



ST HILDA'S SCHOOL  
GOLD COAST

# OSHC Parent Handbook

## 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, 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. 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 educator 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

Bachelor of Education (Primary), Diploma of Teaching (Primary), Diploma of Early Childhood Education and Care, Graduate Certificate of Theology

Telephone: (07) 5577 7378

Email: [lcleverly@sthildas.qld.edu.au](mailto:lcleverly@sthildas.qld.edu.au)

### **OSHC Coordinator:**

Mrs Amanda Robards

Advanced Diploma of Child Services, Cert 4 Education Support

Telephone: (07) 5577 7211 or 0428 639 706

Email: [oshc@sthildas.qld.edu.au](mailto:oshc@sthildas.qld.edu.au)

### **Educators:**

Mrs Michelle Bootes

Miss Marcie Cowan

Miss Lauren Hall

Miss Sharna Ingram

Mrs Sheela Nolan

Miss Keeley Press

Mrs Kerrie Stewart

Miss Mondie Stewart

Miss Kate Yardley

Miss Caitlin Warden

### **Trainees:**

Miss Maggie Cameron

Miss Alexandra Duke

Miss Emma Fanning

Miss Emma Hawkins

Miss Athena Hilson

Miss Katrina Johnson

Miss Mikayla Jervis

Miss Laney Smith

Miss Anna Stergiou

Miss Reine Taia

Miss Ariene Vizmanos

Miss Luca Williamson

### **Administration:**

Mrs Shannon Leaver

## 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)
- If children will not be attending Before School Care on a day they have been booked, the School must be notified no later than 4.00pm on the day prior. Failure to do so will result in a forfeit of fees.

### 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.
- If children will not be attending After School Care 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.
- Casual rates apply when bookings have not been made.  
Casual Before School Care \$15  
Casual After School Care (first hour) \$15  
Casual After School Care (for more than one hour) \$25

### Vacation Care

- \$60 per day + any incursion costs
- Payment is required on booking.
- If children will not be attending Vacation Care on the day they have booked 48 hour notice must be provided in order to refund the payment.

### Payments

- Debit Success is the preferred method of payment. Parents are required to complete and submit the Debit Success Form annually to the Pre-Preparatory Office - forms attached in Appendix.
- Accounts will be billed FORTNIGHTLY 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.

### Late Fees

- **\$20 late fee** will apply from **6.01pm—6.15pm** with a further charge of **\$1.00** each minute thereafter.

**Contact Details** – Telephone: 5577 7230 or 0428 639 706 Email: [oshc@sthildas.qld.edu.au](mailto:oshc@sthildas.qld.edu.au)

## CHILD CARE SUBSIDY

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

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We aim to promote the healthy growth and development of each child in St Hilda's OSHC according to their own potential. We ensure that each child has the opportunity to reach that potential by delivering a flexible

program which can be tailored to meet individual needs.

St Hilda's OSHC produces high quality programs which reflect its goals and philosophy. These programs are based on the needs and interests of each child and the group as a whole. We achieve this through observations, record keeping, parent feedback responses and regular evaluations of the program. The educators are also involved in regular reflective practice of the program. Learning activities and experiences should balance stimulation, flexibility, uniqueness, diversity, creativity, investigation, experimentation and discovery.

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.

**Our Centre is committed to the My Time, Our Place Framework and our program is inspired by the Principles of Reggio Emilia.**

The approved learning frameworks include principles, practices and learning outcomes that guide educational leaders and educators in their curriculum decision making, and assist them in planning, delivering and evaluating quality programs in education and care settings.

My Time, Our Place Framework

- Each child's learning will be based on their interests and strengths and guided by educators.
- Educators work in collaboration with families to provide relevant learning experiences for each child, based on their interests and family experiences.
- Every child will be equally valued. Their achievements and learning will be celebrated.
- Educators will observe and record the strengths and learning of children who attend regularly.
- Educators will work closely with children and families to produce ideas for experiences.
- Learning outcomes will be linked to the curriculum during and after each child's learning has occurred.
- Experiences will be constructed on the children's interests, educators extending children's interests, spontaneous experiences and family contribution.
- Where appropriate, the Centre will liaise with external agencies and support persons to best educate and care for children with additional needs.
- Where appropriate, the curriculum (play and learning experiences) will build and develop each child's Portfolio sharing each child's strengths and development.
- The Learning journey is shared in Journals and through the Cluster App.
- Experiences will be evaluated and reflected upon continuously by educators.

