



**XAVIER**  
COLLEGE

**EVANSTON AND TWO WELLS**

# *OSHC Parent Handbook*

**A CATHOLIC CO-EDUCATIONAL COLLEGE**  
*Educating in the Salesian Tradition*

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## OSHC Contact Details

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# Prayers

## Prayer to St John Bosco

### *College Patron Saint*

Lord,  
 Saint John Bosco gave his life in the service of  
 the young, helping them to become honest  
 citizens and good Christians.

He enabled young people to discover the  
 goodness that is within them and to express it  
 in practical and courageous ways.

May we learn from his example and teachings  
 and grow in our love of God and others.

Amen.

## Our Father

Our Father who art in Heaven

Hallowed be thy name,

Thy Kingdom come

Thy Will be done, on earth as it is in heaven

Give us today, our daily bread

Forgive us our trespasses, as we forgive those  
 who trespass against us

Lead us not into temptation

But deliver us from evil

Amen.

## Hail Mary

Hail Mary, full of grace

The Lord is with thee

Blessed art thou among women and blessed  
 is the fruit of thy womb

Jesus

Holy Mary Mother of God

Pray for us sinners

Now and at the hour of our death

Amen.

## Prayer to Mary, Help of Christians

### *Patroness of Australia and the Salesians of Don Bosco*

Mary, our Mother,

You responded to the call of God with faith  
 and courage.

Help us to express our faith with honesty.

Help us to remain faithful in difficult times.

Help us to discover meaning and purpose in  
 the events of our lives.

Help us to find healing in times of hurt.

Help us to be gentle, reasonable and loving in  
 all our relationships.

Help us to be compassionate in the face of  
 indifference. Help us to bring joy and hope into  
 the life of others.

Help us to live lives of practical love. Mary, Help  
 of Christians

Pray for us.

Amen.

## Acknowledgment of Country

Here is the land, here is the sky, here are  
 my friends

And here am I

We, the students of Xavier OSHC thank the  
 Kaurua people

For sharing their country

We are grateful to learn and play on

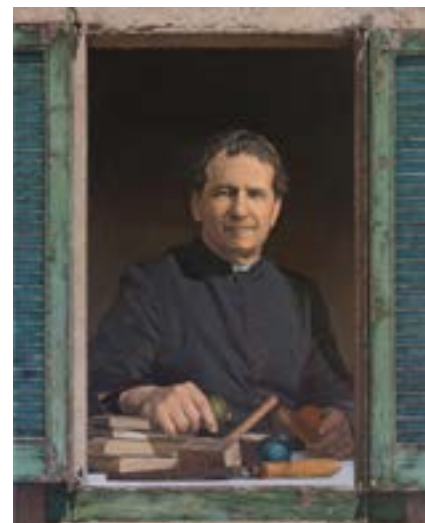
Kaurua Meyunna Yerta,

And we promise to thank them by

Taking care of the land, water and  
 living creatures

Every day as we learn.

Hands up, hands down we are on  
 Kaurua ground.



Saint John Bosco

## Our Identity

### Vision

Xavier College OSHC follows the vision of the College which is derived from the Salesian Charter, as shown below.

Xavier College OSHC strives to be a welcoming place for children to play and learn in a safe environment that is committed to the care of young people.

The Xavier College OSHC is committed to embedding and maintaining a nurturing learning environment which is trusting, safe, welcoming, open, and promotes effective communication and self-reflection.

### Philosophy

The Xavier College OSHC will actively support and contribute to the Catholic Identity, ethos and mission and vision and will adhere to the guiding principles of the Living Learning Leading framework which outlines CESA key capabilities, skills, knowledge and dispositions that enable young people to contribute to society and enjoy meaningful and spiritually enriched lives.

Our committed educators/staff are guided by reflective practices and are inspired by respect, learning and community.

The Xavier College OSHC is committed to embedding and maintaining a nurturing learning environment which is trusting, safe, welcoming, open and promotes effective communication and self-reflection.

Parents/guardians will work with OSHC staff to promote and nurture collaboration, creativity, critical thinking and communication, therefore giving the children agency over their learning.

Xavier College OSHC is student-centred with a focus on creating strong futures for our students. We are an inclusive sociocultural Service which acknowledges, respects and values all diverse cultures including Aboriginal and Torres Strait Islander peoples. Our Service has a strong focus on creativity, collaboration, critical thinking and communication.

We encourage our students to:

- Live in accordance to Gospel values
- Pursue academic excellence
- Develop holistically
- Contribute to community and be in partnership with the community
- Be good and honest Christian citizens

## Salesian Charter

*In keeping with the spirit of St John Bosco, whereby, “education is largely a matter of the heart,” that leads young people to, “know that they are loved,” the Salesian school community of today is challenged to be:*

- *A home that welcomes*
- *A parish that evangelises*
- *A school that prepares for life*
- *A playground where friends meet and enjoy themselves*

Faithful to the tradition of St John Bosco, the Salesian school community is constantly challenged to re-interpret and re-enliven his educational vision in every generation and circumstance, according to the requirements of the contemporary situation and the needs of young people, to whom he once said: “I have only one wish: that you be happy in this world and the next.”

