified OSHC staff, they will be contacted by phone. It is the duty of the parents/carers to keep OSHC staff informed if they are not able to pick up their child by 6:00pm, please call us on (08) 8150 2400 (Extn 2) or 0418 800 419.

IN THE CIRCUMSTANCES WHERE NO CONTACT CAN BE MADE WITH PARENTS OR EMERGENCY CONTACT PEOPLE BY 6:15 PM,

the OSHC Director, OSHC Assistant Director or Additional Supervisor/Responsible Person will contact:

1. The SAPOL (**Police Assistance Line 131 444**) to assist with contacting and locating the parent/guardian; and
2. The Child Abuse Report Line (**CARL 131 478**) to aware of the situation and asked to take over care of the child/children.

OSHC Director, OSHC Assistant Director and/or other staff member with all required qualifications will always remain with child/children until they are collected by Child Protection Agency.

If Principal or alternative leadership person is not on site, they will be notified by OSHC Director, OSHC Assistant Director or Additional Supervisor/Responsible Person that the child/children have been collected either by

- 1) parents,
- 2) an emergency contact person, or
- 3) Child Protection Agency.

Additional information can be found in our 'Delivery and Collection of Children Policy'.

CHILDREN'S WELLBEING

As OSHC Educators at St Francis School OSHC, it is our belief that children engaged in meaningful activities that they are able to choose, minimises inappropriate choices made by children. It is also our belief that the OSHC/Vacation Care setting provides children with experiences to develop social skills.

St Francis School OSHC will follow the tenants of Restorative Justice as part of the school student well-being program. Restorative Justice is concerned with repairing the hurt or damage when a relationship goes wrong causing one party or both parties to feel pain. Building or restoring relationships allows the people involved in a dispute to move forward in a non-judgmental way without being shamed and disrespected in the process.

Children at school and OSHC learn how to act restoratively by being asked by an adult similar questions when a dispute arises.

What happened? □

Who has been harmed?

What needs to happen to make things right?

The adult supports the children so that they can have scope to talk to each other and suggest their own solution to resolve the conflict and in so doing restore the relationship which has been broken.

At times, children can feel overwhelmed, when this occurs, the child may choose to sit in the 'Slowth Down Corner', where we arranged some 'sloth toys' and slower activities, to help each child to self-regulate emotions and slow down. When the child is ready to talk to the educator, they will support the child's needs and assist to resolve the issues if needed.

BEING SUNSMART

A combination of five skin protection strategies is recommended when the UV level is 3 and above.

Slip on clothing that protects skin as much as possible

Slop on a broad-spectrum, water-resistant SPF 30+ sunscreen

Slap on a broad brimmed or legionnaire hat that offers protection to the face, neck and ears

Seek shade as much as possible when outdoors

Slide on some wraparound style sunglasses

St Francis School OSHC/Vacation Care provides a sunscreen for the children to apply.

Parents/Carers are asked to inform St Francis School OSHC Director and OSHC Assistant Director of any allergy on sunscreen and to supply suitable sunscreen for children to use in OSHC/Vacation Care.

Additional information can be found in our 'SunSmart Policy (School, OSHC & Vacation Care)'.

FIRST AID, MEDICATION & HEALTH/DIETARY REQUIREMENTS

All OSHC Educators hold a *First Aid Certificate* which includes emergency asthma aid and responding to anaphylaxis.

Parents/Carers are responsible for informing the OSHC Director or OSHC Assistant Director of any medical conditions or allergies that need to be taken into consideration when providing care for your child/children.

To ensure we can properly support individual children's needs, families must provide details of their child's medical, health, and dietary requirements on the 'OSHC/Vacation Care Enrolment Form', along with additional more detailed information on the 'Medication Agreement Form'.

For children with medical conditions requiring potential administration of medication in OSHC/Vacation Care we require the following prior to their commencement and prior to the expiry date of medical plans and medication:

- labelled and in-date medication. Pharmacy label including the child's full name, DOB, dosage requirements as per their Medical Action Plan. Medication that matches the child's Medical Action Plan.

- current hard copy Medical Action Plan

- Medication Agreement

Parents are expected to provide written details of medication and times to administer.

