



SANTA CLARA SCHOOL
OUT OF SCHOOL HOURS CARE
FAMILY HANDBOOK
2026

Table of Contents

Welcome	2
Our Philosophy	3
Parent and Guardian Involvement	4
Our Childcare Program	5
Behaviour and Equipment	8
Centre Management	10
Services We Offer	11
Enrolment	13
Drop Off and Collection of Children	15
Fee's and Payment	16
Childcare Subsidy	17
Termination of Care, Complaints, and Records	18
Health and Medication	19
First Aid and Safety	21

Welcome

Welcome to Santa Clara Out of School Hours Care (OSHC). We are excited to have your family join our wonderful, community-focused service.

Our OSHC program follows the National Quality Framework and the Early Years Learning Framework as the foundation for our activities and operations. Weekly program details, including menu's, are posted on the noticeboard at the service and can be emailed to you upon request.

To help your child settle in, please take some time to read through the information in this booklet. If you need any additional information or clarification, feel free to reach out to our OSHC staff at the service, or email us at osc@santaclara.wa.edu.au. The CEWA Policy Hub can be accessed through the QR code provided. Our in-service processes are available to view at the service.



Mrs Julie Southwell
Principal

Tahlya Perez
OSHC Nominated Supervisor

Our Philosophy

At Santa Clara Out of School Hours Care we believe children are capable, confident, and active participants in their own learning and wellbeing. Our service provides a safe, inclusive, and supportive environment where children can relax, engage in play, and build positive relationships.

We support learning through play-based, child-led experiences that promote independence, resilience, and social competence. Educators build respectful relationships with children and families and provide intentional support that responds to individual strengths, interests, and needs.

We build connections with our community through incursions and excursions, and by delivering programs that celebrate, explore, and broaden our understanding of diverse cultures and ways of life.

Guided by Catholic values, we promote respect, kindness, compassion, and a strong sense of belonging within our school community. Our practices align with the National Quality Framework and the *My Time, Our Place* framework and are supported through reflective practice and continuous improvement.

We take pride in the service we provide and remain committed to offering the highest quality care to our families and the wider community.

Parent/Guardian Involvement

We invite you to actively participate in our service to help ensure that we provide care that meets your family's needs. During orientation, we encourage you to share important details about your child, such as their interests, hobbies, likes, dislikes, and any additional needs they may have. This information will help us create engaging programs tailored to your child.

At Santa Clara OSHC, we value the importance of a collaborative environment where educators and parents work together. We welcome you to engage with our OSHC educators during pick-up and drop-off times. We are eager to share your child's experiences with you and are always open to discussing any ideas, concerns, or questions you may have. Your input and suggestions are always appreciated.



Our Childcare Program

My Time Our Place

Staff plan activities for children based on the *My Time, Our Place* framework for School-Aged Care in Australia. Our activities are designed to support children's development in key areas, ensuring that their individual needs and growth are prioritized in a fun and engaging way.

Children who attend our service are offered the opportunity to engage in a range of activities that have been carefully planned to reflect the children's interests and developmental needs. Educators are responsible for creating an environment which is responsive to the needs of each individual child, and to the group as a whole. Our programs are balanced and include:

- Indoor and outdoor learning experiences
- Opportunities for relaxation and quiet time.
- Individual, small, and large group activities
- Spontaneity and the unexpected.
- Crafting, sports, cooking, construction, role-play, and much more.

Children are always encouraged to have input into the program planning. Our programs are child centred and provide opportunities for children to explore a range of materials and resources, whilst also allowing them to pursue their own interests. In addition to the programmed activities, we always have a range of familiar play zones, resources, and activities available for children who do not wish to participate in a programmed experience.

Scan the QR code to view the My Time Our Place Framework



Centre Routines

Our Learning experiences are structured around our daily routines. This predictability helps to ensure children feel safe, comfortable, and supported within the centre, helping to provide a sense of security and belonging.