### A home that welcomes

- Being committed to the care and support of all young people, especially the poor and marginalised
- Cultivating relationships based on genuine affection, openness and acceptance of others
- Fostering a spirit of joy and hope, based on the ‘Good News’ of Jesus Christ
- Encouraging an attitude of optimism and a conviction that life is fundamentally worthwhile

### A parish that evangelises

- Having a strong and vibrant programme of religious education, liturgical celebration and sacramental encounter
- Addressing the spiritual yearnings of young people and adults
- Giving priority to the faith development and formation of staff
- Providing students with significant experiences of faith in action and apostolic involvement

### A school that prepares for life

- Encouraging a passion for life-long learning and a quest for excellence
- Developing a sense of meaning and purpose, which expresses itself in a spirit of service and self-giving
- Proclaiming the challenge of community building, commitment to others and responsible decision-making
- Cultivating resilience, resourcefulness and adaptability as important skills for life

### A playground where friends meet and enjoy themselves

- Being present to each other in an active, engaging and constructive manner, in fidelity to the Salesian Preventive System
- Building positive and inclusive relationships between each other
- Having a rich experience of interaction and sharing, especially between students and staff
- Creating occasions for celebration and festivity

## College Values

*At Xavier College we have adopted RUAH as our core values of Respect, Understanding, Affection, and Humour. These are guiding principles that are intrinsic to our treatment of self and each other.*

### Practical Application of RUAH

By using RUAH in our daily interactions with others we can go a long way to allowing the Holy Spirit to be our guide.

By using RUAH – Respect, Understanding, Affection and Humour we are helping to create the Spirit of our College.

Every single person's actions and attitudes determine the mood of our College community.

## Respect

Our school community is based on mutual respect. The way that we speak to one another and the way we treat one another with dignity and respect is extremely important. In a Salesian school this should be obvious for anyone to see.

To show respect effectively we should:

- Avoid being sarcastic
- Never hurt others physically, verbally, or emotionally
- Always include others
- Turn up on time
- Complete work
- Not use offensive or inappropriate language

## Understanding

We need to recognise and celebrate each other's different abilities, talents and skills. We need to try to understand ourselves and others better, particularly if things are difficult.

To be understanding we should:

- Be interested in what others are doing
- Celebrate other people's success
- Support school initiatives and events
- Celebrate diversity

## Affection

This means that we show kindness to others both in our school and in the wider community. It means that we establish and grow strong friendships to create an environment where everyone feels safe and happy.

To show affection effectively we should:

- Forgive others when they have hurt us
- Be genuine
- Avoid being angry
- Care for others
- Be generous with our time and fundraising for others in the world

## Humour

This means that we keep things in perspective all the time. We remember to enjoy school and all that it offers.

To practise humour effectively we should:

- Stay cheerful
- Avoid taking out our bad moods on others
- Be creative
- Join in all activities
- Spend time getting to know others
- Keep the College grounds safe for others
- Celebrate success
- Smile!

# Introduction to our OSHC Service

## About Us

Xavier College OSHC aims to support the children and families of Xavier College.

Xavier College OSHC will actively support and contribute to the Catholic Identity, ethos, mission and vision and will adhere to the guiding principles of the Living, Learning Leading Framework which outlines CESA key capabilities, skills, knowledge and dispositions that enable young people to contribute to society and enjoy meaningful and spiritually enriched lives.

Our committed educators are guided by reflective practices and are inspired by respect, learning and community.

Xavier College OSHC is committed to embedding and maintaining a nurturing learning environment which is, safe, welcoming, and promotes effective communication and self-reflection.

Xavier College OSHC is registered under the National Quality Framework (NQF), where children get a sense of, “belonging, being and becoming,” utilising My Time Our Place (MYTOP) as a curriculum framework for school age children. Educators work together to ensure OSHC is a caring and supportive environment where children have fun, learn and socialise in a family like setting that follows the Salesian ethos and Oratory system.

## Service Access

Xavier College OSHC adheres to the Australian Government Priority of access guidelines where it offers priority position to students who are enrolled at Xavier College.

Xavier College OSHC Services are licenced to accommodate a specific number of spaces per session. If the demand exceeds the number of approved spaces available per session, it is the responsibility of parents/ caregivers to monitor or set alerts for any spaces that are made available by student absences via the OWNA app.

- Xavier College OSHC Evanston is licenced to 75 spaces.
- Xavier College OSHC Two Wells is licenced to 90 spaces.

## Sign In & Sign Out Requirements

Please be advised that your child/ren cannot sign into the Service until 6:30am at the earliest. This is due to our registered approval. Similarly, your child/ren must be signed out before 6:30pm, and we recommend that this be done by 6:25pm to allow all families to sign their children out on time.

## Bookings

Bookings may be made on a regular or casual basis. Please note that casual bookings will only be accepted if there are places available at the time of the booking. Bookings must be made at least 24 hours in advance.

For bookings within 24 hours of Service commencement time, families must contact the Service by phone. Bookings are subject to availability and will only be confirmed if the Service is able to accommodate the child/ren.

Bookings are made online via the OWNA app. OSHC staff are available to assist parents/ guardians in using the OWNA app.



## Booking Cancellations

In the event that you do not require the Service on a booked day, you must notify the Service 24 hours prior to the booked session by marking the child/ren as not attending through the OWNA app; if you are unsure how to do this please contact the Service. This excludes Pupil Free Days and Vacation Care, please read the specific outlines for these days. Unfortunately, failure to notify of student absence will result in families incurring a fee.