The educational program contributes to the following outcomes for each child:

- ❖ The child will have a strong sense of identity
- ❖ The child will be connected to and contribute to their world
- ❖ The child will have a strong sense of wellbeing
- ❖ The child will be a confident and involved learner
- ❖ The child will be an effective communicator

Principles of Reggio Emilia

Our program is inspired by the Principles of Reggio Emilia. These guiding principles include:

- ❖ Children are capable to construct their own learning.
- ❖ Children are collaborators and learn through interaction within their communities.
- ❖ Children are natural communicators and should be encouraged to express themselves however they feel they can.
- ❖ The classroom environment acts as the third educator.
- ❖ Teachers are partners, nurturers, and guides who help facilitate the exploration of children's interests as they work on short and long-term projects.
- ❖ Documentation is a critical component of communication.

Program Guidelines

Provide a balance of activities:

- Indoor / outdoor / quiet / active
- Individual / small group / large group
- Child initiated / adult initiated

## Parents

Parents are involved in decision-making with regards to their child's care and education. Information regarding the Educational Program is available in the OSHC Room. Additionally parents have access to the OSHC Handbook on the School website and they are informed on enrolment.

## Planning and Evaluation

A continuous strategy for planning and evaluating children's learning can become an effective self-reflection tool. Through written and visual evidence, educators can assess and compare children's growth and development.

## Transition and Routines

All children need an amount of predictability in their day, while still having the flexibility to accommodate one another's needs. St Hilda's OSHC educators utilise the following guidelines to ensure they are able to balance both needs and provide genuine learning experiences through transitions and routines.

- The daily routine is displayed for parents and visitors.
- The routine is to be flexible for individual needs, however give security and predictability to children as they learn to know what will occur next in the day.
- Routines should be treated as learning experiences to foster children's self-help and independence.
- Transitions should be planned for on a daily basis, and children should be moved in small groups or individually.
- Children should all be given a warning when a change of activities is about to occur.
- Wait-time should be kept to a minimum and should be filled with simple finger plays, stories, songs, etc.
- When planning activities enough time is allowed for children to be able to do things for themselves, increasing their independence.

## Inclusive Program

### ***NON DISCRIMINATORY***

It is St Hilda's OSHC practice to accept all children, parents, and educators without discrimination being shown on the grounds of race, religion or disability. Where possible, educators will ensure the program caters for the specific needs of each child by using a variety of resources available.

### ***MULTICULTURAL***

Within our programs we aim to incorporate various multicultural activities based on our children's background, interests and the community in which they live. By doing this we hope to enable the children to develop beliefs in equality without prejudice and also gain knowledge and understanding of other people and the world around them. St Hilda's OSHC is evaluated for cultural inclusion. Stereotypes are actively overcome and educators discuss this with parents' specific cultural needs.

### ***ANTI-BIAS***

Educators are expected to have a positive acknowledgement to differences among families: gender, race, language, beliefs, culture, etc. Children and educators are encouraged to interact, respond positively and respect other children and people who may be different from themselves.

St Hilda's OSHC reflects diversity through:

- Valuing individual differences
- Providing diverse resources
- Providing culturally diverse care practices
- Broadening children's perspectives
- Challenging unfair behaviour

### ***CHILDREN WITH ADDITIONAL NEEDS***

We ensure that children with additional needs are treated equally and that all children's individual needs are met. Therefore, where possible, we will:

- Ensure children's special needs are identified on our enrolment form and thoroughly discussed with the parents at the time of enrolment.
- Consider the physical environment and make appropriate modifications.
- Identify the strategies used at home with the child that can be implemented at OSHC, where practical, to provide continuity.
- Provide specialised staff training where necessary.
- Discuss the best and most effective way to integrate the child into the program with the help of the

- parents, school support team and other outside agencies involved with the child's care.
- Clearly identify goals and expectations from the parents and integrate them with the teacher's goals for the child.

**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 children, 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:**

Afternoon Tea is provided during After School Hours Care and Vacation Care. A healthy snack is prepared by OSHC educators. A menu will be displayed to inform parents of afternoon tea snacks. All OSHC Educators involved in preparing food have completed a Food Handling Course.

## MEDICAL CONDITIONS

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St Hilda's OSHC educators aim to support parents/carers of children with medical conditions to feel secure in the care their children receive whilst in OSHC. We ensure that all educators understand their duty of care to children in the event of an emergency and that all educators feel confident in knowing what to do in an emergency.

Parents of children with allergies, asthma, anaphylaxis or other medical conditions 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.

**Medication**

Families requesting the administration of medication to their child will be required to follow the guidelines developed by OSHC to ensure the safety of children and educators. OSHC will follow legislative guidelines and standards to ensure the health of children, families and educators at all times.

