



Out of School Hours Care Parent Handbook 2024

Telephone: 08 8332 5762 or 0418 994 032

Email: oshc@magillschool.net

Website: <https://www.magillschool.sa.edu.au/parent-information/out-of-school-hours-care-oshc/>

For bookings/cancellations please use Xplor Home App

Welcome

We welcome your family to the Magill Out of School Hours Care (OSHC). The OSHC service provides care for school-aged children from the Magill School Community.

We believe that Out of School Hours Care (OSHC) is a valuable and an integral part of Magill School and the local community providing a fun, caring and secure environment which caters for the social, emotional, physical, cultural and developmental needs of children.

We look forward to providing the best possible level of care for your child during their time at our Service.

Anna Alfredsson

Out of School Hours Care Director

Key Contacts

Email

oshc@magillschool.net

Telephone

08 8332 5762 or 0418 994 032

Director – Nominated Supervisor

Anna Alfredsson

Assistant Director

Lina Vasquez

Responsible People

Lilli Cock

Alice Rasch

Jess Csillag

Educational Leader

Lina Vasquez

Responsibilities include: Supporting the educators with their group's planning, develop the educational program for before and after school care, vacation care, pupil free days, and ensuring the OSHC environment is engaging and meaningful to the children.

OSHC Administration Assistants

Savi Ranhaluge

Responsibilities include: OSHC bookings, finance and parent communications.

Lauren Bruno

Responsibilities include: Children's medication and first aid, staff admin and document updates.

Service Cook

Lee-Ann Strangio

Responsibilities include: Preparing and cooking a variety of delicious and nutritious meals (Breakfast & Afternoon Tea during school term, Afternoon Tea during vacation care only) onsite for the children, and catering for all dietary requirements.

Inclusion Leader

Lilli Cock

Responsibilities include: Developing and updating inclusion children profiles, assist with the organisation and funding provided for the service, and support and educate children individually and in group settings.

Inclusion Support Team

Rommi Clark

Mia Slade

Harry Neale

Responsibilities include: Promoting inclusive practices within the OSHC service.

Wellbeing Leader

Jess Csillag

Responsibilities include: Ensuring both the children and educators' wellbeing is supported within the OSHC community.

Cultural Inclusion

Kulwinder Kaur

Responsibilities include: Planning and programming for multicultural events in the service, and planning weekly activities and experiences to celebrate the cultures/ countries in our very multicultural Magill OSHC community.

Dates to Remember

Christmas Closure Dates 2023-2024

Saturday 23rd December 2023 - Sunday 7th January 2024

Vacation Care

Is offered between term dates except for annual Christmas closure as stated above.

School Term Dates 2024

Term 1

Monday 29th January – Friday 12th April

Term 2

Monday 29th April – Friday 5th July

Term 3

Monday 22nd July – Friday 27th September

Term 4

Monday 14th October – Friday 13th December

OSHC is closed on Public Holidays

Opening Times

Before School Care

7:00 am - 8:45 am

After School Care

3:05 pm - 6:15 pm

Vacation Care

7:30 am – 6:00 pm

Pupil/Student Free Days

7:30 am – 6:00 pm

Description

Magill OSHC is a non-profit organisation operated on the Magill School site adjacent to the courts. The service runs Before School Care, After School Care, Vacation Care and Pupil Free Days, and is licensed for 160 children. Our Approved Provider is the Magill School Governing Council, who then delegate a person within the school. Delegations vary between the Magill School Governing Council, the delegate and the Director.

Service Approval Number

SE-00010598

Approved Provider

Magill School Governing Council Inc.

Our Philosophy

Magill School OSHC is a service dedicated to providing families with high quality care in a welcoming, comfortable and safe environment. We believe that Magill OSHC is a valuable and integral part of the Magill School and local community. We believe in every child's right to have a voice and our educators take the time to listen and engage in meaningful interactions with children. Magill OSHC delivers a program that offers age appropriate experiences which support the growth and development for children of all ages, backgrounds and abilities.

Safety: We believe that all children have the right to feel safe and secure.

Our aim is to:

- Provide a happy atmosphere.
- Build safe and secure relationships between children and educators.
- Provide an environment where each child is able to play and learn in a safe way.

Connection: We believe that life is better when you are part of a community.