Our service designs routines that reflect the needs of every child. Where possible, children are involved in decision making that impacts their time at OSHC. Staff take into account the children's ages, developmental/ individual needs, family expectations, and the environment when planning routines and activities.

National Quality Framework

At OSHC we are guided by the National Quality Framework (NQF). The NQF is a set of national standards and regulations in Australia which sets the minimum standards for quality care, education, and safety of children. It is designed to ensure that children have positive learning experiences and receive high-quality care.



Scan QR to access the NQF

The NQF informs our Quality Improvement Plan (QIP) To see our QIP please ask staff.



Celebrating Cultural Diversity

Our service community is rich in diversity, representing a wide range of cultural backgrounds. We actively celebrate the children's home cultures by exploring national holidays, listening to music and stories from different cultures, and engaging in games, food, and activities from around the world. We believe that embracing and celebrating cultural diversity is essential in helping children develop a strong sense of identity while fostering a deeper connection to the world around them.

Supervision

Our service strictly adheres to the staff-to-child ratios outlined in the National Regulations. We maintain a minimum ratio of 1:13 on Mondays and Tuesdays, and 1:10 on Wednesdays, Thursdays, and Fridays when Kindergarten children are present. We also ensure that there are always at least two educators on-site. In addition to meeting ratio requirements, we regularly roster additional staff to support high-quality supervision and create a safe, responsive environment for all children.

Our supervision plan ensures educators are positioned so they can consistently see and hear the children in their care. Children are not permitted to play in areas that are not actively supervised. To support effective communication and safe movement between play spaces, educators use radios to share real-time updates on where children are located.

Children are always supervised by registered OSCHC staff. Visitors, contractors, and school personnel are not permitted to supervise children at any time unless an OSCHC educator is present. This ensures that all supervision is consistent, safe, and aligned with our service standards and regulatory requirements.



Behaviour and Equipment

Guiding Children's Behaviour

Learning appropriate behaviour is an important part of each child's social and emotional development. Our educators support children in developing responsibility for their actions and understanding what behaviour is suitable in different situations. We encourage children to work through disagreements calmly and respectfully, with staff guiding positive conflict resolution.

At Santa Clara OSHC, we maintain clear expectations for positive behaviour. Children are actively involved in conversations about boundaries and shared values within the service. When unsafe or inappropriate behaviour occurs, it is addressed fairly, consistently, and with a focus on building the child's confidence, self-awareness, and sense of belonging.

Equipment

Our service provides a wide range of equipment that supports children's learning, play, and development across all age groups. We regularly review our resources and replace or add items as needed to ensure they remain safe, engaging, and age-appropriate.

In instances where equipment is deliberately damaged or lost through wilful actions, the service may request that the child's family contribute to the cost of replacement. This approach encourages responsibility and respect for shared resources.

Personal Items

We kindly ask for your support by keeping personal toys and resources at home, as we are unable to take responsibility for any items that are lost or damaged while at the service.

If your child needs to bring an item for school purposes (e.g. show and tell), please remind them that it must remain in their bag during their time at OSHC.

For safety and supervision reasons, children are not permitted to bring mobile phones or personal electronic devices to OSHC, apart from their school-issued iPad, & any approved medical trackers. Smart watches that can connect to a network for messaging or calls cannot be worn at OSHC. Any other electronic items should remain in your child's bag or be handed to educators for safekeeping.



Photos, Videos and social media

Service use

OSHC staff are only authorised to use service-issued devices for capturing photos and videos of children. This will only occur for children whose parents or guardians have provided consent during the enrolment process via XAP. If your preferences change, please update them in your XAP account and notify staff accordingly.

Photos and videos are used to document both planned and spontaneous experiences, offering valuable insight into how children learn and engage throughout their time at the service. These visual records may occasionally be displayed on program boards or included in our photo folder for families to view.

Please note that our service does not upload any photos or videos to online platforms.

Parents and visitors

Parents and visitors are not permitted to take photographs or videos or be on video call whilst at the service. This is to protect the safety of all children. If you would like a copy of a photograph that has been taken on a service issued device, this request can be made by speaking with the Nominated Supervisor.



