

St Martin's Catholic
Primary School

OSHC & Vacation
Care

Parent Handbook and Fee Policy

2025





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Welcome

Welcome to St. Martin's Catholic Primary School, Greenacres, Out of School Hours Care/Vacation Care. Our facility offers Out of School Hours care options, both on a flexible or ongoing basis, catering to students from Reception to Year 6.

The purpose of the Outside School Hours Care (OSHC) service is to provide high quality care for school-aged children in a safe and caring environment.

Philosophy

St Martin's OSHC is committed to providing high quality care to children in a safe, stimulating and supportive environment. Educators are committed to improving professionally in a cohesive workplace, where open dialogue is paramount between the team, children, parents and school staff to develop positive relationships. We believe all children, with outdoor play experiences as a focus for capable learners and contributors to the diverse OSHC culture, have the right to be individually and collectively heard, and are given opportunities to express their agency.



Service information

Licensed capacity: 135 spaces for all sessions

Street Address: 56 – 80 Princes Road Greenacres SA 5086

Postal Address: St Martin's OSHC P.O. Box 246 Greenacres SA 5086

OSHC Phone: (08) 8211 2443

OSHC Mobile: 0439 835 590

Front Office: (08) 8211 2400

Email: oshc@smg.catholic.edu.au

Website: www.smg.catholic.edu.au/community/out-of-school-hours-care

OSHC Director: Taylor Atkins | Assistant Director: Peter Pudney

Open Hours

Monday-Friday
Before School Care (BSC)
7:00am-8:30am

After School Care (ASC)
3:00pm-6:00pm

Pupil Free Days
7:00am-6:00pm

Vacation Care
7:00am-6:00pm

Please note: Early access is not permitted as gates will be locked until 7:00am. We are unable to accept students into our care prior to 7:00am. Families must wait with their child outside of the gate and sign their child in via the Xplor Hub tablet situated next to the front door.



Accessing OSHC

The OSHC entrance gate located on Whysall Road. Access is available during operational hours only. * Please remember to close the gate upon entry / exit of the service.

Parking is available on Whysall Road, directly outside of the OSHC Centre from 3:30pm onwards. Children must leave and enter OSHC with their parent/guardian, and not alone.

Educator/Child Ratios

Our service is staffed on strict Educator/Child ratios with the maximum of 15 children to 1 Educator for Reception to Year 6. Our ratios are based on regulations set by the Education Standards Board and National Quality Framework. The ratio is adapted for excursions - see the Director for specific details.

OSHC Closing Time/Late Fees

Our OSHC service closes at 6:00pm. It is the responsibility of families to ensure that their child is collected prior to this time. Due to our licensing, it is imperative that parents ensure that a method of collection is organised to meet the closing time.

A late fee of \$2.00 per child, per minute applies for any child not collected from the Centre's 6:00pm closing time.

Policies and Procedures

Our policies and procedures are situated in a pink folder stored in the OSHC office and is available to families upon request. The Parent Handbook provides an oversight of these policies.

OSHC policies are subject to change as required to ensure best practice is always occurring. Families will be alerted to policy changes and updates via email as well as in the "Sign in" area in the OSHC room. Families will be provided 14 days' notice prior to an updated policy coming into effect.



My Time, Our Place

At St Martins Catholic Primary Greenacres, our approach to Out of School Hours Care is significantly influenced by the "My Time, Our Place: Framework for School Age Care in Australia." This framework serves as a foundational guide that shapes our program's structure, philosophy, and daily practices.

The "My Time, Our Place" Framework, developed by the Australian Government, acknowledges the significance of the school-age years in a child's development and recognises the unique role that before and after-school care settings play during this crucial phase. This Framework places a strong emphasis on creating environments that are engaging, inclusive, and responsive to the diverse needs of children in this age group.

Enrolling Your Child

Families may access our digital enrolment form via the OSHC page available on the school website (see page 3). An enrolment form **MUST** be completed by all parents/guardians wishing to use Before School Care/ After School Care and Vacation Care. We are unable to provide care for a child unless an enrolment form has been completed. Details such as your phone number and/or address must be updated regularly. All families will need to apply for a Customer Reference Number (CRN) from the Family Assistance Office (FAO).

We are able to start accepting bookings for new enrolments 1 week from the date of the submitted form. This is to allow enough time for us to ensure your account is set up correctly. Booking requests before this timeframe may be accepted under the discretion of the OSHC Director.