Our aim is to:

- Provide opportunities for children to work collaboratively in group settings.
- Build positive and supportive relationships between staff, children and parents.
- Provide opportunities for our OSHC community to connect through different events.

Fun: We believe in having fun.

Our aim is to:

- Provide an environment that facilitates opportunities for children to learn through play.
- Provide ample opportunities for children to facilitate their own play experiences.
- Provide resources that will allow children to successfully engage in play experiences together and as individuals.

Belonging: We believe that every child should feel like they belong.

Our aim is to:

- Provide an environment where every child feels a sense of belonging.
- Provide experiences that children of all abilities are able to participate in.
- Embrace diversity and provide opportunities for children to experience a wide variety of cultures.

Fees and Accounts

Fee structure per child

Session	Permanent and Casual Bookings
Before School Care	\$13.00* (Breakfast Included)
After School Care	\$23.00* (Afternoon Tea Included)
Vacation Care / Pupil Free (Home Days)	\$55.00* (Afternoon Tea Included)
Vacation Care (Incursions)	\$60.00* (Afternoon Tea Included)
Vacation Care (Excursions)	\$70.00* (Afternoon Tea Included)

*Child Care Subsidy (CCS) may apply

Enrolment

We use an online booking system called **Xplor**. Xplor is completely online, which gives parents the ability to easily manage their bookings and accounts. Families will need to download the **Xplor Home App** through the App Store or Google Play. For detailed information regarding enrolments, as well as the Xplor Home app and managing bookings, please see the Enrolment Information section of this handbook.

Late Fees

A late collection flat fee per child will be imposed when a parent/caregiver arrives later than the closing time of 6.15 pm on regular term days, and 6.00 pm in Vacation Care due to breach of license finishing time.

During School Terms:

Time	Fee
6:16 pm – 6:20 pm	\$5.00
6:21 pm – 6:25 pm	\$20.00
6:26 pm – 6:30 pm	\$40.00
Every 15 minutes after	\$20.00

During Vacation Care:

Time	Fee
6.01 pm – 6.05 pm	\$5.00
6.06 pm – 6.10 pm	\$20.00
6.11 pm – 6.15 pm	\$40.00
Every 15 minutes after	\$20.00

The service will attempt to contact listed authorities, if no contact can be made or non-collection within 30 minutes, the police will be contacted. Fees will be issued on your statement.

Accounts

Attendances are processed for the previous week on a Monday. Statements are issued weekly on a Wednesday. In the event there is a public holiday, this might be delayed for 1-2 days.
Statements are Monday to Sunday for the previous week.

Child Care Subsidy

Child Care Subsidy (CCS) is available to all families who complete the activity test through Centrelink. Centrelink will determine a subsidy amount based on families activity test, which make a contribution to child care fees. Child Care Subsidy is paid to the service and families are liable for the gap amount. If you are eligible for Child Care Subsidy, you will need to provide the eligible parent's and child's Customer Reference Number (CRN) and individual date of birth within the enrolment.

Child Care Subsidy can only be claimed if the child is signed in and out by the parent/caregiver or collection authority.

Payment of Fees

All families by enrolling agree to pay the billed fees. All fees must be paid within 2 weeks of invoices being issued. Receipts will be issued on payment and will appear on the next Account Statement. The payment may take a couple of days to process.

You can pay your account online through:

Direct Debit:

Account Name: Magill School Governing Council - OSHC Account

BSB: 065-125

Account No: 10377085

Reference: Child first and Last name.

Credit Card:

Through Magill School Website www.magillschool.sa.edu.au under Parent Info then OSHC

Click on 'Pay your Magill School OSHC Invoice Here'

Where it asks for your family code please use your Full Name.

QKR:

Through the QKR app used by the school.

Please go to Magill School Website under Parent Info then 'Finance Information' on how to set up QKR.

Automatic Debit:

Available on your request through the School Office.

Please print and fill out the *Fee Agreement Form for OSHC* and return to the School Office

The Form is found on the Magill School Website under Parent Info then 'Finance Information'.

Debt Management

All families using the Magill Out of School Hours Care service must contribute to the cost of care by paying their fees in full and on time.

We understand families may experience financial hardship however are required to notify the Director and Finance Manager at the school to arrange a suitable payment plan and further assistance if needed.

