



ST HILDA'S SCHOOL  
GOLD COAST

# OSHC PARENT HANDBOOK

2018

*Trade with the gifts  
God has given you.*

## THE HOMILY OF ST HILDA

*Trade with the gifts God has given you.*

*Bend your minds to holy learning that you may escape the fretting*

*moth of littleness of mind that would wear out your souls.*

*Brace your wills to action that they may not be the spoils of weak*

*desire.*

*Train your hearts and lips to song which gives courage to the soul.*

*Being buffeted by trials, learn to laugh.*

*Being reproved, give thanks.*

*Having failed, determine to succeed.*

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## OUTSIDE SCHOOL HOURS CARE (OSHC)

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Outside School Hours Care (OSHC) is offered to students in Pre-Prep to Year 6. The purpose of the Outside School Hours Care service is to provide high quality care for school-aged children from Pre-Preparatory to Year 6 in a safe and caring environment. The program held in the Pre-Preparatory classrooms and playground compliments learning at School and at home. Activities include outdoor and indoor play, arts and crafts, cooking and incursions 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. Mrs Amanda Robards is the coordinator of the Outside School Hours Care Program.

St Hilda's School OSHC Program Goals:

- Create a stimulating attractive, age appropriate, supportive and safe environment that is child centred.
- Provide a wide variety of supervised play and recreational activities, which assist in the social, emotional, creative and physical development of school-aged children.
- Cater for each child's needs and interests.
- Offer high quality care for St Hilda's School students.
- Provide a social and friendly atmosphere that develops co-operation and community skills in children.

Our philosophy:

1. A commitment to promote a high quality children's service that values and supports the principles of quality school aged care.
2. To offer a secure and safe environment for all those who attend the program.
3. An acceptance and welcoming of all individuals to provide a cross-cultural approach.
4. To provide opportunities for skill development and to provide experiences that allow the children to learn from others.
5. A commitment which values time to talk between all age groups.

## HOURS OF OPERATION

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Before School Care: 7.00 – 8.00am  
After School Care: 3.30pm – 6.00pm  
  
Vacation Care: 7.00am – 6.00pm

Children are not permitted on the premises until opening hours.

## EDUCATOR/CHILD RATIOS

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The Centre is staffed on strict educator/child ratios with a maximum of 15 children to 1 educator. Our staff ratios are based on the recommendations of the Child Care Act 2002, Child Care Regulations 2017 and National Standards.

## STAFF DETAILS

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At St Hilda's OSHC we have a qualified team who are both experienced and friendly. There will always be at least 2 educators on duty at any given time. If there are more than 30 children enrolled on any given day additional staff will be present. First Aid Certificates are held by all educators.

Nominated Supervisor/  
Director of Pre-Preparatory:

Mrs Lisa Cleverly  
Telephone: (07) 5577 7378  
Email: [lcleverly@sthildas.qld.edu.au](mailto:lcleverly@sthildas.qld.edu.au)

OSHC Coordinator:

Mrs Amanda Robards  
Telephone: (07) 5577 7211  
Email: [oshc@sthildas.qld.edu.au](mailto:oshc@sthildas.qld.edu.au)

Educators:

Mrs Michelle Bootes  
Mrs Kerry Farrawell  
Miss Lauren Hall  
Mrs Sheela Nolan  
Miss Keeley Press  
Mrs Kerrie Stewart  
Miss Mondie Stewart  
Miss Caitlin Warden

Trainees:

Miss Marcella Cowan  
Miss Tarra Dwinell  
Miss Sharna Ingram  
Miss Cassandra Kleeman  
Miss Luna Priestly  
Miss Zara Quelch  
Miss Laney Smith  
Miss Heather Strachan-McEvoy  
Miss Luca Williamson  
Miss Yellagunjimurra Yanner

Administration:

Mrs Janette West

## BOOKINGS AND FEES

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Outside School Hours Care can be booked on a permanent (set days each week) or casual basis by contacting the School on the day that care is required. Bookings will be accepted provided there are places available.