## Late Bookings

Late bookings (bookings made within 48 hours of Service commencement) may incur an additional cost.

## Enrolment Process

Transition into the Xavier College OSHC is an important part of your child/ren settling into the Service. Enrolling families will be required to complete an Enrolment Form for each child. These enrolment forms are available on the Xavier College website, please note that this is a separate enrolment to the College.

All families who wish to use the Service either in a casual or regular capacity must be enrolled or re-enrolled each year, prior to commencement at the Service.

Upon commencement at the OSHC Service, families are welcome to contact the Service to arrange an orientation that helps child/ren to become accustomed and comfortable with the OSHC process and protocols.

Children in Reception will be escorted to and from their classroom and signed in and out of the OSHC Service by an OSHC educator.

Each family should contact Centrelink to apply for the Childcare Subsidy (CCS) through Centrelink, **as a matter of urgency.**

## Hours of Operation

The Service operates as follows:

During Term	Times
<b>Before School</b>	6:30am-8:45am
<b>After School</b>	3:00pm-6:30pm
<b>Pupil Free Days</b>	6:30am-6:30pm
During Holidays	Times
<b>Vacation Care</b>	
Evanston Campus OSHC only	6:30am-6:30pm

It is strongly advised the application process is commenced as early as possible as the process may take several weeks and families will be responsible for full fees until Centrelink has approved your CCS.

It is important to provide complete and accurate information to Xavier College during the enrolment process, including accurate Centrelink Customer Reference Numbers (CRN) and date of birth for both parent(s)/ caregiver(s) and child/ren to enable CCS to be paid. Correct information must be received within seven days of your child/ren starting at the Service. If incomplete or incorrect information is provided, families will be liable for full fees.

Please note that it is the family's responsibility to ensure that they are receiving CCS through Centrelink.

## Children with Medical Conditions

It is vital that each family provide up-to-date medical information for their children. Children with medical conditions must have an up to date Medical Action Plan, and medication, supplied by the parent/guardian every 12 months. Please note that if your child requires medication, a Medical Action Plan plus additional medication must be provided to OSHC in addition to the original paperwork and medication supplied to the College.

Families should note that children cannot commence their enrolment until the Service is supplied with both the child's medication and signed Medical Action Plan and Medical Authority. This must be performed annually and must be provided at the commencement of each school year.

To ensure the safety and wellbeing of children in our care, it is important that families maintain open communication regarding any change to their child/ren's medical condition.



# Fees

## Fee Schedule

All fees are listed before Childcare Subsidy

**Regular bookings:** are those made 48 hours or more before the commencement of the session.

**Late bookings:** \$9 is applied to bookings made less than 48 hours before the commencement of the session.

**\*Late Collection Fee:** applies to children collected after 6:30pm. \$20 applied at 6:31pm, plus \$1 per minute thereafter.

**\*Non-Notification Fee:** \$20 is applied where a child is absent from an OSHC session they are booked into without a notice of absence.

**\*Emergency Stays:** applies when a child is dropped off at school prior to the beginning of morning yard assistance, or after yard assistance concludes at the end of the day. Emergency stays incur a fee of \$20 in addition to the late booking fee.

If the child/ren are not enrolled in OSHC, they will be sent to the Front Office where parents will be contacted. If the parent is unable to collect their child/ren by the nominated time the child/ren will be sent to OSHC where an Emergency Stay Fee will be charged.

If the child/ren is determined to be in need of protection under a child protection order or the parent of a child needs urgent health care that prevents them collecting for their child/ren, the College will provide care.

### Evanston Campus

- Yard assistance begins at 8:25am
- Yard assistance concludes at 3:35pm

### Two Wells Campus

- Yard assistance begins at 8:30am
- Yard assistance concludes at 3:20pm

Service During Term	Times	Regular Booking	Late Booking
<b>Before School</b>	6:30am–8:45am	\$22	\$31
<b>After School</b>	3:00pm–6:30pm	\$32	\$41
<b>Pupil Free Days</b>	6:30am–6:30pm	\$75	\$84
Service During Holidays	Times	Regular Booking	Late Booking
<b>Vacation Care</b> Evanston Campus OSHC only	6:30am–6:30pm	\$75	\$84

## Collection of Fees

As per the Xavier College OSHC policy, the Service will have a systematic and identifiable procedure for the determination and collection of fees. Invoices are issued through the OWNA app. Should a family experience financial difficulties, we encourage our families to have a discussion with the OSHC Director, in the first instance.

Xavier College OSHC works with families to support our community, however, continued non-payment, or a lack of communication may result in a cease of service until payment is made in full. Continuous late payments may result in an upfront payment being required prior to receiving Service.

The OSHC Director has oversight of the collection of fees under the direction of the College Executive Team and will review overdue accounts on a weekly basis with the College Finance team.

## Outstanding Accounts

If an OSHC Fee Account reaches \$300, an invoice will be sent electronically from OWNA as a reminder. Should the account remain outstanding, OSHC educators will contact the family to arrange a payment plan. If this payment plan is not adhered to, additional bookings may be suspended until the account is brought up to date.

At the start of a school year all accounts must be at a balance of \$0, in credit, or with the balance under 7 days owing to be able to enrol for the new year.

## Enrolment Fee

An enrolment fee of \$30 per child is payable when a child is enrolled for the Service. This fee is non-refundable and is not covered by Childcare Benefits (CCB) or rebates.