It is the sole responsibility of the family to provide medical and dietary needs, as further paperwork is required to ensure your child is kept safe during their time at OSHC.



Child Care Subsidy (CCS)

The Commonwealth Government offers Child Care Subsidy to reduce the cost of childcare for all families. Customer Reference Numbers (CRN) are required for all children and account holders to be able to access CCS through the service.

Families must ensure they have made an active CCS Claim through Centrelink and are eligible for entitlements. It is the responsibility of the family to communicate any intention for claiming CCS to the OSHC Centre to ensure adequate support can be provided to set up a Government Enrolment via Xplor for CCS, and to complete the CCS process.

Families must notify the OSHC Centre of their child's regular pattern of attendance. A Complying Written Agreement (CWA) will be completed as part of the Government Enrolment process that documents the child's pattern of attendance for CCS purposes. Families must ensure they agree to the agreement. This can be achieved via the email generated to their nominated email address, or via the Xplor Home app.

Centrelink will automatically cease a child's Government Enrolment with the service after 14 weeks' of non-attendance at the service. Families may re-enable the enrolment by re-confirming their enrolment through their Centrelink profile.

Centrelink will automatically cease an active CCS Claim after 26 weeks of non-attendance. It is the responsibility of the family to ensure they apply for a new claim via the Centrelink portal prior to their child re-engaging OSHC.

If a family engages care prior to placing a claim for CCS via Centrelink, it is the responsibility of the family to ensure payment of the full OSHC fees accrued within 14 days of their fee accumulation.

The OSHC Centre is unable to communicate on behalf of a family for any CCS-related issues.



Fees

The following fees are charged per child, per session. The prices listed are full fees and do not include rebates / Child Care Subsidy fee assistance. Families are required to apply for the Child Care Subsidy by contacting Centrelink.

Session / Care Type	
Before School Care (including breakfast)	\$15.00
After School Care	\$25.00
Vacation Care or Pupil Free Day – Home Day/Incursion (centre-based)	\$65.00
Vacation Care or Pupil Free Day – Excursion	\$80.00

A once-off \$20.00 administration fee is applicable to all new enrolling families.

Late pick-ups will incur an additional fee of \$2.00 per minute for every minute a child remains in care after 6:00pm for Before/After School Care, Pupil Free Days and Vacation Care. The charge is per child, not per family, and is not eligible for CCS rebate.

A \$19.95 failed Xpay Direct Debit charge will automatically be generated to the account holder for any failed Direct Debit attempts. It is the responsibility of the family to ensure that the required funds for the balance of the OSHC account is available at all times on the date of the scheduled payments. Any failed Direct Debit charges will reflect directly on the bank statement of the account holder as 'Debit Success', and will not reflect on the Xplor account statement.

Account Statements may be accessed by families at any time via the Xplor Home app, and acts as the main reference point for account management for families. A copy of the weekly account statement will be emailed to families every Tuesday morning, following the application of CCS to all accounts.



Cancellation Policy

Before School Care Cancellation Fee (less than 48 hours' notice) will be \$15.00

After School Care Cancellation Fee (less than 48 hours' notice) will be \$25.00

Pupil Free Day (PFD) Cancellation Fee (less than 7 days' notice) will be \$65.00 (Home Day/Inursion) or \$85.00 (Excursion). A medical certificate must be provided in instances of illness for session fees to be waived.

Vacation Care Cancellation Fee (cancellations past end of Week 8 each term) will be Full Session Fee charge of \$65.00 or \$85.00 per session dependent on session types. A medical certificate must be provided in instances of illness for session fees to be waived.

Families must notify the OSHC Service if their child is unable to attend a particular session. Families can cancel session bookings directly from the Xplor Home parent app. The app has been set up in accordance with the service's 48-hour Cancellation Policy and will automatically delete or mark a child as absent dependant on if notice is given 48 hours in advance or not. Any cancellation requests made directly to the OSHC team must be made in writing, either via text message to the OSHC mobile number or via email.

Students that are absent from school during Terms will have the session fee waived. The OSHC Leadership team will check the SEQTA attendance system daily for the school and automatically remove any bookings of absent students.

PDF/Vac Care Waitlist Clause: In the instance a family has provided more than 48+ hours notice for a cancellation, and an active waitlist is present for the date due to the session hitting maximum capacity, the OSHC Centre will endeavour to fill the vacancy from the waitlist. If a waitlisted child is able to fill the vacancy, the booking will be 'transferred' and the family will not incur the cancellation fee for the original session.