When children require medication families are required to:

- Notify educators, both via enrolment forms and verbally when children are taking any medications. This includes short and long-term medication use.
- Complete a Medication Form for child requiring medication whilst they are at the Centre.
- Assist Educators to complete long-term medication records in accordance with the medical practitioner completing and signing the plan.
- Update Long Term Medication Record Forms each term or as the child's medication needs change.
- Be required to keep prescribed medications in original containers with pharmacy labels. Please understand that medication will only be administered as directed by the medical practitioner and only to the child whom the medication has been prescribed for. Expired medications will not be administered.
- Keep children away from OSHC while any symptoms of an illness remain.
- Keep children away from OSHC for 24 hours from commencing antibiotics to ensure they have no side effects to the medication.
- NOT leave any medication in children's bags.

- Give any medication for their children to an educator who will provide the family with a Medication Form.
- Complete the Medication Form and the educator will sign to acknowledge the receipt of the medication. Please understand that no medication will be administered without written consent from the parent or authorised person.
- The medication form providing the following information.
  - Name of child
  - Name of medication
  - Date, exact time and dosage to be administered. (General time, eg lunchtime will not be accepted.)
  - Signature
- If anyone other than the parent is bringing the child to St Hilda's OSHC a written permission note from the parent, including the above information, must accompany the medication.

## 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 year 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 guidance practices:**

The behaviour and guidance techniques used by Educators at St Hilda's OSHC are designed to give children the opportunity to expand their experiences of life in a productive, safe environment that allows individuals the right to safety, tolerance, self-expression, cultural identity, dignity and the worth of the individual.

Educators understand that as children grow and develop self-regulation becomes an important aspect of social and emotional development as they begin to understand how their actions affect others.

We believe in providing boundaries as part of a loving and secure relationship with children and families to help them feel secure and self-confident. Children benefit from knowing that their environment is stable and that a competent adult is taking care of them.

There are three aspects to promoting positive behaviour:

1. A learning environment that is positive and supportive, and provides developmentally appropriate experiences and resources
2. Strategies for building skills and strengthening positive behaviour based on age-appropriate behaviour expectations
3. Strategies for decreasing undesired behaviours

**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

## 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.

### **Sun Protection:**

St Hilda's OSHC aims to encourage protection from the sun through:

- Ensuring children wear protective clothing when outside such as hats that protect their face, ears and neck, and shirts that cover their shoulders and necks.
- Ensuring children without hats play in a sheltered area, enforcing the *no hat no outside play* rule.
- Ensuring children reapply a SPF 50+, broad spectrum, water resistant sunscreen prior to going outdoors.
- Acting as role models and demonstrate sun safe behaviour by:
  - ✓ Wearing a sun safe hat with a full brim.
  - ✓ Wearing sun safe clothing.
  - ✓ Applying SPF50+ broad-spectrum water-resistant sunscreen 20 minutes before going outdoors.
  - ✓ Using and promoting shade.
  - ✓ Wearing sunglasses that meet the Australian Standard 1067 (optional).
  - ✓ Record the UV Rating on a daily basis and throughout the day.
- Encouraging families and visitors to role model positive sun safe behaviour.
- Ensuring the sun protection message is reinforced throughout the program.
- Planning for outdoor activities to be held in shaded areas whenever possible.
- Completing the Sunscreen Register when re-applying sunscreen for outdoor play and incursions/excursions.
- Considering sun protection measures when planning excursions and incursions.

### **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.

### **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.

The Complaints Management in Anglican Education and Care Services Policy and Procedure establishes both informal and formal grievance resolution procedures, structured to promote a fair, sensitive, quick and confidential process. Educators, parents and children are encouraged to use this policy to resolve Centre related disputes, problems or concerns. We trust this policy contributes to maintaining harmonious and constructive relationships for the benefit of all. The purpose of the Complaints Management in Anglican Education and Care Services Policy and Procedure is to establish a framework for the handling of complaints that relate to the operation of St Hilda's Pre-Preparatory Centre.

### **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 (OSHC) supports the rights of children and is committed to ensuring the safety and wellbeing of children at our service.

St Hilda's will provide a safe and supportive living and learning environment for children and will ensure staff, volunteers and visitors model and encourage behaviours that uphold the dignity, safety and wellbeing of children.

We will also ensure we respond to all allegations of harm to a child resulting from the conduct, action or inaction of any person, including the Approved Provider, staff and volunteers, and will support any individuals affected by child protection matters, including children, parents, staff, volunteers and visitors.

### **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.*

