



Star of the Sea School

*Out of School Hours Care
(OSHC) Parent Handbook
2025*

Open Hearts Open Minds

ACKNOWLEDGMENT OF COUNTRY

We acknowledge and respect the Kurna people as the traditional custodians of the land on which our school stands. We recognize their deep spiritual and cultural connection to this land and pay our respects to Elders past, present, and emerging.

We are committed to fostering a school environment that values and celebrates First Nations cultures, perspectives, and histories. We acknowledge the continuing contributions of Aboriginal and Torres Strait Islander peoples to education and learning.

We walk together in the spirit of reconciliation and learning, honouring the rich traditions and knowledge of the Kurna people.

WELCOME

Welcome to Star of The Sea, Out of School Hours Care/Vacation Care. Our service provides out of school hours care on a casual or permanent basis to our Reception to Year 6 students.

The purpose of the Outside School Hours Care (OSHC) service is to provide high quality care for school-aged children in a safe and caring environment. Our educators are committed to ensuring your child is cared for in a welcoming and stimulating environment.

This handbook has been written as a resource to guide you through your child's educational journey.

The Star of the Sea OSHC service is licensed and approved for 90 places, from Reception to Year 6. Activities include outdoor and indoor play, arts and crafts, cooking, incursions and excursions during Vacation Care. *My Time, Our Place* is the Framework followed for Outside School Hours Care ensuring that children engage in experiences that contribute to their on-going development.

Star of the Sea follows clear and concise policies and procedures which are accessible in our OSHC office.

It is important that parents and caregivers are aware that you are receiving the best possible care and education.

We believe that building a partnership together relies on:

- Being welcomed and acknowledged by all OSHC staff upon entering and exiting our service.
- Knowing that your child develops a sense of belonging.
- Ensure that you continuously receiving information as to what is happening and that your response is welcomed.
- Knowing that your child is settled, happy and engaged.

LOCATION

Our OSHC program is held in two spaces on our school premises. Children in:

- Reception to Year 2 use the OSHC space
- Year 3-6 use the Stella Maris room
- Break out Space - Reception Atrium

OUR PHILOSOPHY

Every child can learn when provided with the right opportunities, relationships, environments, and experiences.

This is underpinned by the following beliefs:

- We believe that children are made in the image of God.
- All children have a right to learn, and they all have the potential to learn.
- Children have the right to feel and be safe.
- Children have the right to be listened to
- Children need positive relationships.
- Children must be valued and respected, with dignity and humility.

OBJECTIVES

We provide a safe, nurturing, holistic, and stimulating environment with a variety of activities tailored to children's age, interests, abilities, and diverse backgrounds. This includes:

- Provide an environment that is safe, nurturing and fosters a sense of belonging.
- Provide experiences to help children to achieve success.
- Model positive relationships.
- Offer a service that is affordable, accessible and addresses the needs of all families in the community.

Therefore, children will be:

- Supported socially, emotionally, and physically to build a strong sense of wellbeing.
- Supported to make connections with others and build strong relationships.
- Valued and respected with dignity and humility.

Therefore, families will be:

- Listened to, informed, consulted about the learning program and will be provided with the opportunity to have input.
- Recognised as the primary educators of their children who offer a rich and diverse range of experiences, perspectives, knowledge, and skills.
- Expected to adhere to the philosophy and protocols of the program to create a welcoming, respectful, and collaborative environment for all.

Therefore, educators will:

- Build and maintain positive relationships with students, families, and educators, and always conduct themselves in a professional manner.
- Be positive role models.
- Be available and open to share knowledge to ensure best outcomes for all.
- Plan, document and implement programs that cater to the needs of all children based on the *My Time My Place framework V2*.
- Ensure the framework for review reflects on current practice and measures learning outcomes.
- Engage with ongoing professional learning to deepen existing understanding skills and knowledge.
- Continuously monitoring, reflecting on practices to ensure the best outcomes for all.

NATIONAL QUALITY FRAMEWORK

The service is regulated by the National Quality Framework and underpinned by the National Quality Standard (NQS).

There are seven quality areas within the National Quality Standard (NQS):

- Educational program and practice
- Children's health and safety
- Physical environment
- Staffing arrangements
- Relationships with children
- Collaborative partnerships with families and communities
- Leadership and service management

The Star of the Sea OSHC has a *'Working Towards'*.

