



## Index

Index	1
Our Philosophy	2
About the Service	4
Staff 2023	6
The Program and Activities	6
Breakfast & Afternoon Snack	7
Service Users	8
Enrolment Procedure	8
Bookings	9
Cancellations	9
Session Times	10
Fees	10
Child Care Subsidy	10
Accounts	10
Communication	11
Change of Details	11
Confidentiality	11
Expectations of Families	11
Collection of Children	12
Drop Off and Pick Up	12
Children's Wellbeing	13
First Aid	14
Safety	14
Emergency Drills	15
Grievance Procedures	15
List of St Francis OSHC	16
Policy and Procedure	

**St Francis OSHC**

**Parents/Carers**

**Handbook**

**2023**

**458 Henley Beach Rd**

**Lockleys SA 5032**

**Phone: (08) 8150 2400**

**Mob: 0418 800 419**

**Email:**

**oshcbookings@sflockleys.  
catholic.edu.au**

## ST FRANCIS OSHC PHILOSOPHY

St Francis OSHC promotes each student'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 students to develop strong attitudes of respect, integrity and care for themselves, their community, and the world around them. Our program is centered on play based learning approaches to engage student's curiosity, through safe, hands-on, exploratory educational experiences.

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

We aim to:

- ensure students have a strong sense of personal identity.
- provide a sense of belonging to the OSHC community, where they can develop their sense of inter-dependence, resilience and sense of agency.
- empower students by assisting with the development of skills for life; such as negotiation, communication, independence, resilience and decision making.
- engage at appropriate levels with all students in OSHC.
- nurture strong interpersonal relationships between staff and students.
- provide a relaxed environment for students 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 students, families and educators are valued and respected.
- use the principles of Restorative Justice, to support students in making positive behaviour decisions while being treated fairly and keeping their dignity intact.
- encourage friendships across age levels, allowing older students to experience leadership and provide guidance to younger students.
- provide a predictable routine which students and parents can see and understand.

- provide a safe and supportive environment, where students can safely be risk-takers.
- provide an emotionally secure environment that allows students to socialise, learn and explore their interests through positive and active experiences.

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

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.
- Understanding the complexities of families and being inclusive of cultural backgrounds.

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

We aim to:

- provide a physically safe and engaging environment for students.
- provide a variety of stimulating, fun activities which consider students 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 students' curiosity and promote learning.
- provide a welcoming and relaxed atmosphere which students 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 students and their families.