## Service Fees

Families will be notified of any changes to the OSHC Fee Structure via direct correspondence, including the OWNA app, SEQTA, OSHC Newsletter and other electronic means as necessary.

## Payment Options

All fees must be paid electronically, this includes optional extras such as popcorn and lunches during Vacation Care.

Options include:

- Direct Deposit (Preferred method)
- Direct Debit (by completing a Direct Debit form, please enquire with OSHC Director)
- EFTPOS (Evanston Campus only)

## Payment Details

### Evanston Campus OSHC

Account Name: Xavier College OSHC Evanston  
BSB: 085 005

Account Number: 754 587 514

**Please use your family name and initial as the reference.**

### Two Wells Campus OSHC

Account Name: Xavier College OSHC  
BSB: 085 005

Account Number: 979 904 509

**Please use your family name and initial as the reference.**

## Account Enquiries

All account enquiries are to be made outside of OSHC operational hours or via email. During operational hours the children are our priority. Educators cannot leave an area of supervision to check account balances, bookings, or receive payments. Meetings may also be arranged outside of OSHC operational hours with the OSHC Director.

## Pupil Free Day/Vacation Care Cancellations

Please be mindful that upon booking, all sessions will be charged to your account regardless of attendance. Any additional fees for items such as popcorn, drinks, or food are non-refundable and will be charged to your account.

\*These fees are not covered by the Childcare Subsidy.

## Child Care Subsidy (CCS)

Due to the Australian Privacy Act, parents/guardians will be required to apply for the Child Care Subsidy and unfortunately, the Service is unable to make direct enquiries on your behalf. Our OSHC staff are available to answer questions regarding how to apply, however, it will be the responsibility of parents to complete the application process through Centrelink. It is strongly advised the application process is commenced as early as possible as the process may take several weeks and families will be responsible for full fees until Centrelink has approved your CCS.

It is important to provide complete and accurate information to Xavier College during the enrolment process, including accurate Centrelink Customer Reference Numbers (CRN) and date of birth for both parent(s)/caregiver(s) and child/ren to enable CCS to be paid. Correct information must be received within seven days of your child/ren starting at the Service. If incomplete or incorrect information is provided, families will be liable for full fees.

The following information and further assistance can be found online via Services Australia.

The Child Care Subsidy is the main way the Government assists families with their childcare fees.

The Child Care Subsidy that commenced on 2 July 2018:

- replaced the Child Care Benefit (CCB) and Child Care Rebate (CCR) with a single, means-tested subsidy
- is generally paid directly to childcare providers to be passed on to families
- is simpler than the previous multi-payment system
- is better targeted and provides more assistance to low- and middle-income families.

### Child Care Subsidy Eligibility

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

- the age of the child (must be aged 13 or under and not attending secondary school, except in certain circumstances where an individual may be eligible for a child who does not meet this criteria, such as children with a disability or medical condition in certain circumstances)
- the child meeting immunisation requirements
- the individual, or their partner, meeting the residency requirements listed in the legislation.

In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved childcare provider, and not be part of a compulsory education program.

### Child Care Subsidy Entitlement

There are four factors that determine a family's level of Child Care Subsidy. These are:

- Combined annual family income
- Hourly rate cap and service type
- Activity test (the activity level of both parents, including study/work)
- Number of children in the care of one family

The Child Care Subsidy is generally paid directly to Service provider to be passed on to families as a fee reduction. Families make a co-contribution to their childcare fees and pay to the provider the difference between the fee charged and the subsidy amount.

Additional fee assistance may be available.

Families can receive an estimate of what they may be entitled to by entering their details into the Services Australia Payment and Service Finder.

You will be required to:

- Provide Xavier College OSHC with your Centrelink CRN (Customer Reference Number)
- Inform Centrelink that your child/ren will be attending our OSHC. This can be done via the MyGov app



[Watch this video about the Child Care Subsidy.](#)



# Drop-off and Collection Protocols

## OSHC Gate

To ensure the safety of all children in our care, and to prevent damage to the gates, we request that only adults or authorised persons access the gates to enter or exit the Service (this includes pin or sensor pads).

## Drop-off

Children are not to be left at the Service at any time prior to the opening hours of the Service. The responsibility of the Service for the child/ren will be effective from the time the parent/guardian signs their child/ren into the Service.

On arrival, parents/guardians are responsible for signing their child/ren in and for noting the accurate time of sign-in.

Children, with their parent/guardian are to place their belongings in the designated area and make their way to the OSHC area.

The parent/guardian must ensure that an educator/staff member is aware of the child/ren's presence before leaving the Service and that any special requirements are communicated to an educator/staff member.

## Pick-up

Children must be collected by the closing time of the Service. All persons authorised to collect a child from OSHC must be 16 years or older and be permitted by the enrolling parent/s prior to arriving at the Service.

The parent/guardian must inform an educator/staff member that they are taking their child/ren prior to signing them out of the Service.

The parent/guardian or authorised person collecting the child/ren must sign the child/ren out, indicating the time of departure.

The parent/guardian must accompany the child to collect all belongings.

Educators/staff members are to be notified immediately if a parent/guardian is to be later than usual in picking up the child/ren. The child/ren will be notified to reduce anxiety.

## Authorised Persons

Only those persons named on the Registration Form as 'Authorised Persons' will be permitted to pick a child up from the Service. Contact details for all authorised persons are to be provided by the parent/guardian enrolling the child.