Families remain liable for the full session fee in the instance the vacancy cannot be filled.



Payment Of Invoices

St Martin's OSHC is a user pay facility. Payment of fees are required within 14 days from the date of the fee accrument. St Martin's OSHC is committed to providing efficient account keeping practices. Parents or Caregivers are responsible for maintaining their payments, when due, to OSHC.

OSHC uses the online based platform 'Xplor' for payments of fees. Payment details will be required during the completion of the OSHC enrolment form. Account payments will be deducted from your nominated bank account or credit card on a weekly basis. Failure to maintain regular payments will result in suspension of enrolment. No receipts are issued; you will, however, receive a weekly statement showing your OSHC bookings and payments. Payment arrangements/schedules can be arranged in consultation with the OSHC Director.

Bookings

Families are able to manage their bookings via the Xplor Home app. Booking requests for a session at maximum capacity will be submitted as a 'Request A Space' notification, and waitlisted until a vacant space is available. Families must ensure that notifications are enabled for the app.

It is the responsibility of the family to communicate any booking requests that they are unable to input via the app, or within the requested timeframes for Vacation Care/Pupil Free Days.

To ensure our OSHC remains accessible for all, we ask that any unrequired bookings are cancelled ASAP to allow other families to fill the vacancy.



Daily Routines

Typical Before School Care Routine:

Families must ensure students arrive prior to 8:00am for breakfast.

7:00am–8:00am: Open-ended activities available for students + breakfast

7:30am: First playground/hall group available. Students must have had breakfast to do outside play, and are unable to leave area until 8:00am

7:45am: Second playground/hall group available. Students must have had breakfast to do outside play, and are unable to leave area until 8:00am.

8:00am: Free play in OSHC Centre and Playground. Group game offered in Hall.

8:15am–8:30am: Students return to OSHC Centre for clean-up + sign out

Typical After School Care Routine:

3:00pm – 3:20pm: Student sign-in (OSHC Centre provides meditation and structured group activity until snack; Physical Activity + free-play available at the hall)

NOTE: Students must sign in at the area they wish to be. Once a student has signed in at an area, they are unable to swap to the other area until snack has concluded.

3:20pm–3:45pm: Afternoon snack is served outside, and students are able to engage in open-ended activities in the Courtyard.

3:45pm – 5:00pm: Structured and open-ended activities available in the OSHC Centre, Playground and/or Hall. During warm weather, the sandpit in the Courtyard is available to students. Our daily Educational Program activity is conducted during this period. Homework Room in the hall is available for students.

5:00pm–5:15pm: Students return from areas, OSHC Centre group clean-up, students bring their bags inside and sit on the floor for roll call

5:15pm – 6:00pm: Quiet relaxation activities and group games available in the OSHC Centre

6:00pm: OSHC Centre closes for the day



Food

We are committed to providing healthy snacks to the children in OSHC. Our menu is developed to meet the nutritional requirements of children aged 5-12, including individual religious and dietary requirements. **We are an Allergy Awareness Service and thus a strict nut-free zone.**

Breakfast is available in Before School Care between 7:15am – 8:00am. Breakfast is a daily choice of cereal, toast, spreads, milk and fruit.

Afternoon snack is provided at approximately 3:20pm during After School Care, Vacation Care and Pupil Free Day programs. Filtered and cold drinking water is available at all times via the Pura Tap system situated by the wet area taps in the OSHC Centre. Drinking fountains are also available throughout the school grounds, including directly outside the back of the OSHC Centre.

Afternoon snack consists of fresh fruit / vegetable platters in addition to a specialty dish which varies daily. Specialty foods can include; soups, pasta bake, butter chicken, savoury platters, sandwiches, fruit and custard, tacos, spaghetti bolognese, vegetable no bake pizzas and much more.

During Vacation Care, we offer the same breakfast and afternoon tea service, but children must bring a nutritious lunch, recess and a refillable water bottle. Any food provided from home containing nuts will be removed from the child until the end of the day, and families will be contacted to provide an alternative recess or lunch if required.

It is imperative that families communicate any dietary requirements for their child ASAP. A Risk Minimisation form will be required for any students with food allergies or anaphylaxis. This is to identify any risks that may be present with consumption of the food, and ensure strategies are implemented to mitigate these risks.

For more information regarding the menu or to discuss your child's individual dietary requirements, please contact the OSHC Director.