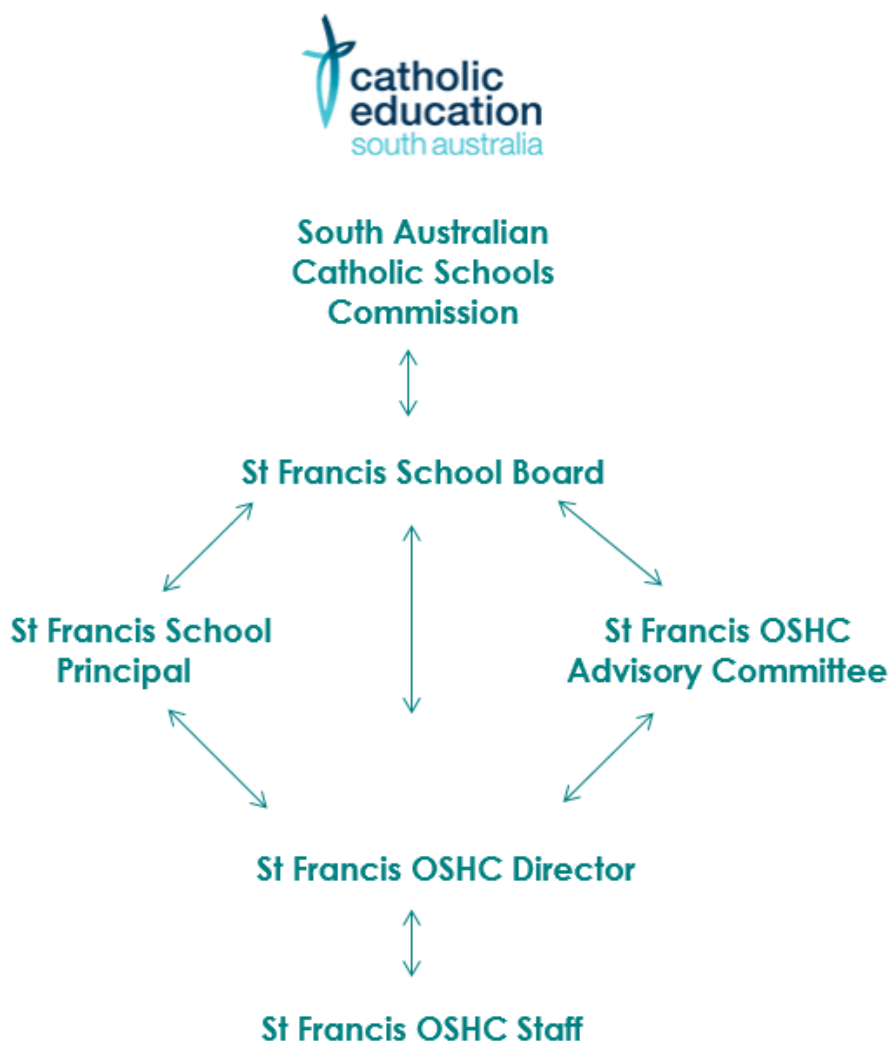
## ST FRANCIS OSHC PARENTS/CARERS HANDBOOK 2023

- provide appropriate communication through the OSHC parent committee, where families of students can directly impact on 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.

### ABOUT THE SERVICE

Our St Francis School Outside of School Hours Care (St Francis OSHC) 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 OSHC SERVICE MANAGEMENT STRUCTURE



## ST FRANCIS OSHC PARENTS/CARERS HANDBOOK 2023

The St Francis OSHC is operated by under the direction of the School Board, who acts on the advice of the OSHC Parents Advisory Committee. The advisory Committee comprises of parent representatives, school board member, the OSHC Director and the Principal of St Francis School. The St Francis OSHC Parents Advisory Committee meets twice a term to ensure that the service is being managed correctly and that all relevant Guidelines, Acts and Regulations are adhered to.

The St Francis OSHC Director reports to the Principal of St Francis School; works closely with the OSHC Educators, OSHC Parents and students to develop the program, based on the educational Framework for School age children in Australia *My Time, Our Place*, 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

### 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 OSHC regularly assessed and rated by regulatory authority against the NQS and given a rating for each of the 7 quality areas as Meeting. St Francis 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>

### STAFF 2023:

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 to two qualified educators on duty, along with an unqualified educator.

**Director:** Alexandra Curtis.

**Qualified Educators:** Riley, Nathan, Lola, Kaitlin & Vivienne

**Unqualified Educators:** Kayla, Claire, Liam, Foster, Kasey, Flynn & Deanna

### THE PROGRAM & ACTIVITIES

Our program is centered on play based learning approaches to engage each student 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.

Students and families are encouraged to submit their ideas for the program by speaking to the Director or any OSHC Educator.

The St Francis OSHC program is on display in the OSHC service room. We aim to center our OSHC sessions on allowing students 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 and aims to be an extension of the classroom and provide continuous, enjoyable opportunities for learning.

Each week has a theme around which the activities will focus. Activities include arts and crafts, outside play, board games, inside and outside sport activities, Math & Logic Challenges, Homework Club, cooking, reading and movie time. Children are encouraged to do their homework and always receive assistance if needed. All our challenges have a reward system that helps in motivation.

In the mornings there are a range of art/craft activities for the children to do. Breakfast is served, generally between 7:10am and 8:20am. Children are provided with the opportunity for outdoor play on the courts from approximately 8.00am. Some of the children choose to use this time completing their homework. Assistance is given to these children when required. We also have the use of laptops and three iPads, which can be used for homework, research or recreation.

After a busy school day, our afternoons start with role call, meal time, group time and followed by child-lead indoor/outdoor play.

Afternoon meal is generally served between 3:45pm and 4:00pm. After the meal students choose to go outside to play at the playground/oval/nature learning area or to stay inside where there is a variety of activities that the children can choose from. There are a couple of planned art/craft activities set up; board games; construction sets; reading corner with the all level books available for the children to use; Just Dance or Dress Ups play in the Arts room, if student choose to do their homework any OSHC Educator ready to assist. At approximately 5:00pm, the outside group head back to the OSHC room and join the inside activities. From 5:30pm we usually have a quiet reading, movie or homework time.

### **OSHC ICT USAGE POLICY**

Students can use the computers and iPads to do homework, play games and search the internet, under the supervision of an Educator.

Students are encouraged to have some “down time” and play prior to commencing homework with the use of technology. Students are only able to access computers and iPad's for recreation use from 5:00pm and after completing 10 minutes of reading. Timers are used to monitor 15 minutes of computer/iPad usage each session, per child.