### **Before School Care**

- 7.00am—8.00am @ \$12.00 per session (\$15 casual rate)

### **After School Care**

- 3.30pm—6.00pm @ \$12.00 for first hour (\$15 casual rate) or \$20.00 for the afternoon (\$25 casual rate)  
Students who are not collected by their parent from Co-curricular Clubs at the finishing time or from pick-up areas at 3.45pm will be accompanied to After School Care and booked in. Please note that After School Care charges will then apply.

### **Vacation Care**

- \$50 per day + any incursion costs (Early bird discount applied to this rate)
- Bookings made after the commencement of Vacation Care will incur a casual rate of \$65 per day and \$75 for incursion days.

### Late Fees

- **\$20 late fee** will apply from **6.01pm—6.15pm** with a further charge of **\$1.00** each minute thereafter.
- If children will not be attending OSHC on a day they have been booked, the School must be notified no later than 2.00pm. Failure to do so will result in a forfeit of fees.
- Accounts will be billed MONTHLY and must be paid within seven days. If an account falls into arrears and attempts are not made to rectify the position, your child's place may be jeopardised.
- Receipts will be issued immediately accounts are paid to assist parents who claim the government rebate.

**Contact Details** – Telephone: 5577 7230 or 5577 7211 Email: [oshc@sthildas.qld.edu.au](mailto:oshc@sthildas.qld.edu.au)

## CHILD CARE REBATE

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If you participate in Before School Care, After School Care or Vacation Care you may be eligible for the Childcare Rebate. Once you have completed the information required with Centrelink, please forward the CRN numbers and dates of birth details to Mrs Janette West by email on [jwest@sthildas.qld.edu.au](mailto:jwest@sthildas.qld.edu.au).

The Australian Government provides families with financial assistance to help cover the cost of approved child care through the Child Care Benefit (CCB) and Child Care Rebate (CCR). To find out if you are eligible for these options, you will need to apply either in person or online through Centrelink - [humanservices.gov.au/childcare](http://humanservices.gov.au/childcare) benefit or by telephone; 13 24 68.

St Hilda's Pre-Preparatory School/OSHC is an Approved Child Care Provider and therefore can support you with receiving government child care payments. Once you have registered to receive the above financial assistance, you are required to nominate with the Centrelink office, where you would like the rebate directed. The School will not accept Centrelink payments on behalf of families; therefore, the rebated funds are required to go into your personal bank account.

## THE PROGRAM

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We aim to provide a program of activities that reflects the different needs and interests of all children attending the service. The program includes a wide selection of structured and unstructured activities that are stimulating, interesting and exciting and is developed in consultation with the children attending the service.

The weekly program of activities is on display and copies of programs are available to all parents and guardians.

### **Cultural Relevance:**

St Hilda's OSHC ensures that it is accessible to children and parents from different cultures and languages and our programs encourage children to enjoy activities free from discrimination. We take a cross-cultural approach to activities and endeavour to incorporate these into the program.

### **Children with Additional needs:**

St Hilda's OSHC has a commitment to acceptance of children with additional needs. We are able to accept children with special needs/disabilities.

Parents are advised to speak to the Director of Pre-Preparatory to ensure that a child's needs can be accommodated. If your child has special needs prior notice will be needed to discuss additional support arrangements.

St Hilda's OSHC program is able to cater for special medical and nutritional needs and personal care. Please ensure all relevant information has been included on your family's enrolment form. A child with a disability will be accepted and encouraged to participate in the activities at their level of ability.

**Clothing:**

Mess, paint and glue are a part of the fun at St Hilda's OSHC program. To avoid damaging your child's clothes we provide aprons for the children to wear and for the younger students, it is advisable to pack a spare change of clothes in case of accidents.

