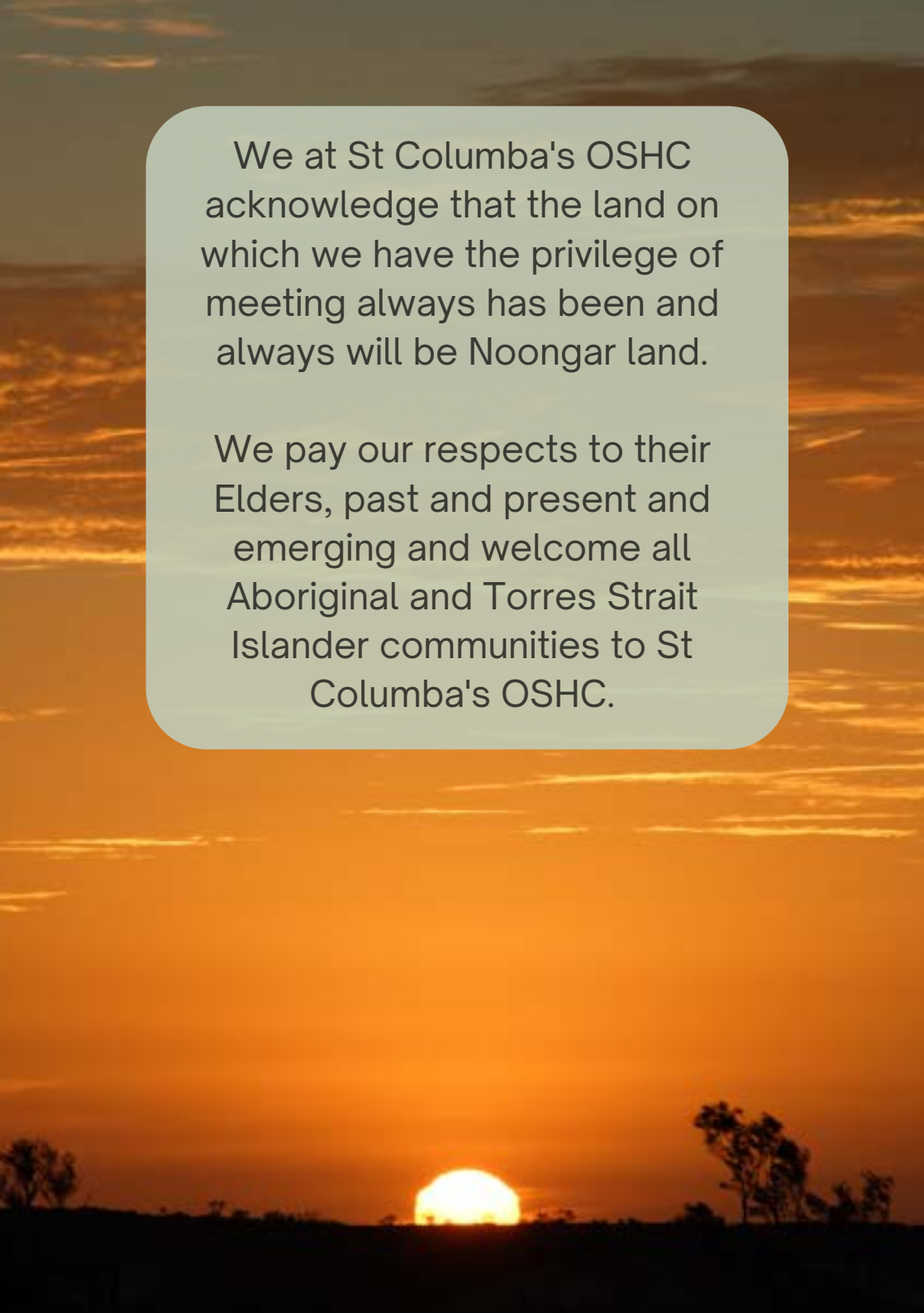




St Columba's OSHC Family Handbook 2024



We at St Columba's OSHC
acknowledge that the land on
which we have the privilege of
meeting always has been and
always will be Noongar land.

We pay our respects to their
Elders, past and present and
emerging and welcome all
Aboriginal and Torres Strait
Islander communities to St
Columba's OSHC.

Contents



Welcome to St Columba's OSHC

Section 1: About Us

Section 2: Our Approach

Section 3: Family Responsibilities

Section 4: Fees

St Cols Supervisor's Welcome

Welcome to the St Cols OSHC family!