Centre Management

Our Service is managed by the School Principal of Santa Clara Primary School Mrs Julie Southwell, operating under the provider approval held by CEWA Limited.

Our Nominated Supervisor Tahlya Perez is in charge of the daily operation of our OSHC Service.

Approved Provider

An Approved Provider is a person or an entity who holds a Provider Approval granted under the Education and Care Services National Regulations 2012 and Education and Care National Law Act. This approval authorises the Approved Provider to operate approved education and care services. Approved Providers were formerly known as licensees of education and care services. Our services Approved Provider is the CEWA Limited.

Nominated Supervisor

The Nominated Supervisor is the person that is responsible for the day-to-day running of the service. The National Law outlines that an Approved Provider must not operate a service without a Nominated Supervisor for that service. In the absence of a Nominated Supervisor, A Certified Supervisor acting in the role of Responsible Person will need to consent to filling the Nominated Supervisors role.

Responsible Person

The National Law Act requires that A Responsible Person must be physically present at the Service at all times. A Responsible Person can be the Approved Provider, Nominated Supervisor, or a Certified Supervisor who has consented to be placed in charge of the Service on a day-to-day basis.

Our Responsible Persons are;

- Tahlya Perez
- Daniela Cisternas
- Melissa Araya

Educational Leader

Every Service must designate an Educational Leader. The role of The Educational Leader is to lead, develop, and implement the curriculum at the service, to mentor staff and oversee their professional development. Our services Educational Leader is Tahlya Perez.

Services We Offer

Before School Care (BSC)

We open for BSC from 7.00am to 9.00am Monday to Friday during term.

A light breakfast is provided during Before School Care from 7:15am – 8:25am

Children attending BSC are signed out and taken to class by an educator between 8:35 and 8:40am. No child will be permitted to leave earlier than this unless attending a school organised event and a guardian has given written consent for the child to attend.

After School Care (ASC)

The Centre is open from 2.45pm to 6.00pm Monday to Friday during term.

Children from Kindergarten to Year 2 are collected from their classrooms by Educators at the end of the school day.

Children in Years 3-6 meet an educator at the entrance to the school hall where they will be greeted and signed in. A secondary staff member will be supervising the classroom area to assist any children who may need help transitioning to the hall, or who may be unsure if they are attending.

Afternoon tea is provided during ASC from 3:15pm – 4:45pm. Whole Fruit will continue to be offered for the remainder of the session. The weekly menu is displayed on the Program board for families and children to view. The selected weekly menu is chosen in collaboration with the children.

Vacation Care and Pupil Free Days

We open from 7.30am through to 6.00pm Monday to Friday during school holidays, and Pupil Free Days. Bookings for these sessions MUST be booked in XAP separately to any regular booking patterns that are set during term.

Please note - The Centre closes approximately two (2) weeks before Christmas and re-opens Early in the New Year. Exact dates will be released with the term 3&4 operational dates notification/flyer. We also close for all Public Holidays.



Enrolment

Should you wish to enrol your child, you will need to follow the enrolment procedure below:

1. Create a XAP account by filling in a short sign-up/wait-list form. This can be found on the school's website under the *Our Community – Out of School Hours Care Tab* or by scanning this QR code or visiting <https://www.santaclara.wa.edu.au/out-of-school-care/>.

2. Once you have your new XAP account, you will need to log in and complete the full enrolment form for each of your children.
3. You will need to provide a copy of the following if relevant:
 - a. Immunisation Records
 - b. Court Orders
 - c. Medical Action Plans – If Asthma, Allergies, or other conditions requiring medical management from staff are listed, we require a signed Medical Action Plan from a registered practitioner, and a Risk Minimisation Form must be completed in consultation with the Nominated Supervisor. **Enrolments will not be accepted until this is completed.**
4. When your enrolment is complete, staff will review your enrolment for approval. You will not have access to the booking portal until the enrolment is approved by staff. We will contact you if additional information is required.
5. If you are eligible for Childcare Subsidy (CCS) you will need to log into your MyGov account (once we have approved your enrolment) and accept the enrolment with Santa Clara OSCH.