In the event of Non-Payment of Fees

Step 1: Reminder

Families who have outstanding fees greater than 14 days will receive notification via their email.

Step 2: Payment within 7 Days of Request

If the account is not paid up to date or if contact is not made with the service, the family will receive a notification via their account requesting payment within delegated days.

Step 3: Cease of Care and Debt Collection

Further non-payment of fees owed will result in notification to families, advising that attendance at OSHC will be refused until all outstanding fees are paid. If the child attends OSHC, they will be taken to the school office and the school procedures will apply. Further action will be taken on behalf of the Magill School Governing Council to ensure outstanding fees are recovered through the use of a Debt Collection Agency.

Bookings and Cancellations

At Magill OSHC we accept permanent and casual bookings subject to license and staffing ratio capabilities.

Permanent bookings can be made yearly or termly by emailing OSHC with your request.

Families wishing to change their permanent bookings will need to email the service.

To make a casual booking, please do so at least two days beforehand. Families will need to log into the **Xplor** app on their mobile device or computer and go to 'bookings'. Select the date, add new booking and request. Once a booking has been placed, please wait for it to be accepted. The service's policies and procedures apply.

Cancellation

A one week (7 days) cancellation period applies for all bookings made. All bookings **not cancelled** 7 days prior to your child's booking will be charged as per normal. *CCS entitlements will still be paid if eligible.*

For Vacation Care and Pupil Free Days, once a booking has been made, full fee will apply to all cancellations unless a medical certificate is provided.

You can mark your child absent via the Xplor app (first preference), by emailing with the relevant subject heading 'Cancellation, child's name and relevant period', in person or on the phone. The service will then go through and cancel the relevant period or mark the booking as absent if enough time is not provided.

Absent

'Absent' means that your child will not be attending the session and you will be liable for the fee. The service will mark your child as absent if your child does not attend the service or if you do not cancel according to our cancellation policy. Please notify us before sessions begin if your child is going to be absent, in line with our Non-Notification Penalty.

CCS allows 42 absent days per financial year, for each child where your subsidy will be applied to absentee days for any reason.

Medical Certificates

If you are wishing to cancel and not be liable for the fee within our cancellation policy, Magill OSHC accepts sick certificates as an alternative. Sick certificates are asked to be in by the Sunday after the date as we submit attendance data on a Monday morning. Bookings will be cancelled for the relevant dates on the sick certificate and must contain the child's name. In the event the child attends on a day the sick certificate states, the sick certificate will not be valid for the cancellation as the certificate is recommending for the period to be taken off.

If you do not provide a sick certificate for an absent session, you will be liable for the full fee of the session.

Families that receive the Child Care Subsidy have 42 absent days in a financial year where the day will be subsidised. In the event you go over your 42 absent day's full fee will apply. A sick certificate for any member of the immediate family can be presented when over 42 absent days for additional absent sessions each time. The session will not be cancelled and a subsidy will apply if it does not contain the child/ren names.

Drop Off and Collection of Child/ren

As part of our duty of care for children attending Magill OSHC, we require that all children must be signed in by their parents/caregiver upon arrival for Before School Care using the iPad (please ask staff for assistance if required). Children must not be dropped off out the front or walk in on their own. We also require all children to be signed out using the iPad upon leaving After School Care by their parents/caregiver.

Vacation Care

Four weeks before school holidays commence, the Vacation Care program will be available for parents to view on Xplor, download from the Magill School OSHC webpage or collect a hard copy from OSHC. This will include a copy of the programmed activities and essential information specific to Vacation Care.

All bookings are required to be made via Xplor before the closing date provided.

Non-Notification Penalty

A penalty system will be imposed when a parent/caregiver fails to notify the service of their child's non-attendance of a booking.

The process will be as follows:

1st Instance – Verbal Warning

2nd Instance – Verbal Warning and Email notification

3rd Instance – Verbal Warning, Email notification, Letter to families to sign and return to OSHC leadership acknowledging the final warning that care will be suspended if the situation occurs a fourth time.

4th Instance – **Suspension for 4 weeks of term sessions** (not including a Vacation Care period), with the understanding that returning to care will require a face-to-face conversation with the Director and an agreement in place for further non-attendances instances.