We are so glad that you've decided to join us at St Columba's OSHC and become part of our family. We have grown a lot since we opened in 2014 and now have a large team of educators ready to welcome you and your family to our service.

This family handbook helps to outline what you should expect from us as a service as well as what we ask of you. Should you have any questions regarding this document, please don't hesitate to get in contact with us.

We can't wait to meet you in person and look forward to journeying with you throughout your time at St Columba's.

Jess Scott
OSHC Supervisor



About Us

St Columba's Outside School Hours Care opened for operation in January 2014 with the opening of a Before, After and Vacation Care service for 30 children. As our popularity and family needs increased, so have our maximum numbers of children available to attend each session. We increased to 40 places in 2015, 60 places in 2016 and 107 places in 2017.

The School Principal manages the service and Catholic Education of Western Australia LTD is our Approved Provider. The service employs a Nominated Supervisor who is the Educational Leader of the OSHC program and is also a qualified teacher. There is also a full time Assistant Supervisor. In each OSHC session there are also a number of Qualified and Un-qualified Educators, with a ratio of 1 educator to every 10 children when Kindy aged children are present and a ratio of 1 educator to every 13 children when there are no Kindy children attending the session. In the absence of either the Supervisor or Assistant Supervisor, one of the Qualified educators on shift will also hold their "Responsible Person" certificate, allowing them to run the centre during this time.

We are very lucky to be located in a fantastic position in the school, right beside the school oval, with our own dedicated room on one side and the use of the science room on the other side during before and after school care. We are also licensed to use the Year 5 rooms which we open up when inclement weather prevents us from playing outside.

St Columba's OSHC only takes children currently enrolled at St Columba's School.



Service Information

Location

St Columba's School
32 Roberts Street
Bayswater
WA 6053

Contact Details

08 9208 2723
Mobile: 0418 186 822
oshc@stcolsbays.wa.edu.au

Service Approval Number

SE-00014346

Overall Quality Rating

Meeting National Quality Standards

Opening Hours

Before School Care 7:00 am - 9:00 am

After School Care 2:45 pm - 6:00 pm

Vacation Care 7:00 am - 6:00 pm

Closed on public holidays and for 2 week period over Christmas

Approved License Number

107 children

Approved Provider:

Catholic Education Western Australia Limited

Nominated Supervisor

Jess Scott

Our Philosophy

St Columba's OSHC is a place where:

- We love to come and don't want to leave
- We can make new friends and hang out with old ones
- We can relax and have fun and know that we are safe
- We can make choices about how we spend our time, what activities we do, and where we do them
- We can keep busy and wear ourselves out, or just chill out and rest
- We can be healthy and make good choices in a fun way
- We can do our homework, with help from an adult
- We can share what we know and learn from each other
- We are challenged to explore and discover new things
- We look after our environment in as many ways as we can
- We are given responsibility and our help is always welcomed
- Children and adults respect each other and enjoy each other's company, building genuine and trusting relationships
- Everyone's thoughts and ideas are listened to and encouraged



Our Standards

Duty of Care

In the school-age care context of providing care to children, 'duty of care' means that: the service and all educators, management, volunteers and other adults owe a duty of care to the children (and to each other) at the service. It requires all of these people to take care to avoid all reasonably foreseeable risks of harm to the children and to each other. When it comes to a duty owed to children, the law is very strict and we take all possible steps to protect children from harm. St Columba's OSHC operates within clear policies and procedure guidelines, which we enforce, to help protect the children from harm. The duty of care does not apply only to children. We all have a duty of care towards people with whom we come into contact every day. Hence St Columba's OSHC and its staff have a duty of care to avoid reasonably foreseeable risks of injury or other harm to parents, educators, volunteers, and community members and others coming to the service. St Columba's OSHC strives to meet this duty of care by providing opportunities for ongoing professional development for its educators.

Policies and Procedures

St Columba's OSHC has an extensive number of policies and procedures which are available for you to view on request. In this family handbook we provide a snapshot of many of the policies which will affect you and your family. Policies and procedures are updated yearly by the service and our Approved Provider.

UN Convention on the Rights of a Child & Early Childhood Code of Ethics

The United Nations Convention on the Rights of the Child has helped transform children's lives around the world. The ECE Code of Ethics is also based on the principles of the UN Rights of the Child and provides a framework for reflection about the ethical responsibilities of early childhood professionals. Both are documents that guide our practice here at St Cols OSHC.