**Children's Suggestions**

Children's suggestions are readily encouraged at St Hilda's OSHC. It is children's suggestions that play a vital role in our programming. Suggestions are encouraged by using suggestion forms and surveys.

**Food:**

A healthy afternoon tea will be provided by St Hilda's OSHC. Your child is more than welcome to bring their own healthy afternoon tea.

## MEDICAL NEEDS

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Parents of children with allergies, asthma, anaphylaxis or other medical needs are required to inform centre educators of their needs, they are also required to complete an Allergy Action Plan, Asthma Action Plan or Anaphylaxis Action Plan. Alternatively families can contact St Hilda's OSHC Coordinator for further information.

### ANAPHYLAXIS – WHAT IS AN ANAPHYLAXIS?

Anaphylaxis is a severe, rapidly progressive allergic reaction that is potentially life threatening. It should be regarded as a medical emergency.

Approximately 1 in 200 individuals will experience such a reaction.

For this reason we aim to be a “**Nut/Egg Free Zone**”.

Peanut Butter, Nutella and other nut based products are also discouraged.

### ASTHMA – WHAT IS ASTHMA?

Asthma is a disorder in which chronic inflammation of the bronchial tubes makes them swell, and therefore narrows the airways.

Asthma is the most common medical condition of Australian School children. It affects 1 in 6 children (NSW Health 2005, [www.health.nsw.gov.au](http://www.health.nsw.gov.au))

## RESPONSIBILITIES OF THE PARENTS

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**Maintenance of Records:**

St Hilda's OSHC keeps secure and accessible records for each child relating to personal details (parents, addresses, date of birth, CRN details). It is the parents/guardian's responsibility to ensure that this information is kept current. Any changes to personal information should be directed in writing to the OSHC Coordinator.

A new enrolment form must be completed each semester and will be available from Junior School Reception or the School Website.

If your child is the subject of an Access or Custody Order, please ensure that this is recorded on the enrolment form and a copy of the Order is attached.

### **Support for Centre Rules:**

Acceptable standards of behaviour are maintained to ensure the service is able to meet its objectives without undue disruption. The support of parents in maintaining these standards is an important component of their success.

### **Signing IN/OUT:**

As both a legal and insurance requirement all children must be signed in and out of the service each day. Please remember that children should not be dropped off before opening and parents should not leave children waiting on their own. St Hilda's staff are not responsible for children outside the opening hours. No parent or guardian may collect their child unless they personally come into the building and enter the departure time in the attendance register provided. Educators are only responsible for children who have been signed in.

### **Collecting your child:**

If someone other than an authorised person is collecting your child, please ensure the educators are informed in writing, or that person is listed as a contact or collector on your child's enrolment.

Children must not leave the building except in the manner as indicated on the enrolment form. Parents/guardians must communicate, in writing, alternative arrangements to the educators beforehand.

### **If your child is not attending:**

If your child will not be attending OSHC on any booked day, the Centre must be informed prior to their anticipated arrival. Parents are asked to ensure the School is informed prior to changes so that OSHC has accurate information and disruptions to activities are not caused due to lack of prior notification.

Fees are still payable for booked days regardless of the child's attendance, unless you have provided notice of the absence.

### **Damage to Equipment or Property:**

Parents are expected to reimburse the School for deliberate damage caused by their child to School property or equipment.

## **RESPONSIBILITIES OF CHILDREN**

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### **Behaviour:**

Children are encouraged to understand and participate in the development of the OSHC rules, including the planning of positive behaviour strategies and consequences for unacceptable behaviour.

The rules will be displayed in the OSHC building. Children are expected to observe the simple rules at all times.

St Hilda's OSHC ensures that all children are safe and secure and that the dignity and rights of the child are maintained at all times and that behaviour management strategies and rules are consistent.