Enrolment information is confidential and access to this information is only available to the Nominated Supervisor, Educators who work in the Centre, and Commonwealth Department Officers. **If any of your details change, e.g. Change of address, phone number, or emergency contact information, please advise staff immediately and update these in your XAP account.**

Types of Enrolment

Permanent – These enrolments are a guaranteed place on set days for a set period. If you wish to cancel a permanent enrolment you must give two weeks' notice for these changes. Permanent booking arrangements will need to be requested in writing via email, or by completing a “Booking Intentions form” which are available at the service.

Casual- These enrolments are ad hoc, and bookings can be requested through the bookings tab in your XAP account. Casual bookings are not guaranteed and are subject to available space. Cancellation of casual bookings require 7 days' notice.

Casual bookings are not confirmed until you receive a notice of ‘approval’ from the XAP system. If you receive a ‘rejected’ notice you will be placed on a waitlist and will be contacted as soon as possible if a place becomes available.

Cancelation of booking arrangements

Complete cancelation of care and/or permanent booking arrangements will need to be requested in writing through email. Cancelation of individual days can be made through the XAP portal and do not require a response from staff, they are automatically cancelled when lodged within the relevant cancelation periods.



Drop Off and Collection of Children

Sign In and Sign Out

Our primary concern at Santa Clara Out of School Care is the welfare and safety of your child. We therefore request that you comply with the following requirements:

- When dropping off/collecting a child, parents are required to sign their child in/out.
- Only parents or a person nominated on the enrolment form may pick up/drop off the child. Nominee's can be added at any time by a guardian through the XAP app.
- **No child will be allowed to go with an adult unless they have been nominated in the enrolment or the Centre has been notified in writing by the parent or guardian.**
- Each guardian or nominee must utilise their own kiosk code to sign in and out. XAP will generate a random Kiosk Code for each nominee, if you would like to choose your own code please speak to OSHC staff.

Procedure for Late Collection

There may be occasions when a parent or guardian is running late to collect a child. The parent/guardian should ring the service mobile as soon as possible on 0480 289 389 to advise staff that they will be late to collect the child.

Due to staff considerations, when a parent or guardian is late to collect their child more than once, they will be required to meet with the Nominated Supervisor to discuss the matter. If the situation continues, alternative care arrangements may need to be sought for the child.

If a child has not been collected 20 minutes after closing time and the parents/guardians of the child or other emergency contact person has not been able to be contacted, the Centre will contact Crisis Care and the Police to advise them of the situation and consult on what action to take.

The late collection fee is \$2 per minute after 6pm and will be applied automatically per child in the XAP system. The person collecting will also be required to sign a late sign out form.

Fees

Fee Schedule

All account holders will receive a weekly statement via email (Monday mornings). The statement clearly details the session fee's charged, the amount covered by CCS, and the remaining Gap fee payable by the account holder. Bookings made after Monday morning may not appear on the invoice/be charged until the following week.

Our fees are:

Type of Care	Amount
Before School Care	\$22.00
After School Care	\$36.50
Vacation Care/Pupil Free Days	\$82.00
Vacation Care Incursions/Excursions	\$98.00

We only accept payments made through our direct debit provider PayChoice. Each family will need to set up a Direct Debit payment in their XAP account prior to their child's first booked session.

Fees for enrolled children will be **charged on a weekly basis**.

Gap Fees are still charged for non-attendance.

Before and After School Care Fees are not charged for Pupil Free Days or School Holidays. All Care types are not charged on Public Holidays.

Anyone experiencing difficulties in meeting their fees can speak to the Nominated Supervisor or School Principal to make mutually agreeable arrangements. Failure to do so may result in the cancellation of your child's placement.