Any changes of an authorised person must be made in writing by the enrolling parents/guardians. Authorised persons will be expected to provide proof of identity before a child will be permitted to leave with this person. The Service will not release the child to anyone who is not an authorised person.

If there is an emergency and a parent/guardian or authorised person cannot collect the child, the parent/guardian must personally ring the Service to advise of this. The parent/guardian will be required to indicate who will collect the child, give a description of the person and ask the person to provide the Service with proof of identity (eg. Driver's Licence or other photo ID).

If the Service has not been notified and someone other than the parent/guardian or authorised person comes to collect the child, the educators/staff member will ring the parents/guardians to seek their authorisation. The child will not be released from the Service until proper authorisation has been received from an enrolling parent/guardian.

Release of any child/ren from the Service will be at the discretion of the qualified in-charge educator/staff member.

## Non-Collection of a Child/ren

In the event that a child/ren has not been collected from the Service by an authorised person at the conclusion of the Service (6:30pm), the following process will be followed:

1. Director of the Service will be alerted.
2. All reasonable attempts will be made to contact a family member including the emergency contacts or authorised person.
3. Educators will continue to attempt to establish contact until 6:45pm (If contact has been made but child/ren have not been collected by this time a mandatory report will be lodged adhering to the Responding to the Risk of Harm, Abuse and Neglect guidelines).
4. The Xavier College Head of Campus will be advised.
5. If no contact is established or child/ren remain at the Service at 6:45pm Crisis Care will be contacted.
6. If Crisis Care cannot assist the police will be contacted and a report will be made for child abandonment.
7. A request will then be made to the police that they attend the Service to collect the child/ren.

# Transition To and From School Procedure

## Evanston Campus

### Before School

At 8:30am children in years 1-6 will be dismissed from the OSHC room, signed out and directed to the Yard assist areas with all their belongings.

Reception students will be supervised in OSHC for an additional 25 minutes, until 8.55am. At this time, they will be taken straight to their classroom as this is the school start time. Once the children get more confident and are happy to play in the yard with other children, they will be allowed to do so by the OSHC educators. When the bell to start class sounds, OSHC educators will check that all Reception students have made it to their classes.

An OSHC educator will note the name and release time of each child on the OWNA app, when signing children out of the Service and into school.

### After School Care

Children in Reception will be collected at 3:00pm from their classroom and escorted to OSHC. They will be signed in and supervised in the OSHC room until 3:10pm when the other children arrive and the regular OSHC program begins. Children in year 1 who require support will be supported at 3:10pm by OSHC educators.

1. Children in years 2-6 will make their way to the designated OSHC room when the school bell has gone. An educator will greet them and sign them in on the OWNA app.
2. Children are expected to arrive at OSHC promptly and no later than 3:20pm
3. If a child that is booked into OSHC has not arrived within 10 minutes after the school bell and OSHC educator will
  - a. Check SEQTA to see if the child was present at school
  - b. Telephone the school office to ascertain if the child left school early,
  - c. If the child was present at school, OSHC educators will request that the office call out over the loud speaker for that child to make themselves known to OSHC educators while OSHC educators try and locate them by attending their classroom or drop off/pick up points in the school.
  - d. If the child is not located the OSHC Director or delegate will contact the families immediately informing them that their child did not arrive for booked care.
  - e. If the families inform OSHC that their child should be at After School Care (ASC) the following will occur
    - i. The OSHC educators will check the school grounds immediately.
    - ii. If the child is not located within the school grounds, the Director or delegate will contact the families and the police.
    - iii. OSHC and school educators will continue to attempt to locate the child outside of the school grounds where appropriate.
  - f. Communication between the OSHC educators, OSHC Qualified in Charge and other school educators involved in locating the child will be via mobile phone.
  - g. Any party who locates the child is expected to notify all other educators immediately.
  - h. The Qualified in Charge will contact the parent/ guardians and the police.
  - i. Counselling will be offered to the child, parent/ guardians, and educators.
  - j. An incident report must be made by the Director and a copy forwarded to the College Principal.

## Two Wells Campus

### Before School Care

At 8:30am children in year 1-9 attending the Xavier College OSHC will be dismissed from the OSHC room, signed out and directed to attend their classroom with their belongings by the supervising educator.

Reception students will be supervised in OSHC for an additional 15 minutes, until 8.45am. At this time, they will be taken straight to their classroom as this is the school start time. Once the children get more confident and are happy to play in the yard with other children, they will be allowed to do so by the OSHC educators. When the bell to start class sounds, OSHC educators will check that all Reception students have made it to their classes.

An OSHC educator will note the name and release time of each child on the OWNA app, when signing children out of the Service and into school.

