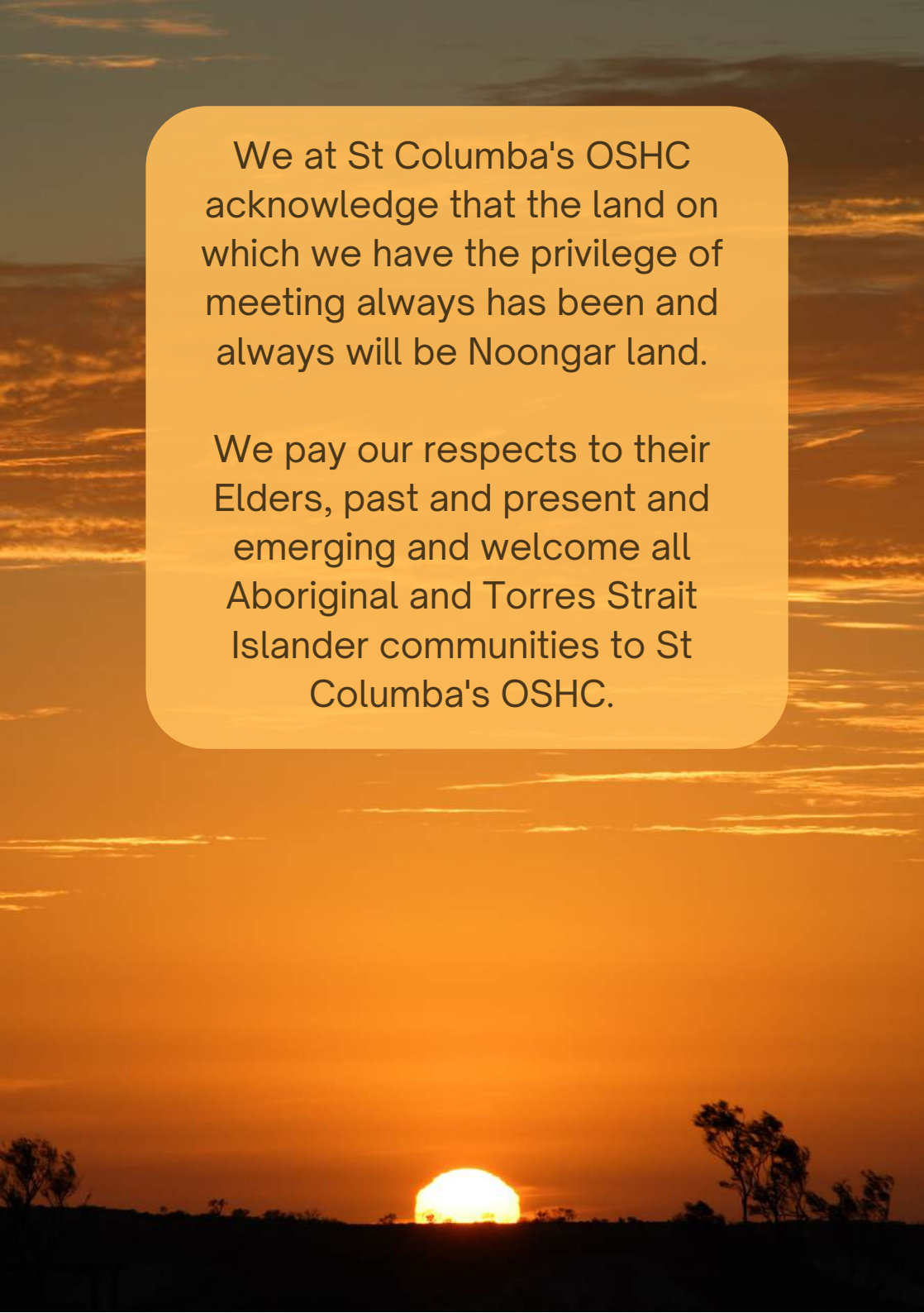


St Columba's OSHC

Family Handbook

2026



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.

St Cols Supervisor's Welcome

Welcome to the St Cols OSHC family!

We are delighted that you have chosen to join us at St Columba's OSHC and become part of our community. In 2024, we proudly celebrated our 10-year anniversary, and since opening 12 years ago, our service has continued to grow and evolve. Today, we are supported by a large and dedicated team of educators who are excited to welcome you and your family.

This Family Handbook outlines what you can expect from us as a service, as well as the shared responsibilities that support a positive and safe experience for all children and families. If you have any questions about the information included, please do not hesitate to contact us.