Educators will monitor children in the administration of their medication or administer the child's medication.

Failure to provide the required medication and requested documentation by the first attendance, will result in OSHC/Vacation Care being unable to care for your child/ren, as advised by CESA (Catholic Education South Australia). Session fees will still apply, if you cancel due to not supplying the above. OSHC/Vacation Care does not have access to medication stored in the school office.

It might take a few days for the OSHC Director or Assistant Director to review and confirm that we have all the necessary documentation and medication for your child to begin at our service. Please note that your child may not be able to start on the same day the necessary items/documents are submitted, as we also need to complete a 'Risk Minimisation Plan'.

If a child's Medical Action Plan or medication is nearing expiration or has expired, we will attempt to contact you to request the updated documents/current medication. If we don't receive them, we may temporarily cease the account while awaiting the necessary information.

We may reach out to families regarding St Francis School OSHC applying for additional funding through Gowrie SA to secure extra support and resources for your child within our service.

TOILETING

Children attending our service are of school age and are expected to be able to independently use the toilet. We understand that some children may still be learning and may have occasional accidents. Please ensure your child has a change of clothes and a wet bag in their bag, so they can change themselves if needed. We recommend discussing with your child that they can approach us for support if they have an accident, and we will do our best to respect their privacy and offer verbal prompts to change if necessary.

If your child has a Continence Care Plan, we can provide additional support, but please note that on most occasions we are unable to assist with wiping the primary private areas.

If a child does not inform us of an accident and it is not visible, we cannot take responsibility for or offer support if they are wet or soiled.

ACCIDENT/INCIDENT/INJURY PROCEDURE

Even in the safest environment accidents and injuries do occur. Any accidents that may occur at the service are recorded in our Incident Report Folder. Parents/Carers are asked to sign this report indicating that they have been made aware of the incident. If necessary, parents/carers may be contacted to collect their child.

A 'Incident, injury, trauma and illness record' form is used by St Francis School OSHC.

Minor incidents are to be documented in the Incident Reports Folder and the parent/carer notified at collection and/or via email or phone. A note may be added to this child's online attendance record. Parents/carers are required to sign the incident report on collection or at the child's next OSHC/Vacation Care attendance.

SERIOUS ACCIDENTS

- 1)** Staff will attend to the situation in the first instance and phone parents/carers and Ambulance Service if deemed necessary.
- 2)** The OSHC Director or OSHC leadership will submit an online report within 24 hours as per the guidelines to the NQAITS site.

SAFETY

Information can be found through Catholic Education of South Australia's (CESA) 'Safe Environments for All' Policy-
<https://www.cesa.catholic.edu.au/our-schools/safe-environments-for-all>

EMERGENCY DRILLS

Evacuation and Lock-In

Instructions are displayed in the OSHC/Vacation Care service at the emergency exit doors. Children will take part in regular drills throughout the year.

GRIEVANCE PROCEDURES

Policy Statement on Grievance Procedures

St Francis School OSHC encourages positive relations between all staff members and service users. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner. Our Grievance Policy also aims to assist staff and families at St Francis School OSHC to resolve grievances effectively and agreeably to all concerned.

Parent/Carer and Staff Conflict

The parent/carers should discuss the problem with the relevant staff member.

If, after discussion with the relevant staff member, the parent feels action is necessary, they should take the matter up with the OSHC Director.

Parent and Management Conflict

The parent/carers should first address the issue with the OSHC Director. If, after the discussion, the Parent/Carer still believes action is needed, they should request the Director to escalate the matter to the School Principal. The Director will then inform the parent/carers of the outcomes. If the parent/carers remains unsatisfied, they may arrange to speak with the school Principal directly.

St Francis School OSHC Service Policies and Procedures

As part of our ongoing commitment to continuous improvement, we are updating our service policies. Families will be notified and provided with notice whenever a new or updated policy is published.

Please see an OSHC Educator if you wish to view a particular policy document. Parents and Caregivers are welcome to sight the Service's Policies/Procedures folder.

Disclaimer: This document is subject to change and may be updated without prior notice.