CEWA Code of Conduct

As a member of the community of St Columba's School in Bayswater, we all agree to abide by the following 12 Conduct Statements. It is an expectation that all members of the community, staff and families included follow these 12 statements. The Principal will hold a person accountable for any breaches of the Code.

Conduct Statements

- You act safely and competently.
- You give priority to students' safety and well-being in all your behaviour and decision making.
- You act in accordance with the values of the Gospel as defined in the Code of Ethical Conduct.
- You conduct yourself in accordance with laws, agreements, policies and standards relevant to your relationship with the school community.
- You respect the dignity, culture, values and beliefs of each member of the school community.
- You treat personal information about members of the school community as private and confidential.
- You give impartial, honest and accurate information about the education, safety and well-being of students.
- You support all members of the school community in making informed decisions about students.
- You promote and preserve the trust and privilege inherent in your relationship with all members of the school community.
- You maintain and build on the community's trust and confidence in Catholic schools and the Church.
- You act reflectively and ethically.
- You allow students to have a voice in their education, safety and well-being.



Child Protection

Our service regards its role in the protection of children in its care as of utmost importance. This includes the service's moral and legal duties to care for children associated with the service whilst not in the care of their parents or primary caregivers. Proactive strategies are implemented including the promotion of protective behaviours to the children. All educators have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the service. The service also ensures that educators have regular training sessions regarding these topics.

Concerns, Complaints and Suggestions

St Columba's OSHC is open and willing to listen to concerns, complaints and suggestions. All complaints must be made in writing to the management email (oshc@stcolsbays.wa.edu.au). If a parent wishes to raise a concern with the service, this discussion must be had in an appointment made with the Supervisor and is not to be conducted in the presence of the children, educators or parents/guardians. If a parent feels that the problem is not resolved they may take the matter to the School Principle,

Suggestions are welcome and encouraged at any time, These can be made to an educator or in writing via Seesaw or email.

Assessment and Rating

St Columba's OSHC was last assessed against the National Quality Standards by ACECQA in April 2019 and received a rating of "Meeting".



Our Approach

Policies and Procedures

Upon enrolling at St Columba's OSHC, you agree to abide by the policies and procedures of the service. These are available upon request at any time for your perusal. Below are a list of a few different policies that we think are most relevant to you as families.

- Enrolment & Orientation
- Privacy and Confidentiality
- Child Safe Environment
- Incident, Injury and Trauma
- Dealing with Infectious Diseases
- Administration of Medication
- Payment of Fees
- Sun Protection
- Delivery and Collection of Children
- Excursions
- Nutrition, Food, Beverages and Dietary Requirement
- Interactions with Children



Programming

At St Columba's OSHC we use the My Time, Our Place Framework for School Age Care in Australia. It outlines the five outcomes that we aim to achieve through our programs across the term. These outcomes are:

Outcome 1: Children have a strong sense of identity

Outcome 2: Children are connected with and contribute to their world

Outcome 3: Child have a strong sense of well being

Outcome 4: Children are confident and involved learners

Outcome 5: Children are effective communicators

The OSHC program is further explained and can be viewed on our Seesaw program blog. It shows the planning cycle, a breakdown of the frameworks that we use, and our weekly activities and photos, as well as the reflections at the end of each program. Links to the blog can be found in our newsletters.

Our activities at OSHC care based on our knowledge of the children and their interests and needs, gained through conversation with and observation of the children while they are in our care. Knowledge gained through our conversations with families is also vital and we welcome all suggestions and input.

Communication with Families

We value our families tremendously. You are why we are here. We therefore try to make your communication with us as easy as possible.

All OSHC families are invited to join their child's OSHC Seesaw account upon enrolment. Communications can be made through our OSHC email address, landline or mobile phone (call or text message), which ever is easiest for you.

Bookings

We ask that any communication with us regarding bookings is made through Seesaw so that they are in one central place. Notifications and extra before school care bookings can also be made through the Xplor app.

Please ensure that you inform the OSHC service if your child will not be attending a session. Informing the school office or class teacher is not sufficient as we are a separate service and this communication will not reach us.

St Columba's OSHC Newsletter

Our newsletter is posted on Seesaw weekly and contains lots of information and news about the service. Please make sure that you read this regularly to keep up with what is happening at the service.