SERVICE INFORMATION

Star of the Sea OSHC is available to all enrolled students from Reception to Year 6.

HOURS OF OPERATION

Before School Care: 7.15am – 8.45 am

After School Care: 3.05pm – 6.00pm

Pupil Free Days: 7.15am – 6.00pm

Vacation Care: 7.15am – 6.00pm (during school holidays)

EDUCATOR/CHILD RATIOS

The Service is staffed on strict educator/child ratios with a maximum of 15 children to 1 educator for Reception to Year 6 children.

Our educator ratios are based on regulations set by the Commonwealth Government's National Quality Framework.

OSHC CLOSING TIMES & LATE FEES

Our OSHC service closes at 6:00pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 6:00pm. A late penalty fee of \$1 for every minute is incurred for each child collected after 6:00pm and will be added to your next account.

KEY STAFF

OSHC Director - Miffy Young - Educational Leader, Responsible Person, Nominated Supervisor

CONTACT INFORMATION

Ph: 0404 174 076

Email: oshc@star.catholic.edu.au

ENROLLING YOUR CHILD

An enrolment form MUST be completed by all parents/guardians wishing to use Before School Care/After School Care and Vacation Care, along with a current booking form (completed annually). Details such as your phone number and/or address must be updated regularly.

You MUST provide details of an authorised persons to pick up your child and all details of this person must correct on the enrolment form.

Any medical, dietary or religious needs are to be discussed with the Director before enrolment so we can fulfil all the safety requirements for your child/children.

BOOKINGS

Children must be booked into the Service via the *Spike Parent* Booking App. If bookings cannot be made via the app, the Service must be contacted as soon as possible. Please be mindful that the Service has caps on attendances. It may not be possible to accommodate for last minute bookings.

Before School Care bookings must be received before 2.00pm the day before care is required to avoid being charged a late booking fee.

After School Care bookings must be received before 12.00pm on the day care is required to avoid being charged a late booking fee.

Vacation Care bookings can only be accepted when the enrolling parent has given written consent for the child attending on the specific day. No Cancellations or changes to bookings will be accepted after the week before Vacation Care begins. During Vacation Care the responsibility of the educator/s is to attend to the children, therefore they will not be able to check emails or make phone calls.

BEFORE SCHOOL CARE (BSC)

The before school care program operates from 7.15am to 8.45 am.

Upon arrival, children must be signed in by parents/caregivers and are dismissed at the end of the session by OSHC educators.

Every nominated person who has permission to deliver children must sign in on the iPad with their personal pin number.

Breakfast is available from 7.15am to 8.10am Monday to Friday and consists of toast, various toppings, fruit toast, fruit, milk, and water.

Reception students are taken to their classrooms by an educator at the end of BSC.

AFTER SCHOOL CARE

The after-school care program operates from 3.05pm to 6.00pm.

Children from Reception will be collected at 3.00pm from their classroom by an educator.

Afternoon snack is provided each day at approximately 3.30pm.

Parents/Caregivers and nominated people on the enrolment form must use their individual pin number when collecting children. Parents/caregivers and nominated persons are not to share each other's pin number.

The person collecting the student must bring proof of identity if unknown to staff. If an unknown person comes to collect a child, then the enrolling parent will be called prior to the student being able to leave the service.

If a child is to be collected by a person that is not on the nominated list, we require a telephone call coupled with an email giving authority from the enrolling parent/caregiver.

VACATION CARE AND PUPIL FREE DAYS

The Vacation Care program operates during the school holiday period, excluding public holidays. There is a two week break during the Christmas and New Year period where vacation care will not be operational.

A detailed program for the operational days will be available from Week 6 each term, and bookings can be made via the form or email once the parameter has been opened.

Vacation Care and Pupil Free Days are from 7.15am to 6.00pm.

SIGNING IN AND OUT

To ensure the safety of students and to fulfill our duty of care, parents, caregivers and nominated people must use the iPad to electronically sign their children in and out of the program each morning and evening. This process must be completed by a responsible authorised adult, or a person nominated by the enrolling parent.