### **BIRTHDAY CELEBRATIONS**

Birthdays are celebrated in OSHC, with the group singing “Happy Birthday” and giving the child a small gift if they are attending OSHC on their birthday.

### **BREAKFAST & AFTERNOON SNACK**

The OSHC 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 AT EVERY SESSION.

WE CATER FOR CHILDREN WHO HAVE SPECIAL DIETARY AND CULTURAL REQUIREMENTS.

### **Breakfast**

Breakfast is generally served between 7:10 am and 8:20 am.

## ST FRANCIS OSHC PARENTS/CARERS HANDBOOK 2023

Toast (whole meal bread) is provided in the morning session with a choice of butter, jam, honey or vegemite toppings; or full cream milk and choice of breakfast cereal.

### Afternoon light meal

After School meal is generally served between 3:45 pm and 4:00 pm.

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

### MENU

The daily menu is displayed for students and parents to read and provide feedback. Afternoon meal is cooked fresh every day by our OSHC Educators.

St Francis OSHC Example Menu:

Our Menu includes: Fried Rice, Sushi, Nachos, Vegetable Bake, Pizza, Butter Chicken, Wedges, Baked Potatoes, Platter, Sandwiches, Pasta, Tuna Mornay, Wraps, Muffins, Yoghurt and Oats.

### SERVICE USERS

The St Francis OSHC caters for St Francis students only.

We are very fortunate to offer a degree of flexibility with regards to booking children into a session of OSHC. Bookings are essential and can be made via the SPIKE App with a current OSHC 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 waiting list for permanent OSHC places, the following criteria will be implemented.

### PRIORITY of ACCESS

#### ST FRANCIS OSHC SERVICE APPROVED CHILD CARE PLACES

<b>Before School Care</b>	<b>60</b>	<b>students</b>
<b>After School Care</b>	<b>60</b>	<b>students</b>
<b>Vacation Care</b>	<b>60</b>	<b>students</b>



## ST FRANCIS OSHC PARENTS/CARERS HANDBOOK 2023

**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

### 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 Flyer and Vacation Care Policy.

In emergencies we will always accept children into OSHC and take care of them until you arrive.

Bookings can be made on the SPIKE App with a current OSHC Enrolment: <https://francishub.spike.economicoutlook.net/clients/>

### CANCELLATIONS

Parents/Carers must notify OSHC Director if child/children are not attending a booked session or have been collected early from school.

Cancellations 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 Flyer and Vacation Care Policy.

Cancellations need to be made via the SPIKE App: <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>	the service open	7:00 am — 6:00 pm

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

## FEES

Fees are set by the School Board.

Before School Care	\$14.50 per child per session
After School Care	\$23.50 per child per session
Pupil Free Day	\$55.00 per child per session

St Francis OSHC finances are managed by finance officers.

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

## ADDITIONAL FEE

For the wellbeing of your child/children attending OSHC we request that you pick them up by 6:00 pm, our closing time. OSHC access may be limited if children are collected after our closing time.

**A LATE FEE OF \$10.00 per minute will apply after 6:00 pm CCS not applicable.**

## CCS CHILD CARE SUBSIDY

Parents are asked to provide the CRN and date of birth for the account holder and the child/children attending OSHC.

## ACCOUNTS

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

## PAYMENT OF ACCOUNTS

We ask that all accounts are paid on a weekly basis. Accounts can be paid at the front office, Bpay or via the QKR App. **OSHC account** please only use this number for OSHC payments. If you have any account queries, please email [accounts@sflockleys.catholic.edu.au](mailto:accounts@sflockleys.catholic.edu.au).

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

## COMMUNICATION

Individual issues will be addressed with families by phone or in writing from the OSHC Director. Any changes and general information in relation to the OSHC service will be communicated via See Saw announcement, SPIKE or email.

OSHC Ph: 08 8150 2400 (Extn 2)

OSHC Mob. 0418 800 419

OSHC Email: [oshcbookings@sflockleys.catholic.edu.au](mailto:oshcbookings@sflockleys.catholic.edu.au)

Director Email: [acurtis@sflockleys.catholic.edu.au](mailto:acurtis@sflockleys.catholic.edu.au)

## CHANGE OF DETAILS

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

## CONFIDENTIALITY

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

## EXPECTATIONS OF FAMILIES

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

- Book children into required session and provide as much notice as possible
- Adult to Sign IN child/children for Before School Care session
- Provide as much notice as possible when cancelling sessions (by 6.00pm the previous day)
- Adult to Sign OUT child/children from the After-School Care sessions
- Collect children on time
- Pay fees when due

## ST FRANCIS OSHC PARENTS/CARERS HANDBOOK 2023

- 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 and surveys
- Keep OSHC Director informed about any issues that may affect the child/children whilst attending the service.