Late Payment of Fees

All accounts receive a weekly statement of fees for the weeks in which a child has bookings or if there are any outstanding amounts. If an account is more than two (2) weeks in arrears, a telephone call will be made to request payment and inform the parent that care may be cancelled if a payment plan agreement cannot be reached. If an account is over \$300 in arrears, care will be cancelled, and the service may contact a debt recovery agency.

If care has been ceased, any remaining balance must be paid within 4 weeks. Failure to do so will result in our service contacting a debt collection agency.

Child Care Subsidy [CCS]

What is it?

CCS is a payment from the government that supports families with the cost of accessing childcare. Fee reductions are calculated in real time through the service CCMS software. Your fee reduction, if eligible, reduces the amount you pay to the service for the care you have been provided with.

To apply for CCS you are required to have an income test through Centrelink. This can be done by logging into MyGov and following the prompts in the Child Care Subsidy section of the Centrelink portal. You will also need to provide the service with your family's individual CRN numbers as well as your corresponding dates of birth. Our service policy is that full fees will apply and must be paid until you are formerly enrolled for CCS.

CCS is paid directly to the Service to reduce fees. For further information, please see the Nominated Supervisor or visit the website www.servicesaustralia.gov.au. You can also call the Family Assistance Office on 13 61 50 or 13 12 02 for multilingual service.

Please note that without a Customer Reference number (CRN) and date of birth for the claiming parent and child, the Centre will be unable to pass on your fee reduction.

Allowable Absences and Cancellation of Care

Your child is allowed 42 CCS funded absences. Any absences over this limit will not be funded by CCS and will attract the full fees.

If you cancel your enrolment with our service, you will need to give two weeks notice. CCS may be affected by any absences within this period.



Termination of Care, Complaints, and Records

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 physiological danger as a result of an unusually prolonged inability to settle into care away from the parent.
- A child puts other children at risk through inappropriate behaviour.
- The parent continually fails to observe Centre hours of operation and/or fails to pay the required fee.

Complaint Procedures

Please let us know if you are unhappy with any aspect of the service that we provide for you and your child.

We welcome all parent feedback including your grievances and complaints, as these will help us to improve the services we provide. All concerns or complaints will be dealt with in a prompt, positive, and sympathetic manner. If a staff member is unsure how to respond to a parent's complaint, they should refer the parent to the services Nominated Supervisor or the School Principal. For further details, please refer to our full policy which can be accessed at the service.

Confidentiality and Records

Records and documentation pertaining to Child Care Subsidy will be kept for the specified period and made available to Department of Education, Employment and Workforce Relations (DEEWR) Officers upon request.

Details of an individual's account and all completed forms are confidential and stored according to the Privacy Act. Families may access their own records but notice to the Nominated Supervisor is required.

Health and Medication

Immunisation

Immunisation of children who attend the Centre will help to limit the spread of infection. We encourage parents to immunise their children against all diseases appropriate to the child's age. A record of your child's current immunisation status will be kept at the Centre. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council exclusion guidelines, even if the child is well. This is to limit the spread of infection and protect unimmunised children.

Unwell Children at the Centre

In the event your child becomes ill whilst at the Centre, you will be contacted and asked to collect them. Staff will monitor your child closely until someone has arrived to pick them up and will give you an illness report to sight and sign. The OSHC supervisor or Responsible Person on duty has the authority to call an ambulance or doctor if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contacts as soon as possible. An incident report will be completed by staff and must be signed by a parent or guardian.

Hygiene

In group care situations one of the most difficult challenges is controlling the spread of infection. Our Staff model a high level of personal hygiene and place emphasis on the children learning and understanding why hygiene is important. Hand washing is central to this system and children will be introduced to washing their hands before all clean tasks (i.e. Meals) and after all dirty tasks (i.e. after using the toilet). We have hand sanitiser available for children to use, and multiple handwashing sinks within the toilet facilities. All equipment is wiped down and sanitised before and after each session.