We look forward to meeting you in person and partnering with you throughout your time at St Columba's OSHC.

Jess Scott
OSHC Nominated Supervisor



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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 spaces available for children 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 as Service Manager, who is a qualified teacher and a full-time Assistant Manager who is also the Educational Leader of the OSHC program and steps in to the Nominated Supervisor role when needed.

In each OSHC session there are also a number of Qualified and Unqualified Educators, with a minimum ratio of 1 educator to every 10 children when Kindy aged children are present and a minimum ratio of 1 educator to every 13 children when there are no Kindy children attending the session.

In the absence of either the Service Manager or Assistant Manager, 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 which opens up to include the use of the science room next door 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
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 - 8:30 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 Supervisors
Jess Scott and Shelby Whatmore

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



Family Information

Communication with OSHC

St Columba's OSHC uses a few different programs in order to make the OSHC processes easier for parents. Please download each app and have notifications turned on, so that you do not miss out on any important information.

Xplor Home App

Download on the App Store

GET IT ON Google Play

Xplor Home allows families to:

- book vacation care
- view bookings
- see your fees and download a statement at any time
- make a direct payment or set up direct debit
- sign your child in or out of our service at pick up and drop off.

Please do not use Xplor to inform us of absences or to request term time bookings.

Seesaw App

We use the same communications app as the school and here at OSHC it is our main place to communicate with families.

SEESAW

The Seesaw app is where:

- we communicate with families about all matters
- you can message us about extra bookings, changes and cancellations
- view our termly newsletters
- receive regular important posts with reminders, information or changes

OSHC Mobile - 0418 186 822

The OSHC mobile phone remains at the service and can be accessed by all OSHC educators during a session.

As well as Seesaw, you can text us on the OSHC mobile to let us know about:

- extra bookings requests, changes, cancellations or absences
- ask us a question
- let us know you are on your way, if you think your child may find it easier.to leave if they are given a heads up!

Section 2

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: $28

After School Care: Long Stay: $43

Vacation Care Theme (based at school): $88

Vacation Care Incursion: $98

Vacation Care Excursion: $103

Parents are not charged for Public Holidays.

Other Fees

Non-Communication Fee:

- If your child does not attend an OSHC session and you have not told us in writing that they will be absent, you will be charged a $20 non-communication fee on your Xplor account

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. or you would like an extra card for another person who regularly collects your child, there is a fee of $7.00.

Bookings and Cancellations

Bookings

Before and After School Care

All booking requests or changes need to be made through Seesaw or text message, NOT through the Xplor calendar. No bookings can be made directly through Xplor during term time and requests or changes made through Xplor will not be seen or actioned in time.

Vacation Care

On the Friday, four weeks before the end of each term, our vacation care program is posted on Seesaw and bookings open on Xplor at 10am the next morning. Details and reminders will be sent leading up to this time.
Families are asked to only book if they require care due to work or study, and Kindy children can attend the service on Mondays, Wednesdays and Fridays.

Cancellations and Absences

Absences

Please ensure that you inform the OSHC service via Seesaw or text message by 5pm the day prior to your booking 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.)
Failure to inform the service by the time the booked session starts will result in a **non-communication fee of $20**.

Before and After School Care

All cancellations must be made in writing, either through text message or SEESAW by **5pm the day prior to your booking**. Cancellations made through Xplor will not be seen and you will still be charged for the session.

Cancellations that occur after the cut off time will be marked as absent on the roll and you will be charged your usual fees for the session.

If your child is absent from school due to sickness, we will cancel the booking if you contact OSHC to let us know **prior to the start of the school day**. If the school asks you to collect your child during the day, we will also cancel if you inform the OSHC service before the school day ends.

Vacation Care

Cancellations of vacation care bookings incur a 50% fee in the first week after bookings open. **Full fees apply for all cancellations made after that time**.

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.

$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

Payments

Child Care Subsidy

Families who meet the requirements maybe eligible for the child care subsidy (CCS). You can apply for this payment 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 on the enrolment form. If you apply at a later date please send us this information via Seesaw.

Payment of Fees / Direct Debits

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 pensure that these fees have been paid in full before the end of the month.

We ask all new families to set up a direct debit through Xplor for this payment at the time of enrolment or through the Xplor Home app.

Each Friday evening, Xplor calculates the fees owing for each family up to that date, and this is the amount automatically debited on the Thursday of the following week. If you would like the debit to occur on a different day of the week or fortnightly, please let the service know.