### COLLECTION OF CHILDREN

We will only allow parents/carers or adults with collection authority stated in writing on our enrolment form to collect your children. 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.

### DROP OFF & PICK UP

**PARENTS/CARERS MUST SIGN** all children **'IN'** for Before School Care sessions and **'OUT'** from the After-School Care sessions.

Children must be collected by 6:00pm.

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

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

If parents 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 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 6:30 PM,**

the OSHC Director 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.

Director and 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 that the child/children have been collected either by

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

### CHILDREN'S WELLBEING

As OSHC Educators at St Francis 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 setting provides children with experiences to master social skills.

St Francis OSHC will follow the tenants of Restorative Justice as part of the 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.

Students at school learn how to act restoratively by being asked by an adult similar question 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 student may choose to sit in the 'Slowth Down Corner', where we arranged some 'sloth toys' and slower activities, to help each OSHC student to self – regulate emotions and slow down. When the student is ready to talk 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<sup>1</sup>

St Francis OSHC provide a sunscreen for the children to apply.

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

### FIRST AID

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

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

### Accident Procedure

Minor incidents are to be documented in the Incident Reports Folder, a note is to be placed in the notes column of the day sheet to alert a collecting parent/carer that there has been an incident, that they will need to speak to the designated first aider regarding the incident, and that the register will need to be signed.

### 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 Director will submit within 24 hours, an online report as per the guidelines to the NQAITS site.

### Medication

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

Educators will monitor children in the administration of their medication.

### SAFETY

Health issues are handled as per School Occupational Health & Safety Policy and the Accident Insurance Policy

---

<sup>1</sup> Cancer Council SA Website SunSmart primary schools policy guidelines P3

## **Accident and Injuries**

Even in the safest environment accidents and injuries do occur. Any accidents that may occur at the service are recorded on an 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.

## **EMERGENCY DRILLS**

### **Fire Drills**

Instructions are displayed in the OSHC service; children will take part in regular drills throughout the year.

### **Lock-In**

Instructions are displayed in the OSHC service; children will take part in regular drills throughout the year.

## **GRIEVANCE PROCEDURES**

### **Policy Statement on Grievance Procedures**

St Francis 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. This policy also aims to assist Staff and families at St Francis OSHC to resolve grievances effectively and agreeably to all concerned.

### **Parent and Staff Conflict**

The parent 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 Director.

### **Parent and Management Conflict**

The Parent/Carer should discuss the problem with the Director. If the Parent/Carer still feels, after discussion, action is necessary, they should ask the Director to raise the matter with the School Principal; Director to inform the Parent/Carer of the outcomes. If the Parent/Carer is not satisfied they can arrange to discuss the matter with the School Principal directly.

## **ST FRANCIS OSHC SERVICE POLICY AND PROCEDURE**

**AUTHORISATION POLICY**

**CHILD-SAFE ENVIRONMENT POLICY**

**CODE OF CONDUCT**

**DELIVERY AND COLLECTION OF CHILDREN POLICY**

**DUTY OF CARE**

**EMERGENCY LOCK DOWN POLICY AND PROCEDURES**

**ENROLMENT AND ORIENTATION POLICY**

**FIRST AID POLICY AND PROCEDURES**

**HOMEWORK POLICY**

**INCIDENT, INJURY, TRAUMA AND ILLNESS POLICY**

**INFECTIOUS DISEASES AND INFESTATIONS POLICY**

**MEDICAL CONDITIONS POLICY**

**NUTRITION POLICY**

**SLEEP REST AND RELAXATION POLICY**

**VACATION CARE POLICY**

**STAFFING POLICY**

**STUDENT GRIEVANCE POLICY OSHC**

**SUNSMART POLICY AND PROCEDURES OSHC**

**WELLBEING - GRIEVANCE OSHC PROCEDUR EBROCHURE**

**OSHC ICT USAGE POLICY**

**Catholic Safety Health & Welfare**

Please see an OSHC Educator if you wish to view a particular policy or procedure document.

Parents and Caregivers are welcome to sight the Service's Policies and Procedures folder. Your input into the review of these documents would be valued.