### After School Care

1. Children in Reception will be escorted to and from their classroom and signed in and out of the OSHC Service by an OSHC educator.
2. Children in Year 1 and up will make their way to the OSHC room, when the school bell has gone, where an OSHC educator will greet them and mark them as present.
3. Children are expected to arrive at OSHC promptly and no later than 3.10pm. If a child is to arrive after 3.10pm, without notification from a teacher, a late notice will be given.
4. If a child that is booked into OSHC has not arrived within 10 minutes after the school bell, an OSHC educator will:
  - a. Check all drop off/ pick up zones to ensure the child is not waiting for a parent/ guardian.
  - b. Physically check classrooms or call the classroom to ensure the child is not still at class.
  - c. Telephone or visit the front office to ascertain if the child was absent from school on the day.
  - d. If the child is not located at the classroom, gates or nearby areas, the Qualified in Charge, will contact the parent/ guardians or emergency contact immediately, informing them that their child did not arrive for a booked session.
  - e. If the parent/ guardian informs OSHC educators that their child should be at After School Hours care:
    - iv. The OSHC educator will check the school grounds immediately.
    - v. If the child is not located within the school grounds, the Qualified in Charge will contact the parents/ guardians and the police.
    - vi. OSHC and school educators will continue to attempt to locate the child outside of the school grounds, where appropriate.
5. Communication between the OSHC educators, OSHC Qualified in Charge and other school educators involved in locating the child will be via mobile phone.
6. Any party who locates the child is expected to notify all other educators immediately.
7. The Qualified in Charge will contact the parent/ guardians and the police.
8. Counselling will be offered to the child, parent/ guardians, and educators.
9. An incident report must be made by the Director and a copy forwarded to the College Principal.

# Medication

## Administration of Medication

Two educators (one whom will be Qualified) will administer medication to a child/ren when required. The educator will hold a current First Aid qualification and a current Anaphylaxis and Asthma Certificate.

The second educator will confirm that the medication authority form matches the medication being administered and the correct identity of the child. This will be documented with a signature on OWNA.

Medication will be stored appropriately, and will be administered in accordance with information on the Medication Authority Form and/or Medical Action Plan provided by the parent/guardian.

## Medication

When enrolling children, families must indicate all medication, allergies, and medical requirements on the enrolment form. Failure to do so may result in the enrolment not being accepted by the Service. If this changes throughout the year appropriate paperwork must be provided at the earliest opportunity signed by a medical practitioner.

Upon enrolment any medication specified in the action plan is required to be signed into the Service prior to the child commencing and updated as required. It must have a minimum 12-month expiry date from the commencement of the school year.

Families must also provide medical action plans, a medication agreement (where relevant) and medication in original packaging with chemist labels. Puffers must have label on puffer not the box.

All medications must be signed into and out of the Service by an adult and educator regardless of how often this occurs.

Two Wells Families: All medication will be returned to families at the conclusion of the school year and must be resupplied to the Service before the commencement of the new year.

Families will be required to sign a Medical Authority, Communication and Risk Minimisation Agreements provided by the Service.

If written in the Medical Action Plan that a spacer is required, in the event that a spacer is not supplied with the accompanying medication, an 'emergency' spacer will be provided by the Service at a charge to the parent/guardian.

## Medical Action Plans, Medication Authority, Action Plan and Medication

It is the responsibility of the family to maintain, update, and provide in date copies to the Service when required. Failure to do so may result in care being ceased until in date information and medication is provided.

All dates will be reviewed on a regular basis and parents may be contacted; however the onus is on families to provide these documents and medication.

## Medication in an Emergency

In an asthma or anaphylaxis emergency where the child does not have a previous history or does not have their medication, emergency services will be contacted on 000. Consent to administer Ventolin or Adrenaline auto injector (EpiPen) will be sought from emergency services. This is supported by: Education and Care Services National Regulation 94 - In an asthma or anaphylaxis emergency, medication can be administered without an authorisation. An educator will contact the parent of the child as soon as practically possible. An incident/injury, trauma, illness form will be completed by the educator on OWNA.

## Excursions

The supervising educator will be responsible for ensuring all medication is taken on excursions.

A First Aid kit will be taken on all excursions and will include the telephone numbers of Emergency Services, and will include parent/guardian contact information.

All families have the OSHC phone number as per this handbook.

## Self-Administration of Medication

Education and Care Services National Regulation 96 – Self-Administration of Medication. A child over pre-school age is authorised to self-administer medication if parents have completed an authority to self-administer medication form. All other forms as per information above must still be provided by the families before children may self administer. If any medication is stored in bags through the school day they may not be used in OSHC time, as per National Regulations.

All children must be supervised when administering their medication to ensure appropriate forms are completed on OWNA and signed off by two educators.

# Daily Operations

## Sun Smart

These protocols are for implementation throughout the whole year. The purpose of these protocols is to ensure that all members of the Service community are protected from the skin damage caused by harmful ultraviolet rays of the sun:

- Educators/staff will reduce outdoor activities during peak UV radiation times and outdoor activities will be scheduled outside of these times where possible or in the shade. Care will be taken to avoid sun exposure when the UV radiation level is extreme, 11+, this may mean outdoor play won't be available
- Children will be encouraged to play in shaded areas (verandas/sailed areas) and to make use of any shade provided by trees/shrubs during outside activities.
- Children will be expected to wear appropriate clothing that protects the skin.
- Children are expected to wear a broad brimmed or bucket hat whenever involved in outside activities. Children not wearing hats will chose between an indoor activity or playing in a shaded area.
- When children are attending excursions, they will be required to have a hat regardless of the UV Rating. If children don't have a hat they will not be able to attend the session and a family member/authorised person will be required to collect them.
- Educators/staff will also be required to wear similar sun protection.
- Children will be expected to wear shirts with collars and sleeves and longer style shorts/skirts.
- Children will be expected to wear a rash top or t-shirt when swimming outdoors.
- Apply 30+ (or higher) broad-spectrum water-resistant sunscreen. SPF30 (or higher) broadspectrum water-resistant sunscreen is supplied by the Service for all other children and educators/staff to apply.
- When UV radiation level is 3 or above, children will be required to apply sunscreen 20 minutes before going outside and reapply every two hours if outdoors for a prolonged period.
- Children with specific allergies are required to supply and apply their own sunscreen.
- Volunteers and visitors are encouraged to use a combination of sun protection measures e.g. sun protective clothing and hats, sunglasses, and shade when attending activities.
- This Service is working towards incorporating sun protection into educational activities to support children's wellbeing, learning and development.
- Educators/staff and families are provided with this policy and information on sun protection through a folder that is available at the OSHC Reception, as well as published on posters around the Service.