It is important that parents, caregivers and nominated people must communicate with educators that they are collecting their children. It is important this takes place so that educators can communicate any changes that may have occurred or taken place during the session.

Children are not permitted to enter or leave the service on their own.

FEES

We aim to provide a quality service that is affordable. Fees are reviewed annually, and any increases are ratified by the School Board. Parents are given 2 weeks' notice of any changes to fees.

Please be aware that fees are effective as of January 2025 and can be changed after yearly financial reviews have taken place. Parents will be notified via Spike Announcements when this occurs.

Care Category	Fee
Before School Care	\$16.00 per child
After School Care	\$26.00 per child
Pupil Free Day	\$61.00 per child
Vacation Care (In-house)	\$61.00 per child
Vacation Care (Incursion)	\$65.00 per child
Vacation Care (Excursion Day)	\$75.00 per child
Late Fee after 6.00pm	\$1 per min per child

Child Care Subsidy (CCS)

To receive Child Care Subsidy (CCS), the following must be provided.

- The age of the child
- The child meeting immunisation requirements
- The individual, or their partner meets the Australian residency requirement.
- To be eligible for Child Care Subsidy (CCS), the individual must be responsible to pay for care provided, and the care provided must be an Australian approved childcare provider.

If you require any assistance with CCS, you can contact The Australian Government Department of Human Service through MyGov and Centrelink or visit the Family Assistance website.

www.familyassist.gov.au

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

Child Care Subsidy (CCS) should be arranged as soon as possible, and preferably prior to your child starting. The service will charge the full amount until the CCS is applied.

All families will need to apply for a Customer Reference Number (CRN) from the Family Assistance Office (FAO). This is up to Parents to complete and follow up on any errors. Due to confidentiality of information, we cannot contact Centrelink or Family Assistance Office for you.

ACCOUNTS/ PAYMENT OF INVOICES

Accounts are issued weekly via email each Thursday once CCS has been applied to the account. All Accounts need to be paid promptly within 7 days and can be made via QKR!

If families are finding difficulty in paying their accounts, the service can offer support by placing parents/caregivers on a payment plan.

Late and emergency care will be billed along with all permanent bookings. Fees are payable for the days the child is booked into the service including times when the child is absent due to illness or holidays.

Families can get CCS when their child is absent from a session of care they would normally attend for up to 42 days per child, per financial year. More information here: www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186

Families can use their 42 absence days for any reason. Families do not need to provide evidence to use their absences.

If there are any changes to care arrangements – including change of days or cancellation, advice must be provided to the Service within 24 hours of the change. If no notice is given or outside of the notice period, then normal session fees apply. **Via Email only**

All records are kept confidential and stored appropriately. Parents may access particulars of their fees at any time and information given in writing upon request. Information will only be provided to the parent on the registration document.

OVERDUE INVOICES

Parents are encouraged to discuss any difficulties that they may have in paying fees with the Director. Overdue fees can affect Registration and future bookings.

If no previous arrangement has been made regarding overdue fees the Service will:

- **7 days from date of invoice:** An email reminder will be sent for overdue accounts.

- **After 14 days overdue:** In the absence of a payment arrangement, cancellation of care may come into effect.
- **After 30 days overdue:** Further bookings will not be accepted unless there is a payment plan in place.

CANCELLATION OF BOOKINGS

BEFORE SCHOOL CARE

Must be made by 2.00pm the day before to avoid being charged full fees. Bookings that have not been cancelled will incur the full session fee.

AFTER SCHOOL CARE

Must be made before 12.00pm on the day care is required to avoid being charged full fees. Bookings that have not been cancelled will incur the full session fee.

VACATION CARE BOOKINGS

Cancellation of bookings is required 1 week before vacation care starts. Full payment of fees applies if cancellations are not received by this time. If your child is sick, a medical certificate is needed to enable us to waive the fee for the days missed.

Families that wish to use the service on a casual basis are still welcomed, subject to availability.

External families are also welcome to use Vacation Care but must prepay a bond equivalent to 2 x daily fee. This is taken off your fees at 1st invoice.

DAILY ROUTINES

ENTRANCE

The main office for our OSHC Service is in the McAuley Building which is located off Marlborough Street.