Repeated breaches of our Late Cancellation Penalty will be considered on a case-by-case basis at the discretion of the OSHC Director.

Complying Written Agreement

A Complying Written Agreement is for families to confirm that their child is attending Magill OSHC with the Government.

Families who would like to receive their Child Care Subsidy will be required to confirm the child's enrolment in MyGov after providing the Child Care Subsidy information and a session booked to the service.

If you do not utilise care in an 8 week period you will need to notify the service via email only if you plan on reutilising the service within 14 weeks, and re-confirm your child's enrolment in MyGov or you will be liable for full fee within 24 hours.

If you do not utilise the service for an 8 week period and if your child's last booked session(s) were marked as absent, you will be liable for paying full-fee on all absent sessions. Even though CCS may have been applied initially, Centrelink will revoke this and your account will go into debit.

Children's Health and Safety

Food and Allergies

We encourage healthy eating at OSHC. During Before School Care, we offer continental breakfast food and during After School Care a variety of afternoon tea options are available. Our menus are developed per term and guided by the Dietary Guidelines for Children and Adolescents in Australia.

As part of each term we also offer special breakfast and afternoon tea, and cooking activities in Before and After School Care. This is displayed at the service and through our communication methods.

During Vacation Care we do not offer breakfast, however there are delegated days on the Activity Program where we offer cooking activities.

Many children have serious and life-threatening allergies. We encourage all families to speak to their children regarding allergy awareness, and to assist us to **not send foods containing nuts, eggs or related foods and products.**

Please speak with our Director or Assistant Director regarding any health concerns.

Medication

If a child has an allergy or requires medication, families will be required to obtain:

- Prescribed Action Plan by a medical professional
- Authority to medicate form by a parent unless specified otherwise on the form.
- Have the original label detailing the child's name, required dosage matching the above forms.

All medication must be given to OSHC Staff. We cannot access medication at the school. Non-prescription medication such as Panadol requires the same authorisation as above.

A communication plan and risk management plan will need to be completed in conjunction with our leadership team.

First Aid

In the event of illness or injuries, an Incident, Injury, Trauma and Illness form will be completed by educators. Parents will be informed of the incident at pick up or if urgent, as soon as possible. Parents will be asked to sign the form. In the event of a serious incident, require hospital or medication treatment, parents are informed and an ambulance is called.

At all times there is at least one educator on duty with a current Education and Care First Aid Certificate.

Illness and Infectious Diseases

We ask that families consider the wellbeing of others in the service. Therefore, if your child is sick or contagious please keep them at home. No child with a fever, vomiting, severe respiratory infection, diarrhoea, immunisation preventable disease, a transmissible skin infection not yet treated or other suspected infectious illness can attend OSHC. We follow the exclusion guidelines from [National Health and Medical Research and Staying Healthy](#).

If a child becomes unwell at the service, the parents will be notified and asked to collect.

Supervision

Children will be supervised at all times once signed into the OSHC service. Legal requirements expect a 1:15 educator:child ratio, but we operate on a 1:12 ratio as often as possible. Excursions are based on a risk assessment and range from 1:5 to 1:10.

Educators are rostered based on the number of children booked into the service. If we have reached our maximum approved places and your child/ren arrives without a booking, parents/caregiver will be contacted and informed that we are unable to provide care and your child/ren will be taken to the school's front office. You will be required to collect your child/ren or arrange alternative care immediately.

Sun Protection

From September to April sun protection is required at all times. It is also required when the U.V is 3 or above in other months.

Shade: All outdoor activities will be planned to occur in shaded areas

Hats: Educators and children are required to wear sun safe hats that protect their face, neck and ears. This includes a legionnaire hat, bucket hat and broad brimmed hat. Please pack a spare in your child's bag.

Clothing: When outdoors, educators and children will wear sun safe clothing including loose fitted shirts and dresses with sleeves and collars or covered neckline, longer style shorts/trousers. Children not wearing sun safe clothes can be provided with alternatives.

Communication

The OSHC service uses many forms of communication techniques:

- Emails
- Notifications through Xplor Home
- Magill School Newsletter
- Magill School Website (OSHC page)
- Phone calls if urgent
- Magill OSHC Facebook Page

Parking

Staff Carpark is strictly for Magill School Staff Only, unless you require disability parking and display your Disability Parking Permit. This refers to any time of day, and all weather conditions.