Vacation Care Program

Our vacation care programs are included in our Friday newsletter 4 weeks before the end of each term. Bookings then open on the Saturday morning. Our program is incredibly popular and numbers are restricted so it is important that you only book days that you require care on due to work commitments, and that you make your bookings as early as possible after they open to avoid disappointment.



The OSHC Day

Before School Care

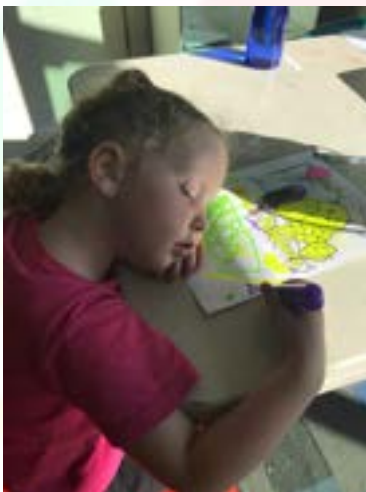
Before school care opens at 7 am. Families are able to drop their children off any time between now and the start of school.

There are a range of breakfast snacks available for children who may need breakfast or fuelling up for the day ahead.

Activities take place inside the OSHC room during this session, but children in Years 1 and above with parent permission to do so, may be signed out of the OSHC service and join their school friends outside from 8.15 when there is a school teacher out on duty.

All other children help to tidy away at 8.25 am before heading off to class. The pre-primary children are taken to class by an OSHC educator.

Kindy children stay back in OSHC for another 15 minutes to look at books and read stories together with an educator before they are also taken up to class and settled in for the school day.



After School Care

The after school care session begins when educators head up to the Kindy classrooms to collect the children for 2.45 pm. They are then signed in and can have their afternoon tea before the older children begin to arrive when the school bell goes at 3.00 pm.

Educators collect Pre-Primary children from class and meet the Year 1 and 2 children from outside the library. Children from Years 3 to 6 come along to the OSHC room directly from their classes.

When arriving at OSHC children are asked to put on sunscreen if the UV is 3 or above and can then either go straight to afternoon tea or have a play first. The afternoon tea table is supervised by an educator who records who has come to get their snack. Children who become engrossed in play and do not come to eat will be prompted to do so if they would like to. There are usually a few variations of the snack on offer and there is always a platter of fresh cut fruit and fresh water available.

By 3.15 we will begin inside/ outside play and the children can choose for themselves where they would like to play at any time throughout the session. There is then time for homework or to take part in the many activities available.

We stay outside for as long as the temperature allows and then head back inside for some quieter activities until the service closes at 6 pm.



The vacation care day starts at 7 am when doors are unlocked, but children can be dropped off at anytime after this.

We have quiet indoor activities available at the start of the day and breakfast snacks for anyone hungry.

We tidy up ready for morning tea between around 9 and 9.30 am. We provide morning tea snacks but some families prefer to pack their usual recess snacks or crunch & sip from school.

If we have an excursion planned we usually get ready, making sure we have everything we need with us, that each child is wearing a wrist band with our contact details, sunscreen is on if the UV is going to be 3 or over that day, we have all been to the bathroom and we are in line and counted, ready to head off!

Most incursion or theme day activities happen during the morning session, before we break for lunch at 12:30. Unless otherwise specified in the vacation care program, lunches are to be brought from home and should be ready to eat (rather than be heated by the OSHC staff). We then all get some outside time and fresh air together for a while afterwards.

There is plenty of time for child-led play and activities throughout the day, but these are the main focus from lunch onwards as we understand how long a vacation care day full of adult-led fun can be, and that the school holidays need to also be a chance to rest and recuperate before the new school term.

We tidy away for afternoon tea by around 3.15 pm and when we have eaten we vote on a movie to screen. Children can choose whether to chill out on the soft furnishings in front of the movie, or to keep playing with their friends (or come and go between the two).

Our service is then tidied and readied for the next days activities by 6 pm when the last children and educators head home after a long but satisfying day.



Siblings & Buddies

We have many children who attend the service with the siblings. We love they they can play together with no restrictions while they are with us and form strong bonds with each others friends as well.



St Columba's also has a buddy system, with children in the older age groups being buddied up with a younger child. Buddies often find that they are at OSHC together as well and continue to build their partnerships while they are with us.