Our Programs

We aim to meet the needs of each child by offering a safe and secure environment in addition to a fun and engaging program which is specifically developed to support all children individually and as part of a group. We offer a wide variety of activities (including but are not limited to):

- Indoor/Outdoor games and exploration
- Dramatic play experiences
- Quiet reading
- Rest and Relaxation
- Exploration using technology
- Homework help / room
- Arts and Crafts
- Music
- Dancing
- Cooking
- Gardening

Children have access to the following areas during their time at OSHC:

- OSHC Centre: Meditation, imaginative play, arts & crafts, construction and building etc.
- Playground and Hall: Independent and educator-coordinated physical activity and games.
- Homework Room (Located in hall foyer): Silent completion of school homework. Laptops are permitted for homework use in this area with supervision and guidance of an Educator.
- Courtyard: Outside court-based physical activity, sandpit play and nature discovery.

St Martin's OSHC provides a weekly educational program in alignment with the national My Time Our Place (MTOPI) framework. Daily educational program activities are communicated on the 'Parent Communications' board situated in front of the OSHC front door entrance.

Children and families are regularly encouraged to share their feedback regarding activities and educational programs provided at St Martin's OSHC. Suggestions are warmly encouraged and welcomed.



Communication

Regular and open communication between families and OSHC Director is crucial. OSHC staff can be contacted via email or phone. Your child's learning and activities will be shared through your child's/children's Xplor app.

Personal Responsibilities

We are committed to providing a safe, secure, and happy environment for all children and staff. The expectation for behaviour of all is to be positive, safe, and respectful. We will encourage and support your child to make fair and good choices and to act responsibly.

Rules and responsibilities of children attending the OSHC Service are in line with the St Martin's school Behaviour and Personal Responsibility Policy and are designed to encourage children to be responsible for their own behaviour.

Parents will be contacted and asked to collect their child if they are demonstrating serious, risk-taking behaviours at any time. Children who exhibit repeated unacceptable behaviour may be suspended or excluded from the service.

Students' Responsibilities

- Listen, respect, and follow instructions issued by the OSHC Educators
- Follow the rules and responsibilities of the Service
- Play in a safe way and look after each other
- Always be polite and treat others with respect and kindness
- Care for our OSHC environment and equipment. Use it safely and return it to its place when finished with it.
- Say NO to harassment, bullying and put downs
- Take care of their own and respect other people's property



Personal Belongings

All personal belongings are to be labelled. Lost items will be returned to children where possible. All other items will be placed in the school's lost property box at the end of each week.

Personal belongings brought from home remain the responsibility of the child. The OSHC Centre is not responsible for the management, loss, or theft of personal belongings.

All trading cards, gaming consoles and personal electronics of any kind other than school Laptops for school purposes are not to be brought to the Service unless specified on the program. The safety and security of these items cannot be guaranteed.

Sun Smart Policy

St Martin's School is a member of the SunSmart Schools Program and is an accredited school by the Anti-Cancer Foundation of South Australia. The OSHC, under direction by the school, implements a comprehensive Sun Protection Policy to actively protect children and staff from dangerous overexposure to the sun. This policy is reflected through the actions of children, staff and parents/caregivers and the environment around the school.

As part of the St Martin's OSHC Sun Smart Policy, the following must be followed:

- all children and staff must wear a sun-smart hat when the UV rating is above 2. Students must wear the school bucket hat when outside.
- Hats and sunscreen are a mandatory requirement during Terms 1 & 4.
- children who do not wear a hat or sunscreen during outdoor activities where required or the UV rating is above 2, will be required to partake in indoor activities.

The OSHC Centre provides standard sunscreen for all students. Families must provide their own sunscreen in the instance that their child has sensitive skin and requires a special brand.



Mobile Phones

The most effective means of communication between parents and their children is via the OSHC staff. Mobile phones are not to be used whilst children are in OSHC. If a child chooses to bring a mobile phone to OSHC, it must be turned off and kept in their bag. Children who choose to use their mobile phone or Smart Watch with phone/text capabilities during OSHC or Vacation Care will have it taken and stored in the office and returned to them when they leave the service.

St Martin's OSHC is not responsible for the loss, damage or theft of any personal communication devices that are brought to OSHC against this policy.

Safety and Security

Parents collecting children must enter via the Whysall Road gate and make their way to the Sweeney building to sign in/out their child.