BEFORE SCHOOL CARE (7.15AM – 8.45AM)

Children may be dropped off in the main OSHC building – McAuley building after 7.15am each morning but must be signed in electronically by a parent.

Reception students attending the Service are escorted to their classrooms at 8:45am. Children in Years 2 – 6 are supervised until 8:30am at which point they are directed into the yard to be supervised by teachers.

AFTERNOON SCHOOL CARE (3.05PM – 6.00PM)

Children in Reception are escorted to OSHC each afternoon by OSHC Educators. Years 1 – 6 make their way to the allocated OSHC room for that year level. They remain our responsibility until signed out by an approved adult. Our program is held in three spaces. Children in:

- R-2 OSHC Room/Reception Atrium
- Years 3- 6 use the Mackillop building/OSHC Rooms
- Break out Space – Reception Atrium

All children are offered a snack soon after arrival in the service. A fresh platter of seasonal fruit and vegetables is served each afternoon along with other snacks children enjoy. Please pack extra food in your child's lunch box if they are selective of food they eat.

OUR PROGRAM

Our program delivers experiences that encourage children to explore and expand their learning through creative, stimulating, and fun activities.

They include:

- outside recreational and physical play
- board and card games
- Creative crafts that explore imagination and exploring concepts and hypothesis
- social interactions

We provide designated areas to cater for specific needs and interests, such as an area for art, craft, carpeted floor and cushions for games and reading/resting.

We have a homework club whereby children are encouraged to complete prior to engaging in any other activities. There is a copy of the full program including the menu on display in the OSHC room.

Apart from the activity program, there are a wide range of other activities the children can engage in whilst they attend our service.

COMMUNICATION

Regular and open communication between families and OSHC Director is crucial. OSHC staff can be contacted via email or mobile phone.

SAFETY

DEVELOPING PERSONAL RESPONSIBILITY

We are committed to providing a safe, secure, and happy environment for all children and staff. The expectation for behaviour of all is to be positive, safe, and respectful. We will encourage and support your child to make fair and good choices and to act responsibly.

Rules and responsibilities of children attending the OSHC Service are in line with the Star of The Sea's School Behaviour Education and Personal Responsibility Policy and are designed to encourage children to be responsible for their own behaviour. Parents will be contacted and asked to collect their child if they are demonstrating serious, risk-taking behaviours at any time. Children who exhibit repeated unacceptable behaviour may be suspended or excluded from the service.

STUDENTS' RESPONSIBILITIES

- Listen, respect, and follow instructions issued by the OSHC Educators
- Follow the rules and responsibilities of the Service
- Play in a safe way and look after each other
- Always be polite and treat others with respect and kindness
- Care for our OSHC environment and equipment. Use it safely and return it to its place when finished with it.
- Participate in activities and be inclusive of others
- Say NO to harassment, bullying and put downs
- Keep furniture clean and clean up after themselves
- Take care of their own and respect other people's property
- Children's behaviour is monitored with the 'Ready to Learn' step chart.

PERSONAL BELONGINGS

All personal belongs are to be labelled. Lost items will be returned to children where possible. All other items will be placed in the school's lost property box at the end of each week.

All trading cards, gaming consoles and personal electronics of any kind other than school Laptops for school purposes are not to be brought to the Service unless specified on the program. The safety and security of these items cannot be guaranteed.

SUN SMART POLICY

The OSHC Service under direction by the school, implements a comprehensive Sun Protection Policy to actively protect children and staff from dangerous overexposure to the sun. This policy is reflected through the actions of children, staff, and parents/caregivers and the environment around the school.

As part of the Sun Protection Policy:

- All children and staff wear a hat during Terms 1, 3, and 4 (from August 1 to April 30), and whenever the UV index is 3 or above at other times.
- Children who do not wear a hat during outdoor activities, will be required to sit in shaded areas
- Staff are encouraged to check daily sun protection times using the SunSmart app or visiting www.myuv.com.au to support the implementation of this policy.
- Where possible, outdoor activity sessions will be held in shaded areas.
- Whenever possible, all outdoor activities, including Vacation Care Programs, will be scheduled outside of the peak UV times of the day, conducted indoors, or in the shaded areas of the school.
- All reasonable care will be taken during excursions to ensure students remain in shaded areas.