Caring for the Environment

We pride ourselves here at St Columba's OSHC on our care for the environment and it is at the heart of all that we do. We make sure that we save our food scraps and water (we have a commercial composting bin that is collected weekly along with any bioplastic waste generated from the schools snack canteen), reuse any materials that we can in our craft spaces (we welcome donations from our families as well), and collect any others that we can to recycle elsewhere.



We also have our own OSHC pets that the children help us to take care of and an OSHC garden and flower tubs. The compost for our gardening comes from our commercial composting bin, helping to show the cycle from waste to growth for the children.

We began a new native and bush tucker garden in Oct 2023 that the OSHC children help to set up and care for.



Active Play and Screen time

We follow the national guidelines for physical activity and screen time in OSHC services. This means that at Before School Care we aim for 45 minutes or more of active play and the limit for screen time is 30 minutes (although at our OSHC screens are rarely used during this session). At After School Care the aim is for 90 minutes or more of active play and a limit of 60 minutes screen time and at Vacation Care it is 2 to 3 hours of active play and up to two hours of screen time.

We encourage children to be involved in active physical activities, with outside play available for the majority of our sessions and equipment, games and educators encouraging children to have fun being active.

With screen time, each week we have a reward week for a different year group where they can choose to play on an iPad time if they would like, but this has a half an hour limit each time. If the weather is inclement we sometimes put on a movie in a Year 5 classroom, but children can still choose to play in the OSHC room instead and we will encourage inside physical play with activities such as Just Dance.



Rest and relaxation



OSHC can get busy and we recognise the importance of ensuring that there are quiet areas and activities for the children to access peaceful spaces and have opportunities to relax while they are with us.

We have provided several areas within our space for children to chill out and even have a nap if needed.



Family Responsibilities

Apps and Programs

St Columba's OSHC uses a few different programs in order to make the OSHC processes easier for parents.

Xplor Home allows families to view bookings, finances, request booking changes, inform us of absences and sign their children in and out of our service at pick up and drop off.



Upon enrolment we will email an invitation from Xplor for you to set up your log in details but please download the app in preparation.

Our communications app that is also used by class teachers at the school is **Seesaw**. Our regular communications with families are all done through Seesaw. The newsletters, vacation care programs and updates are all sent through here.



You will already have the app for your child's class so when you receive the invitation from OSHC to join your child's OSHC account, please log in with your class details and it will merge them both so that you can view that all under the same log in.

Medical Needs

If your child has any specific health care need, allergy or relevant medical condition please ensure this information is given in detail on the enrolment form. We will ask you to assist us to complete a risk minimisation plan to minimise risk and ensure that educators understand your child's medical requirements.

Allergies

If your child has a food allergy we will always provide a replacement snack for them at our morning or afternoons teas. We try whenever we can to make this similar to the main snack being served. If your child's food requirements change please let us know.

Medication

If your child requires medication while they are at OSHC we will ask you to complete a medication form. We can only administer medication that is in its original container with the dispensing label attached listing the child as the prescribed person and the dosage to be given.

Asthma & Anaphylaxis

If your child has asthma or is anaphylactic we will require medication to be kept at the OSHC service and an action plan completed by a doctor. Please provide us with an epipen or asthma reliever puffer if your child may require one.

Signing In and Out

Children **MUST** be signed in and out of the service by the person dropping off or collecting them. Not only is this essential when receiving the child care subsidy, but it is vital that we have an accurate record of which children are in our care at any time.

If you have our Xplor Home app on your phone it only takes a few seconds to scan the QR code on our iPad to sign them in or out of the service.

If another person is regularly dropping or collecting your child to and from the service, when you make them a contact with permission to collect within the Xplor software they will be invited to set up a log in to Xplor via email and they will then also be able to sign out by entering their mobile phone number and a pin number on the iPad.

Parking

You are welcome to park in the school staff car park to pick up or drop off your child from the OSHC service, but please bear in mind that in the mornings school staff are arriving to park for the day. Please use the bays closest to the OSHC gate in front of the shed and if you are going to be more than a couple of minutes please park out on the road instead. Do not use the car park or the OSHC gate on days when your child is not attending the service as the school discourage children walking through the car park for safety reasons.



Toys

We do suggest that children avoid bringing toys or games from home into OSHC. We are just aware of how precious they are and how easily they can get lost amongst our own things and the distress that they can cause. We understand that sometimes it helps with the children settling in, but suggest that maybe something could be brought in to show the staff or other children in the morning to help and then be taken home with the parent, or remains on the bag if it does need to be in.