- No child will be allowed to leave our Service with a person who is not stated on their Enrolment form unless prior arrangements are made with the Director/Assistant Director.
- Parents/guardians are responsible for signing their child/ren into Before School Care and out of After School Care/ Vacation Care. This includes the exact time children leave recorded by Xplor. Staff will ensure that all children are signed correctly into school at 8:30am and into care at 3:00pm.
- In the event of a parent/guardian not collecting their child/ren by 6pm, the staff member/s will contact them by phone. If parent contact and other emergency contacts are unsuccessful, our late pick up policy will take over duty of care through contacting the police, and the police will contact the parent/guardian to advise them where they may collect their child/ren.



Safety and Security

- In the event of an accident/emergency, normal school policy will be followed, and an incident report will be completed and filed. Every effort will be made to contact parents prior to acting or seeking treatment. If a child requires urgent medical treatment and a parent/guardian cannot be contacted, the staff will obtain the treatment they deem necessary as per information on the Enrolment form.
- In the event of a fire or any other emergency where children have been evacuated from the OSHC room, children will be relocated to the oval or the Courtyard, depending on the situation at hand. A staff member will be standing near the gate to direct parents and emergency services.

Health and Medical Information

It is a mandatory requirement for enrolment that families must:

- Notify the OSHC Leadership team, in writing, of any health or medical conditions related to their child; and
- Regularly provides updated documentation and medication related to their child's health or medical condition prior to the expiration date; and
- Communicates any new information related to their child's condition.

Failure to adhere to these conditions will result in temporary booking access to St Martin's OSHC program until the above is resolved.

Any children that present to OSHC with symptoms of illness or infectious disease will be immediately moved to a comfortable, separate area to relax and will be monitored by an educator. Families will be contacted to collect their child immediately. Children must not be sent to school if symptoms of illness or infectious disease are present.



First Aid

All educators are trained in First Aid for Schools and Centres. They will ascertain a child's needs and first aid will be administered if necessary. In minor cases, the Service will deal with the situation and record the treatment provided. However, parents will be contacted if their opinion is required and/or more information is needed. In serious cases, SA Ambulance Services will be contacted, and parents will be informed immediately.

In the instance that immediate medical treatment is required from SA Ambulance Services, treatment will be organised as the first, upmost priority of the Educator team. All medical fees accrued from treatment remain the responsibility of the family.

Educators will complete an incident report for all first aid incidents, which requires parent signature. Any incidents with an incident report will be communicated to families at the earliest possible convenience.

Medication

All medications requiring administration at OSHC must be provided with written authorisation within a Care Plan provided by a General Practitioner detailing the full details for administration, or via a 'Medical Agreement' document. 'Medical Agreement' forms are accessible from the OSHC Office upon request.

St Martin's OSHC may only administer Salbutamol or EpiPen medications without written authorisation within emergency circumstances where there is an active threat to the child's health. In the instance a child requires medication outside of an emergency and does not have accompanying written authorisation, St Martin's OSHC is unable to administer. This is in line with our National Regulations.

Medications must be in the original container with a pharmacist labelled attached to the medication labelling the child's name, dose, time to be administered etc. The label must align with any care plan instructions provided by the child's medical practitioner.

Medications are stored in the Medication Cabinet located in the OSHC Office.



First Aid Medical Action Plan

Children diagnosed with a medical condition will be required to provide OSHC the following items:

- In-date medication in original box with pharmacy label matching care plan instructions for prescription medications, OR general administration instructions for non-prescription
- Medical Action Plan or Management Plan
- Medication Agreement (emailed by OSHC upon request or at time medical condition is flagged by family)
- Risk Minimisation Plan (emailed by OSHC upon request or at time medical condition flagged by family)

Children requiring dietary needs will need to fill out a Food Safety Risk Minimisation Plan prior to enrolment. This is also emailed by OSHC.

All documentation and medication **MUST** be in-date, with an expiration date clearly labelled. It is the responsibility of the family to ensure any documentation managed by their child's medical practitioner is regularly updated and provided to OSHC prior to the expiration date of the previous document.

As per National Regulations, we are unable to care for a child who has missing/expired documentation/medication for their condition. Failure to adhere to the guidelines above will result in temporary suspension of all bookings immediately from the time of non-compliance until the issue is rectified.

OSHC Grievances and Complaints

St Martin's OSHC Service fosters positive and harmonious relations between all families, staff and levels of management. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner. If any parents should have a grievance or complaint, the parent should discuss the problem with the Director or Assistant Director.

Should grievances or complaints continue after consultation with the Director and/or the Assistant Director, please contact the Principal or Deputy Principal.