### **Behaviour management practices:**

When a child displays inappropriate behaviour, staff implement the following procedure:

- A discussion with the child about the rules and alternative behaviour
- Time out (if necessary)
- Positive reinforcement and encouragement

If a child's behaviour is such that it endangers the safety of themselves, other children or educators, your child's behaviour and her enrolment in the Centre will be reviewed in consultation with educators.

Serious incidents are very rare and are often resolved by a little extra combined educator and parent attention. When an incident occurs the child will be given a warning and the incident documented and discussed with parents and the child. Depending on the implications of the behaviour for the child, other students and educator, enrolment may be suspended. The educators are committed to working with parents towards re-inclusion of the suspended child in OSHC activities.

**Personal Possessions:**

Educators are unable to assume responsibility for children's clothing, toys or other personal possessions. Game boys, scooters, roller blades and skateboards are not appropriate for use and should not be brought/ridden on School grounds, unless otherwise stipulated.

**Boundaries:**

- Children are shown their boundaries
- Children are not permitted to leave the grounds unless escorted by an authorised adult
- Children are to ensure that they stay within sight of staff at all times
- Unsupervised play or wandering around the grounds is not permitted during OSHC hours due to safety considerations

**Sun Protection:**

St Hilda's OSHC aims to encourage protection from the sun through a NO HAT, NO PLAY policy.

**Illness and accidents:**

If your child has an accident or becomes ill while attending St Hilda's OSHC the following procedure will be implemented:

- The child is kept under adult supervision until the child recovers or until the child's parent/guardian or other approved person takes charge of the child.
- If the child requires immediate medical aid whilst participating in St Hilda's OSHC programs, all reasonable attempts are taken to secure that attention and to notify the parent/guardian of the accident.
- In the case of medication being required in an emergency without the prior consent of the parent or guardian, every attempt is made to secure that consent from a registered medical practitioner.
- In the cases of serious injury requiring ambulance, or hospitalisation, suitable procedures for transportation of the child to hospital are implemented.
- A record of the child's accidents and illnesses during the program is kept until the child is 24 years of age.

**Medication:**

- Medication will not be administered to a child unless the child's parent/guardian has given written consent authorising the administration on a St Hilda's authorisation form.
- In an emergency where a child's parent/guardian is unable to be contacted, medication will only be administered with the permission of a registered medical practitioner.
- If educators administer any medication during the childcare service, records are kept detailing the medication used, the date, time and dosage of administration and the person who administered it.

**Head Lice:**

Head Lice outbreaks occur in Schools and can be present in vacation programs. It is extremely important that we act quickly when head lice outbreaks occur. If a head lice outbreak occurs, the Centre will inform parents and ask that the children's hair is checked and treated as required.

**Concerns and compliments:**

We believe that parents have an important role in the service and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the service, staff, management, programs or policies, without any negative consequences. Our priority is to do everything possible to improve the quality of the service. If you wish to comment on any aspect of the service, please talk with the OSHC Coordinator or contact the Director of Pre-Preparatory.

**Infectious Diseases:**

St Hilda's OSHC reserves the right to temporarily request children and educators be absent from the service when suffering from infectious illness such as measles, diarrhoea, chicken pox, conjunctivitis, etc. A doctor's certificate may be requested when the child/adult returns (Health Department Guidelines).

Where information is provided about the occurrence of an infectious disease at OSHC, that information shall be available to parents/guardians of children in a way that is not prejudicial to the rights of individual educators or children.

St Hilda's OSHC aims to ensure that appropriate health and hygienic practices are observed, and that educators have access to current information provided by relevant authorities to minimise the health risks to children.

## CHILD PROTECTION

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### CHILD AND YOUTH RISK MANAGEMENT STRATEGY STATEMENT OF COMMITMENT

St Hilda's School Outside School Hours Care supports the rights of children and is committed to ensure the safety, welfare and wellbeing of children. St Hilda's School OSHC is therefore committed to responding to allegations of harm to a child resulting from the conduct or actions of any person including that of employees.