Communications

As we are a separate entity to the school please remember to include us in all communications regarding absences, holidays, changes to health needs or medications etc. Please do not rely on things being passed on to us through the class teacher or school office as they are not always aware of which children are attending OSHC or on which days. We ask families to take responsibility for keeping us updated.



Bags

As all of the school bags look the same and at times we will have over a hundred bags hanging up, we recommend having something on the bag that makes it easily identifiable to the children. If you make sure in the mornings that your child hangs up their own bags, they will know where to find it when it is time to start school! Kindy and Pre-Primary children have particular areas to hang their bags to make it easier for them to find them, so look out for where these are. The older year groups can hang them anywhere along outside the OSHC and Science rooms under the walkway.



Fees

St Columba's OSHC charges fees per session. If you are registered to receive child care subsidy for your child you will receive a percentage off of these fees.

Before School Care: \$20

After School Care: Short Stay (pick up before 4 pm): \$20

After School Care: Long Stay (pick up after 4 pm): \$33

Vacation Care Theme (based at school): \$75

Vacation Care Incursion: \$80

Vacation Care Excursion: \$90

Parents are not charged for Public Holidays.

Other Fees

Cancellations:

If you let us know that your child will be absent for a before or after school care we will cancel the session without charge. We appreciate as much notice as you can give us so that we can give the spot to anybody who might be waiting.

We ask for all cancellations to be confirmed in writing either through Seesaw, a text message or the Xplor Home app booking section by 12:30 pm on the day for after school care and by 7:00 am for before school care.

Cancellations of vacation care bookings incur a 50% fee in the first week after bookings open and full fees there-after.

Non-Communication Fee:

if your child does not attend an after school care session and you have not told us that they will be absent before 12:30pm, they will be marked as absent on the roll and you will be charged your usual fees for the session.

Short Stay/Long Stay Fees

We manually check sign out times each day and adjust fees accordingly. It is a legal requirement of the Family Assistance Office for children to be signed out by the person collecting them in order to receive the child care subsidy.

Replacement Gate Card Fee

Each family are given 2 gate swipe cards when their child starts regular care with us. If this card is damaged or lost there is a fee of \$7.00 to replace.

Late Pick Up fees

We close at 6 pm and are not licensed to have children on the premises after this time. Our staff are also only paid until 6 pm. We understand that there are sometimes unforeseen circumstances that arise but please let the OSHC staff know that you will be late.

If a child has not been collected 30 minutes after closing time, and the parent/guardians of the child, nor other emergency contacted have been able to be contacted, St Columba's OSHC will contact Crisis Care (08) 9223 1111 and Police to advise them of the situation and consult on what action to take. A late fee will be charged for children collected after 6 pm.

Late fees:

- \$1 per minute from 6 pm to 6:10 pm (per child)
- \$2 per minute from 6.11 pm to 6.20 pm (per child)
- \$3 per minute thereafter**

Child Care Subsidy

Families who meet the requirements maybe eligible for the child care subsidy (CCS). You can apply for this payment (which will reduce your child care fees) at the Family Assistance Office or online. CCS payments are made to the service and your fees are then reduced.

Ensure that you have given us your Customer Reference Numbers (CRN) and date of birth information for each child and the CCS registered parent.

Payment of Fees

Invoices are emailed to the Primary Parent registered in Xplor on the first working day of each month. These show the outstanding fees for all prior attendances. Families are asked to pay these fees before the end of the month.

Fees can be paid in person via the OSHC Eftpos machine, by bank transfer or by direct debit.

Direct debits can be set up through the Xplor app and any fees outstanding are automatically debited weekly on a Thursday. Families can contact the service and request that their payments are debited on a different day of the week or taken fortnightly.

Termination of Care

In extreme circumstances it may be necessary to terminate a child's care. Exclusion of children from the service will only occur after all other avenues of communication and support have been exhausted and when:

- Professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care away from the parent.
- A child puts the majority of children at risk through inappropriate behaviour.
- The parent continually fails to observe the service's hours of operation and/or fails to pay the required fee.

We look forward to welcoming you
and your child to St Cols OSHC!



Please contact us to arrange an opportunity for you and your family to visit our service and meet the team. You are very welcome to stay and have play.