## Food

Children with specific dietary requirements/allergies will be catered for. The Service will make provision for safe consumption of food for these children through reasonable means.

As an allergy aware Service, we discourage children from bringing high allergy foods.

Food provided by the Service will be prepared under strict conditions in an effort to minimise the risk to children with allergies.

Please ensure that any specific dietary requirements have been clearly noted on the enrolment form. Open communication with the Service regarding any changes that occur in your child/ren's dietary requirements is essential. It is not practical to cater for differing tastes, however, if any major issues arise, we encourage you to speak to the Director.

## Behaviour Expectations

- Children are expected to be polite and considerate of other children and educators/staff.
- Children are expected to bring everything they need to OSHC as they will not be allowed back into classrooms.
- Children must have their hats with them and will not be permitted to borrow other children's hats.
- Electronic devices are not permitted at OSHC

## Activities and Equipment

We understand that this may be a time that families like children to spend some time on Homework – please discuss your preference with the OSHC Director. Supervision and some assistance will be available; however, if there are issues or objections from children, staff will not enter into arguments, and will instruct children to complete homework at home instead.

Activities will be designed by the OSHC Director, and will aim to be interactive, fun, exploratory, educational, and developmental. Parents will be informed of activities prior to them occurring.

Children have access to external play areas as well as designated OSHC spaces (weather permitting).

Children are discouraged from bringing electronic devices, personal toys and equipment; OSHC will accept no responsibility for these items.

Mobile phones are not to be brought into OSHC. Use of mobile phones and smart watches is discouraged from use during these times; parents should contact the OSHC office if they need to be in communication with or about their child.

## Governance

Xavier College OSHC Services Approved Provider is Catholic Church Endowment Society (CCES)

We are governed by the National Quality Standards, laws, and regulations which are monitored by The Education Standards Board (ESB)

Responsibility for the Service will be the nominated Responsible Person ta Xavier College, the Head of Campus, and the OSHC Director.

Monthly OSHC summary/activity reports are included in the College Board papers.

# Hygiene

## Implementation

The Nominated Supervisor (Principal or their delegate) will implement hygiene practices and ensure that all educators/staff are aware of the practices that the Service will follow with a focus on: hand washing, cleaning, food safe handling, dealing with infectious disease and pandemic.

## Hand Washing

Our Service will provide running water at appropriate heights for all individuals to wash their hands. Liquid soap will be provided to all individuals to wash their hands and the Service will provide paper towels for individuals to dry their hands.

Posters will be placed in the OSHC handwashing areas demonstrating the procedure for handwashing.

All individuals will follow these procedures, before and after handling food, after going to the toilet, before and after administering medication or first aid, after sneezing or blowing their nose and as required.

## Cleaning

Our Service will maintain all equipment in a clean and hygienic manner, ensuring that all visible contamination such as food waste, dirt, grease is removed from surfaces. This will be achieved by utilising appropriate detergents and water. During this process micro-organisms will be removed but not destroyed.

The environment (tables, bench tops, floors, plates, cups, cutlery and shelving) will be cleaned daily or after each use with appropriate sprays and single use towels or cloths.

Toilets/sinks will be cleaned daily by educators/staff or cleaning professionals where separate cleaning equipment is utilised.

Toys and games will continually be monitored and cleaned. If a child places a toy in their mouth it will be cleaned immediately.

All bodily fluid and blood spills will be cleaned immediately to avoid contamination. It is assumed that all blood and bodily fluids are infectious and therefore practices will mirror those explained in 'Staying Healthy in Child Care'. This includes the use of PPE and single use cleaning items. The areas may then be cleaned and disinfected with items such as mops and other like equipment then washed in a washing machine should they require it.

Spills will be cleaned up in accordance with WHS practices and correct signage used to alert others to the spill/wet area.

Items that are machine washable will be washed regularly and if a child who is ill utilises them. This includes things such as pillowcases, couch covering, blankets, tea towels and hats.

## Food Safe Handling

The Service acknowledges the importance of food safe handling and all educators/staff will be provided with training pertaining to this.

All food will be stored in accordance with food safety standards as outlined at [www.foodstandards.gov.au](http://www.foodstandards.gov.au)

## Dealing with Infectious Disease

In the event that an educator/staff member suspects that a child, either arriving or in attendance at the Service, is suffering from an infectious disease, the OSHC Director or supervisor in charge will be consulted and the Staying Healthy in Child Care procedures will be adhered to.

Educators/staff will use the child's symptoms to make a decision as to any further action required. The Staying Healthy in Child Care procedures will be followed. Those persons that need to be advised of a child's illness will be notified, including, SA Health (if a notifiable disease), parents/guardians of other children, educators/staff and the wider school community, if necessary.