This commitment includes the provision of a safe and supportive living and learning environment for all children and requires all employees, volunteers and visitors to model and encourage behaviour that upholds the dignity and protection of children from harm.

In support of this commitment St Hilda's School OSHC is dedicated to our Child and Youth Risk Management Strategy which includes having relevant policies, procedures and training in place to effectively address the safety and wellbeing of children in their care.

**Speaking to a trusted adult**

If children are at any time feeling unsafe or fearful of being harmed or they are concerned for another child, we encourage them to speak with a trusted adult. This could be an educator, or one of the Centre's Child Protection Contacts as listed below.

**Child Protection Contacts:** Mrs Lisa Cleverly, Head of Athena/Director of Pre-Preparatory  
Mrs Amanda Robards, OSHC Co-ordinator

*Further information on Child Protection at St Hilda's School OSHC can be found on the School website on the OSHC Page.*

## POLICIES AND PROCEDURES

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A series of Policies and Procedures for the service have been developed. The Policies and Procedures are reviewed on a regular basis to ensure that they are kept up to date with community expectations. A copy of the documentation is available at the Centre for parents to view at the OSHC sign-in desk. The document includes guidelines and procedures on:

- Enrolment
- Fees and Charges
- Delivery and Collection of Children
- Accidents, Illnesses and Medications
- Child Protection
- Excursion Policy and Procedure

## **Child Care Act 2002, Child Care Regulations 2017 and National Standards for Out of School Hours Care:**

St Hilda's OSHC adheres to the standards outlined in the Child Care Act 2002, Child Care Regulations 2017 and the National Standards. These legislations provide our service with a baseline standard from which we work.

### **Conditions of Enrolment:**

St Hilda's OSHC aims to provide a quality, caring and safe environment for your child/ren. We seek your co-operation by complying with the conditions set out below. Your signature on the enrolment form indicates your acceptance of these conditions. The enrolment form and agreement must be completed prior to your child/ren's first day of attendance. Forms can be submitted in person at the Junior School Reception or OSHC Building.

- All children who attend St Hilda's OSHC must be booked in prior to care. Parents and guardians will be contacted and asked to collect their child/ren if this has not been done.
- Casual use of the centre is dependent on whether there are spaces available on the days required. Please contact St Hilda's on 5577 7230 to make bookings and/or enquiries.
- Children **MUST** be dropped off and signed in on arrival and signed out on departure each day. The School holds no responsibility for children who are not signed in.
- If children are not attending the service for whatever reason, on a day they are booked, the School must be notified. The contact number is 5577 7230 or inform a staff member.
- Only persons nominated on the enrolment form are able to collect children. Written permission or in an emergency verbal permission by telephone or email is required if someone else is to collect the child/ren. If someone is prohibited from visiting the service or collecting your child **THIS INFORMATION MUST BE INCLUDED ON THE ENROLMENT FORM**. A copy of the relevant Court Order must be provided.
- A late fee of \$20 after 6.01pm and \$1 per minute after 6.15pm **WILL** be charged for children who are collected late from OSHC after closing time (6.00pm). Please inform staff if you think you are going to be late so that children can be informed.

The program cannot cater for children who are unwell. If a child becomes ill while in care, educators will notify parents and the child is to be collected as soon as possible afterwards. Please make sure your contact numbers are current.

No medication will be administered to children unless the following steps have been followed:

- Medication form is completed stating time, dosage and the medication to be administered
- The medication needs to be in original packaging with the child's name and dosage marked on it
- Medication is not to be left in a child's bag for them to self-administer (asthma puffers are excepted)

Details of any medical conditions, special needs or family circumstances that may assist educators in working with your child are to be included on/attached to the enrolment form. All changes to enrolment information must be provided.

Non-compliance of any of the above conditions will result in the attendance of the child/ren being reviewed.

**ALL INFORMATION PROVIDED IS CONFIDENTIAL AND USED FOR OSHC PURPOSES ONLY**