Please park on Magill Road or at the Tower Hotel Carpark, and use the crossing and footpath to enter through the gate to Magill School OSHC when dropping off or collecting your child/ren.

Evacuation / Lockdown

Magill School OSHC has a Lockdown and Evacuation Policy that assists the service and children in an emergency. We have practice drills every 3 months.

In the event of an Evacuation, the service will move to either oval. For an Invacuation, we move to the gym and lock all doors.

If you are on site, please follow educator's instructions to assist everyone's safety and awareness.

National Quality Standard

As an Education and Care service we are rated and assessed upon 7 quality areas. The National Quality Standard (NQS) is designed to promote the best possible level of education and care by outlining elements that best support children's development and safety. The service develops a Quality Improvement Plan that outlines the services strengths and key improvements which is used for assessment and rating process by the Education Standard Board.

The service encourages every possibility for families, especially children to share feedback to our service.

Program

Our educators plan age appropriate programs which include the skills and knowledge that children need in the five Learning Outcomes. We focus on supporting your child to develop skills for life. Educators are happy to meet with parents and share feedback and information about your child's progress and wellbeing.

My Time, Our Place (MTOPI), the Learning Framework for School-age care in Australia, focuses on three interconnected elements: Learning Outcomes, Principles, and Practices. Within all our programmed learning experiences, there are direct links to one or more of the five Learning Outcomes, as well as aspects of the Principles and Practices within the Framework.

The following are the specific Learning Outcomes which guide our educational program.

Outcome 1:

Children have a strong sense of identity

Outcome 2:

Children are connected with and contribute to their world

Outcome 3:

Children have a strong sense of wellbeing

Outcome 4:

Children are confident and involved learners

Outcome 5:

Children are effective communicators

The following Principles in the MTOPI Framework underpin our practice, as we focus on working in partnership with children to support development.

We focus on:

- Secure, respectful and reciprocal relationships
- Partnerships

- High expectations and equity
- Respect for diversity
- Ongoing learning and reflective practice

Our Practice is underpinned by our Principles, as we promote learning through:

- Holistic approaches
- Responsiveness to children
- Learning through play
- Intentional teaching
- Learning environments
- Cultural competence
- Continuity of learning and transitions
- Assessment for learning

Team Leaders and Routines

The service has appointed Team Leaders in year level groups to program age-appropriate activities based on the children's interests, and inclusive group times each afternoon for your child in after school care that align with the MTOP learning outcomes. The Team Leaders are familiar with the children in their year group, which provides strong and meaningful educator and child relationships in a large OSHC setting.

Reception Routine:

Reception children are walked to and from OSHC/school in the morning, and afternoons by the OSHC educators.

In the afternoon, children are collected by OSHC staff at the designated line up area near their classrooms where they are signed in.

Once at OSHC the Reception children hang up their bag, wash their hands, have afternoon tea and group time together. This is followed by planned and spontaneous experiences with all the other year levels.

Junior Primary (Years 1 & 2) Routine:

The Junior Primary children in years 1 and 2 are walked to and from OSHC/school in the morning, and afternoons by the OSHC educators.

In the afternoon, children are collected by OSHC staff at the designated line up area outside their classrooms where they are signed in.

Once at OSHC the Junior Primary children hang up their bag, wash their hands, have afternoon tea and group time together. This is followed by planned and spontaneous experiences with all the other year levels.

Middle Primary (Years 3 & 4) Routine:

The Middle Primary Children in years 5 and 6 walk to and from OSHC/school each morning and afternoon, where they are signed in/out upon departure/arrival at the service.

Once at OSHC the Middle Primary children hang up their bag, wash their hands, have afternoon tea and group time together. This is followed by planned and spontaneous experiences with all the other year levels.

Upper Primary (Years 5 & 6) Routine:

The Upper Primary Children in years 5 and 6 walk to and from OSHC/school each morning and afternoon, where they are signed in/out upon departure/arrival at the service.

Once at OSHC the Upper Primary children hang up their bag, wash their hands, have afternoon tea and group time together. This is followed by planned and spontaneous experiences with all the other year levels.