Medication

Wherever possible, medication should be administered by parents/guardians at home. However, we are aware that this is not always feasible. Therefore, to ensure children's safety and welfare, the giving of Medication will be strictly monitored. Parents/Guardians should consider whether the child who requires medication is well enough to be at the Centre and to keep the child home if they are unwell. If medication is to be administered to your child at the OSHC Centre, the following must be observed by Staff;

- A **Medication Form** must be completed and signed.
- The Medication is clearly labelled with the original pharmaceutical label detailing the child's name, required dosage, date of dispensing and the expiry date.
- Self-administration by an enrolled child is not allowed without direct supervision of a staff member
- **Medication and medication form** must be handed to the supervisor or responsible person
- **Non-prescription medication will not be administered more than once unless a signed letter from a medical practitioner is provided.**

You must never leave medication in a child's bag. You must inform the Out of School Hours Care Supervisor or Responsible Person on duty and complete an Authority to give Medication Form.

Exclusion

As a protection to all children and staff, the following exclusion policy applies to all children enrolled in the Centre.

Children with infectious diseases will be excluded from the Centre in accordance with the National Health & Medical Research Council exclusion guidelines. A clearance certificate from your child's doctor is required to pronounce the child fit for childcare, before your child can return to the Centre.

If your child is unwell at home, please do not bring him/her to the Centre. The nominated supervisor or responsible person on duty may refuse to accept your child if they are symptomatic of an illness. **In addition, children who have been injured or ill at school and whose parents have been contacted to collect their child will not be permitted into After School Care.**

First Aid and Safety

First Aid Qualifications

It is a requirement that at least one staff member with a current First Aid and CPR qualification is always on duty at the centre. We do endeavour however to ensure all staff are adequately trained in First Aid, including additional Anaphylaxis and Asthma training.

A fully equipped First Aid Kit is kept at the service and maintained regularly.

Occupational Health and Safety

Our Centre is concerned with protecting the health and safety of children and staff at the Centre.

In the interests of Occupational Health and Safety and the well-being of the children, the Centre is a smoke and Vape free zone. This includes all indoor and outdoor play areas and anywhere that is within sight of the children. We request that parents adhere to this.

Staff are vigilant to identify and remove any hazards that may create a risk to children or themselves. All equipment, toys, and play areas are checked regularly to ensure they are clean and safe for children's use.

Accidents

Despite every precaution, accidents may happen at the Centre from time to time. In the case of a minor accident, staff that are qualified in First Aid will attend to the injured child and apply First Aid. Depending on the injuries, you will be contacted at the time of the accident or informed about the incident when you arrive to collect your child.

If a serious accident occurs which requires more than minor first aid treatment you will be contacted immediately or, if you cannot be contacted, your emergency contact person will be phoned. Your child's injuries will be assessed and either an ambulance will be called, or your child will be taken to a local clinic or medical practitioner for treatment. A staff member will accompany your child until you are able to be there. You will be asked to sign an accident report completed by the person in charge at the Centre and be provided with a copy of this report.

Safety Drills

Safety drills will be practised to ensure that children and staff are familiar with the procedures, should an emergency occur.

Emergency evacuations and safety drills will be practiced at the Centre at least once a term. Evacuation procedures are displayed for you to view, and our full emergency evacuation policies and procedures can be accessed in our Policy folder.

Sun Protection/Appropriate Clothing

To ensure all children attending the Centre are protected from skin damage caused by harmful ultra-violet rays of the sun:

- Children will be required to wear a hat that protects their face neck and ears whenever outside i.e. legionnaire style or broad brimmed hats. Caps are not permitted.
- SPF 50+ sunscreen will be provided for children and applied at least 20 minutes before going outside.
- Outdoor play will not occur in extreme weather conditions.
- For non-uniform days such as Vacation Care and Pupil Free days children must wear sleeved clothing (no singlets) and enclosed footwear – No thongs or sandals.



**SANTA CLARA SCHOOL
OUT OF SCHOOL HOURS CARE
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