FOOTWEAR

Due to the variety of activities that our service offers, including during vacation care, all children must always wear enclosed footwear. Backless shoes and thongs are not acceptable as they are inappropriate for outside play and activities associated with the service.

MOBILE PHONES

The most effective means of communication between parents and their children is via the Service staff. Mobile phones are not to be used whilst children are in OSHC. If it is necessary for a child to bring a mobile phone to OSHC, it must be turned off and kept in their bag. Children who choose to use their mobile phone or Smart Watch with phone/text capabilities during OSHC or Vacation Care will have it taken and stored in the office and returned to them when they leave the Service.

COURT ORDERS

Parents and caregivers must notify the OSHC office of any Court Orders affecting children attending the service, or custody arrangements. The service requires all the official current paperwork pertaining to Court Orders.

FOOD AND NUTRITION

The service provides a healthy and varied menu based on *Nutrition Australia* and *Rite Bite* resources. There is a variety of hot and cold meals, which includes soups, curries, toasted sandwiches, and pizzas which are prepared daily. Cultural foods are also available, especially during themed weeks. Children also have access to fresh water and fruit as a snack. Children with special dietary and cultural needs are also catered for.

During Vacation care, breakfast and afternoon snack are provided. On special occasions, lunch will also be supplied.

POLICIES

All policies are available to peruse in the OSHC office as well as on our website.

HEALTH AND MEDICAL INFORMATION

CONTACT DETAILS AND INFORMATION

Parents are asked to provide accurate, up-to-date information about their child's health, any relevant court or custody orders and contact numbers in case of emergency or sickness.

ILLNESS

Students who are suffering from a contagious disease will not be able to attend the program.

If a student becomes unwell, OSHC educators will, monitor, support and contact families as required.

INCIDENT, INJURY, TRAUMA AND ILLNESS RECORDING

In the event of an accident, first aid will be administered. In the event of a head injury, the parent/caregiver will be phoned and advised of the type of injury, the time it occurred, and the first aid given. In the event of a serious injury or illness, SA ambulance will be called for assistance. If a child has been to the doctor or hospital, or has experienced a high level of trauma, a report will be sent to ACECQA. For all other injuries, an Incident, Injury, Trauma, and Illness record will be filled out and parents/caregivers are to sign upon collection of their children. This report will then be filled in the students personal file, which is kept in the OSHC office.

MEDICATION

Parents must request administration of the medication in writing and all medical forms completed and issue full instructions. Medication must be in the original container, clearly marked with the child's name, dose, time to be administered etc. Any change in instructions and/or dosage must be in writing, signed and dated by the Doctor. We ask that if your child has any infectious disorders, you notify the school immediately as this can be of serious concern to some of our children.

ALLERGY AWARE SCHOOL

There are many children with a range of allergies including nuts. Please do not send any type of nuts or nut products i.e. Nutella to OSHC or Vacation Care for your child's lunch or recess.

FIRST AID MEDICAL ACTION PLAN

Prescribed medications can only be administered upon receipt of a written medication plan. Medication must be provided by a medical practitioner which includes the child's name, name of medication, dosage, and times for administration in a clearly labelled and original medication container.

Only the OSHC director or delegated person in charge can administer the medication, and the times and dosage will be recorded and witnessed by an OSHC educator.

MEDICAL CONDITIONS

Children with special medical needs/conditions are updated regularly and the list is kept in the OSHC office and medication in the first aid cupboard. Students with medical plans have their medication including plans in individual containers clearly labelled with their name, medication, and expiry. It is the responsibility of the parents/caregivers to inform the OSHC director of any changes to health, allergies, or medical conditions as soon as possible.

ADVISORY COMMITTEE

Our advisory committee comprises of staff, a board member representative (parent) and the co-principals. The committee meets once a term to discuss the daily running of the service including policies. It provides supports to the centre and staff to ensure the best interests of families and services are met. We encourage any families who wish to contribute to the program to join our committee.

OSHC GRIEVANCES AND COMPLAINTS

The Star of the Sea School OSHC Service fosters positive and harmonious relations between all families, staff and levels of management. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner. If any parents should have a grievance or complaint the parent should discuss the problem with the OSHC Director.