Exclusion periods and return to service will be determined by a medical practitioner and a medical certificate will be required in order for the child to return to the Service. All documentation and sharing of information will be dictated by the Regulations and will be kept confidential. (Information disclosed will include disease, nature of the disease and dates only.)

## Pandemics announced by Government Agencies

If the Australian Government / SA Health announces that there is a Pandemic, the Service will follow all procedures and processes as outlined by SA Health to minimise the risk and spread of the disease. Directions will also be sought from Catholic Education South Australia (CESA). During this time the children's emotional wellbeing will be closely monitored by all educators/staff and any concerns communicated with parents/guardians.

Some general requirements may be:

- Increased cleaning and sanitising of all handles, surfaces, toys, remote controls and regularly used areas
- Possible removal of high-risk equipment/toys
- Increased requirements for hygiene
- Additional hand washing, ensuring correct handwashing procedures are followed
- Use of hand sanitiser for educators/staff, children and parents/guardians
- Use of disposable tissues of in a lined and lidded rubbish bin
- Using appropriate cough and sneeze etiquette i.e. into a tissue or your inner elbow
- Maximising outside play
- Additional ventilation in all areas
- Social distancing
- Children not attending the Service if they have any symptoms as outlined by SA Health
- If a child who is attending the Service, starts to display symptoms as outlined by SA Health while at the Service, the parent/guardian will be contacted and informed that their child must be collected immediately
- Restriction of visitors and parents/guardians accessing Service food
- Shared food platters are no longer recommended under pandemic restrictions. Individual servings for each child.
- Cooking with children: It is recommended that children only prepare food that will be cooked, as this will destroy any germs, however, if the food will not be cooked, it is recommended that children only prepare food they eat themselves.

## Parent/Guardian Code of Conduct

Xavier College OSHC is committed to embedding and maintaining a nurturing learning environment which is trusting, safe, welcoming, open and promotes effective communication and self-reflection.

An integral part of this process will be parents/guardians working with OSHC educators/staff to promote and nurture collaboration, creativity, critical thinking and communication, therefore giving the children agency over their learning.

It is expected that parents/guardians will:

- Abide by all Service policies, rules and expectations while on Service premises and/or attending any function or any other form of Service activity
- Communicate positively with educators/staff using a polite and calm tone
- Display respect for all people in the OSHC by using calm voices, positive language, and refrain from using mobile phones whilst in the OSHC facility.
- Communicate positively and appropriately with all children –this includes not disciplining any child other than your own, but instead referring a concern to OSHC staff. Under no circumstances is a parent/guardian to approach another child, whilst they are in the care of the OSHC Service, to discuss or chastise them because of their actions. Such an approach to the child/ren may be seen to be an assault on the child/ren and may have legal consequences.
- Further, direct parent/guardian contact should be avoided if there has been an incident at the Service involving their child/ren.
- Follow the OSHC's grievance procedure for parents/guardians when expressing concerns or complaints to educators/staff
- Refrain from public criticism of children and adults using the Service, including on social media and in public forums
- Examples of inappropriate behaviours displayed both face-to-face and/or on social media may include but are not limited to:
  - Offensive, abusive language
  - Harassment
  - Physical violence
  - Malicious gossip
  - Intimidating staff or parent/guardian/children by verbal/non-verbal language
- Report any observed hazard in the building or playground area that may cause injury
- Respect the Service's property, and other people's property, privacy and confidentiality
- Come to the Service unaffected by drugs or alcohol
- Work collaboratively with educators/staff to resolve any behavioural issues your child/ren may have
- Read all OSHC communications
- Follow the Service's absence and cancellation procedures
- Pay fees on time, or make an appointment with the OSHC Director to discuss any issues

### Breach of Parent/Guardian Code of Conduct

Any parent/guardian may notify the OSHC Director to notify of a possible breach of the Parent/Guardian Code of Conduct. The OSHC Director and Head of Campus will investigate the complaint and if satisfied that a breach has occurred will:

- Speak to the parent(s) / guardian(s) to ascertain their explanation and where they deem appropriate, provide a first and/or final warning that a breach of the Code of Conduct has occurred and that a further breach will not be tolerated
- Determine whether a breach may be rectified by the parent/guardian and decide what that rectification will entail, depending on the circumstances to an individual or group of individuals
- Where the breach concerned is unacceptable behaviour on a visit to the Service, decide in conjunction with the Principal of Xavier College to any further ramifications as to accessing the Service in the future
- Correspondence that is in breach of this Code of Conduct because of the language used or the manner in which it is sent or delivered, will not be responded to
- Parents/Guardians are expected to adhere to the Grievance Policy – Parents/Guardians.

### Parents/Guardians Participation

Parent/Guardian participation is welcome. There are a number of ways to be involved, such as passing on ideas, completing surveys, nominating for committees, and donating resources or materials.

All parent/guardian participation is subject to current health recommendations and will be affected by restrictions and requirements imposed by the governing bodies of the Service.

### CESA Volunteer Clearance and Screening Requirements

Volunteers are required to complete all CESA volunteer screening prior to volunteering at the Service, including having a current Working with Children Check, Catholic Police Check, Responding to Abuse and Neglect training, and WHS Induction training.

College staff are available to assist parents/guardians with these requirements. Detailed requirements, including links, are available on the Xavier College website.