Please check your statements regularly to ensure that your direct debits are going through successfully and that your subsidy is as expected. If you become aware of any issues, please let the service know as soon as possible.

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.

If the person collecting is unable to use the Xplor app we have a paper sign in and out that they can use.

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.

If any of the information changes during your child's time with us, please make sure that you let us know in writing through the Seesaw app so that we can update it in our systems and make sure that we are providing safe care for your child.

Allergies

If your child has a food allergy we will always provide a replacement snack for them at our morning or afternoons teas. Please be as detailed as you can about what foods your child cannot consume, 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 straight away.

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 keep at the OSHC service at all times and an action plan completed by a doctor. Please provide us with an epipen or asthma reliever puffer if your child may require one.

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.

Toys



We ask that children do not bring toys or games from home into OSHC. We are aware of how precious they are and how easily they can get lost amongst our own things and the distress that can cause.
We understand that sometimes it helps with the children settling in, but suggest that it could be to show the staff or other children in the morning and then be taken home with the parent, or remain in their bag for the school day if okay with the class teacher.

Communications



As we are a seperate 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 we can have 90 or more identical bags hanging up, we recommend having something on the bag that makes it easily identifiable to the children. If you also make sure in the mornings that your child hangs up their own bag, they will know where to find it when it is time to head off to school!
Kindy and Pre-Primary children have particular sections of pegs for their bags, to make it easier for them to find them, These will be labelled, so look out for these to the left of the OSHC door. The older year groups can hang them anywhere along outside the OSHC and Science rooms under the walkway.

OSHC Sessions

The OSHC Day

Before School Care

Before School Care opens at 7:00 am, with families welcome to drop children off at any time between 7:00 am and the start of the school day.

A range of breakfast snacks is available for children who may need breakfast or a little extra fuel to start their day.

During this session, activities take place inside the OSHC room. From 8:00 am, children in Year 1 and above who have parent permission may be signed out of OSHC to join their school friends outside, once a school teacher is on duty.

At 8:15 am, children help to tidy away the main activities before heading off to class. Kindy children begin class at 8:30 am and therefore have a little extra time to play quietly or read with educators. OSHC educators support Kindy and Pre-Primary children by taking them to class and helping them settle in for the day.





After School Care

Our After School Care session begins at 2:45 pm, when educators head to the Kindy classrooms to collect the children. Once they arrive in the OSHC room, children have time to settle in and enjoy afternoon tea before the Pre-Primary to Year 6 children begin arriving from 3:00 pm.

Educators collect Pre-Primary and Year 1 children directly from their classrooms, meet Year 2 children outside the library, and children in Years 3 to 6 make their own way to the OSHC room from their classes.

When children arrive at OSHC, they are asked to wash their hands and apply sunscreen if the UV rating is 3 or above. They may then choose to head straight to afternoon tea or enjoy some play first. The afternoon tea table is supervised by an educator, who records children as they come for their snack. If children become engrossed in play and miss afternoon tea, educators will gently remind them so they can choose whether they would like to eat.

A variety of snacks is offered each day, along with a platter of fresh fruit and access to fresh drinking water. Information about the snacks provided each day can be found on the parent information board at our entrance, with a QR code giving details about the ingredients used.

From around 3:15 pm, children can choose between indoor and outdoor play, with the freedom to move between spaces throughout the session. There is also time set aside for homework, as well as a range of planned and self-directed activities.

We remain outdoors for as long as the weather allows, before transitioning back inside for quieter activities in the late afternoon. The service concludes at 6:00 pm.





Vacation Care

Our Vacation Care day begins at 7:00 am when the doors are unlocked. Children may be dropped off at any time after this. The early part of the morning is a calm start to the day, with quiet indoor activities available, along with breakfast snacks for children who are feeling hungry.

Between approximately 9:00 and 9:30 am, we begin tidying up and preparing for morning tea. Morning tea snacks are provided by the service, although some families prefer to pack their child's usual recess snack or Crunch & Sip from school.

On days when an excursion is planned, we take time to get organised before heading out. This includes ensuring we have everything we need, checking that each child is wearing a wristband with our contact details, and confirming that children are wearing their school hat for sun safety and easy identification. Sunscreen is applied when the UV rating is 3 or above. We then visit the bathroom, line up, complete a headcount, and get ready to head off.