Diversity

The service offers care from diverse cultural, linguistic, and economic backgrounds, and for children with varying developmental, physical and intellectual abilities. As a service we actively promote diversity, and encourage acceptance and appreciation of individual differences

Inclusion Support

The Inclusion Support Program (ISP) assists eligible mainstream education and care services to improve their capability to provide quality inclusive practices for all children, to address access and participation barriers, and support the inclusion of children with their peers.

The program will help to increase the service's ratio, which may apply to children who have a disability or developmental delay, presenting with challenging behaviours, have a serious medical or health condition, and/or are presenting with trauma related behaviours.

Please email OSHC for further information upon enrolment if your child is requiring support. If any circumstances change please let us know as soon as possible.

Grievance Procedure

All members of the OSHC community have a right to be heard if they have a grievance and receive a response to that grievance within a reasonable time.

Parents raising concerns should be prepared to talk about their own child and a particular incident. Parents may use a support network to assist them to raise an issue.

Steps to be taken:

Step 1

All personal matters and OSHC matters should be raised directly with the OSHC Director or the Assistant Director. Where this is not possible, through the Deputy Principal in a confidential manner. Issues such as nutrition, behaviour management, activities and care policies should be raised with the OSHC leadership team.

Step 2

If the matter is not considered to be satisfactorily resolved, a meeting with the Deputy Principal should be made.

Step 3

If the Grievance matter remains unresolved, contact the DECD Project Officer for Eastern suburbs, or ACECQA, Education Standard Board who may provide further assistance.

It is important that these grievances remain confidential.

Upon receiving a grievance, an initial response will be provided within 24 hours.

All Policies and Procedures are available upon request. If you would like to view or discuss any of our policies please email the director at oshc@magillschool.net.

Magill School OSHC Enrolment Steps

Dear Families,


Thank you for enquiring and choosing Magill School OSHC. We encourage all families and children to access our service wherever possible for a fun, desirable experience.

Please be aware there are multiple enrolment steps on this document. We encourage you to read the heading, as there are 3 options:

- 1. Families who have never utilised Magill OSHC.*
- 2. Families wishing to add additional child/children to their enrolment).*
- 3. Update Your Enrolment Information (All Families and Children)*

Families who have never enrolled in OSHC

- Please notify us via email that you are a new family interested in OSHC.
- Head to the [Magill School OSHC website page](#) and click on the 'Enrolment Link' (this will send you to an online form).
- Enter all relevant fields: primary caregivers, emergency contacts, and child information; complete authorisations and agreements for all children, and submit the enrolment.
- You will be sent a link to create your password for your new account, through a 'Welcome to Xplor' email.

- Create and confirm your password (this must have at least 8 characters and a minimum of 1x capital letter, 1x lowercase letter, 1x number and 1x punctuation mark).
- Go to the *App Store* or *Google Play* and download the **Xplor Home app** ().
- Sign into the app using your email and new password: you can then make casual bookings and sign your child in and out of OSHC using the app.
- To request permanent bookings during the school terms please email oshc@magillschool.net with your request.
- **Please note, permanent booking requests for the following year (e.g. in late 2023 for the beginning of 2024) will be manual and not through the Xplor Enrolment. The form is generally released early November, with places offered late December/early January.**

Adding a new or additional child/ren to your existing account

Dear Existing Families with new or additional child/ren,

In order to add children to your OSHC account, you will first need to complete an online Enrolment form:

- Head to the [Magill OSHC website page](#) and click on the 'Enrolment Link' (this will send you to an online form).
- Enter all relevant fields: primary caregivers, emergency contacts, and child information; complete authorisations and agreements for all newly enrolled children, and submit the enrolment.
- Once the enrolment is complete, please contact OSHC via email [oshc@magillschool.net] to confirm that your newly enrolled child is linked to your current parent account.
- **Please note, permanent booking requests for the following year (e.g. in late 2023 for the beginning of 2024) will be manual and not through the Xplor Enrolment. The form is generally released early November, with places offered late December/early January.**

To Update Your Enrolment Information (All Families and Children)

- Through the Xplor Home app, families can view all parent and child information and contact details. If this information needs updating, please email OSHC (oshc@magillschool.net) so that the information can be updated manually.
- To request permanent bookings or request changes to current bookings throughout the school term, please email OSHC
- Casual bookings can be made on the booking calendar on the Xplor Home app.