Most incursion or themed activities take place during the morning session, before we break for lunch at 12:30 pm. Unless otherwise stated in the Vacation Care program, lunches are to be brought from home and should be ready to eat, as meals are not heated by OSHC staff. After lunch, we spend some time outdoors together enjoying fresh air and movement.

While there are opportunities for child-led play throughout the day, the afternoon is largely focused on relaxed, self-directed activities. We recognise that full vacation care days can be busy, and the school holidays are also an important time for children to rest, recharge, and enjoy unstructured play before the new term begins.

We tidy up for afternoon tea at around 3:15 pm. After eating, children are invited to vote on a movie to watch on the big screen. They can choose to relax on the soft furnishings and enjoy the movie, continue playing with friends, or move freely between both options.

The service is then tidied and prepared for the following day's activities, with Vacation Care concluding at 6:00 pm, when the final children and educators head home after a long but rewarding day.





Siblings & Buddies

Many of the children who attend our service have siblings enrolled with us. We value the opportunity for siblings to spend time together and enjoy that they are free to play alongside one another while at OSHC. This helps to strengthen sibling connections and also allows children to build friendships across different age groups.





St Columba's also has a buddy system, where children in the older year groups are paired with younger children. These buddy relationships often continue during OSHC sessions, allowing children to spend time together, support one another, and further strengthen their connections while they are with us.



Caring for the Environment

At St Columba's OSHC, care for the environment is at the heart of everything we do. We actively support sustainable practices across the service, including saving food scraps and water, and using a commercial composting system that is collected weekly along with bioplastic waste.

We also make a conscious effort to reuse materials wherever possible, particularly in our craft spaces, and we warmly welcome donations of reusable items from families. Any remaining materials are carefully sorted and recycled through appropriate channels.







We also have our own OSHC pets and a small garden, including flower tubs, which the children help to care for. The compost used in our garden comes from our commercial composting system, allowing children to see and understand the full cycle from waste to growth in a meaningful, hands-on way.







Active Play and Screen time

We follow national guidelines for physical activity and screen time within OSHC services. These guidelines help us maintain a healthy balance between movement, rest, and screen use across all sessions.

At **Before School Care**, we aim for **45 minutes or more of active play**
At **After School Care**, children are supported to engage in **90 minutes or more of active play**, with a maximum of **60 minutes of screen time**.
During **Vacation Care**, children are encouraged to participate in **2–3 hours of active play**, with screen time limited to up to **two hours** across the day.

In 2024, we were proud to become an accredited Activated OSHC service. We actively encourage children to participate in physical activity, with outdoor play available for the majority of our sessions. A variety of equipment, games, and educator-led activities support children to stay active while having fun.

Screen time is offered thoughtfully and in moderation. Each week, a different year group may participate in a reward-based iPad session if they choose, with each session limited to 30 minutes. In cases of inclement weather, we may offer a movie in a Year 5 classroom; however, children always have the option to continue playing in the OSHC room. During these times, educators also encourage indoor physical activities such as Just Dance and movement games.





Rest and relaxation



OSHC can be a busy and lively place, and we recognise how important it is for children to have access to calm, quiet spaces throughout the session. We provide a range of peaceful areas and activities where children can take a break, relax, or enjoy some quiet time when they need it.

Within our space, there are several cosy areas where children can unwind, and if needed, rest or have a nap in a comfortable, calm, and supervised environment.





Documents

Policies and Procedures

~Executive DIrectives and In-Service Processes ~

When enrolling at St Columba's OSHC, families agree to follow the service's policies and procedures, which help us create a safe, consistent, and positive environment for all children.

At CEWA (our approved provider) these documents are known as "Executive Directives" and "In-Servce Processes",

Below is a selection of key policies that we believe are most relevant and helpful for families to be familiar with

- Enrolment and Orientation
- Payment of Fees
- Dealing with Medical Conditions
- Child Safe Environment
- Delivery and Collection of Children
- Excursions and Incursions
- Interactions with Children
- Dealing with Infectious Diseases



All of our executive dIrectives and in-service processes are available to view here.

A copy of this QR Code is also inside the OSHC door to scan if you would like to view them while at the service.

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 in our OSHC Program Area located in our service. 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.

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.

Our Standards

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 conduct annual mandatory reporting training, completing both the government and CEWA training.

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".

RATED
MEETING
NATIONAL QUALITY STANDARD

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.

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.

CONVENTION ON THE RIGHTS OF THE CHILD



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 some play time with your child so that you all feel more comfortable and settled in our environment.