

# OUT OF SCHOOL HOURS CARE (OSHC)

After School Care / Vacation Care  
Family Handbook





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# ABOUT OUR SERVICE

IGS OSHC (After School Care and Vacation Care) is available to all **Primary School children** at IGS. IGS OSHC is an important part of many children's school life. We aim to provide programs that are stimulating, fun and meaningful. Children are given ample opportunity to **learn** and **grow through play** and enjoy a large variety of **activities** and **experiences** at the service through our child focused programming.

IGS OSHC is assessed and rated by Authorised Officers from Department of Education against the National Quality standards which includes compliance with the National Law and Regulations. Our service embeds the learning outcomes outlined in the My Time, or Place—A Framework for School Age care in Australia v.20. We are

proud to be rated as Meeting all National Quality Standards.

Vacation Care is available during most weeks of the school holidays. The program is exciting and varied, with many excursions planned for Kindergarten to Year 6 children, such as visits to Taronga Zoo, the Sydney Aquarium, Featherdale Wildlife Park and King Pin Bowling.

# CONTACT AND OPERATIONS

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## Contact Details

**Out of School Hours Care:** 0418182645  
oshc@igssyd.nsw.edu.au

**IGS School Reception:** 9219 6700

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## Service Approval Information

**Approved Provider:** International Grammar School  
**Approved Service:** IGS Out of School Hours Care  
**Nominated Supervisor:** Jessica Adam  
**Educational Leader:** Maisha Mridha  
**Service Rating:** Meeting National Quality Standard

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## Daily Operations

The Centre opens 50 weeks of the year with a closure period during December and January, and pupil free days on the first day of each IGS school term as advertised in the IGS Term Dates.

**After School Care**  
2.40pm to 6pm Monday to Friday during IGS school terms

**Vacation Care Hours**  
8am to 6pm Monday to Friday, during term time breaks

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## Responsible Persons in Charge

OSHC Coordinator and OSHC Assistant Co-ordinator and other qualified staff as delegated by the OSHC Coordinator.

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## First Aid Training

OSHC Co-ordinators and and Responsible Persons. are qualified to provide first aid including CPR, asthma and anaphylaxis management.

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## Feedback

Compliments, concerns and feedback can be received by contacting IGS via our website:  
[igssyd.nsw.edu.au/contact](http://igssyd.nsw.edu.au/contact)

Or contact Jessica Adam, OSHC Coordinator:  
0418182645 or [oshc@igssyd.nsw.edu.au](mailto:oshc@igssyd.nsw.edu.au)

Department of Education, Early Childhood Education Directorate (regulatory authority):  
1800 619 113 (toll free) or [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au)

# OUR PHILOSOPHY

Out of School Hours Care (OSHC) is an integral part of IGS providing care, play and learning for primary school-age children after school and during school holidays. Our philosophy is reflective of the IGS values—diversity, personal achievement, connectedness, authenticity and vibrancy. IGS OSHC aligns itself with the Primary School’s IGS Way to ensure all children are safe, respected, cared for and have opportunities to learn.

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## IGS OSHC values...

- its connection to IGS alumni who help to uphold the values of the school.
- seeing children develop as local citizens with a global perspective.
- the history and foundation of IGS being a language school and supporting children in their language learning journey.
- respects the Aboriginal land of the Eora nation, on which the school stands, and supports our indigenous families.

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## IGS OSHC aims to...

- provide a safe, enriching and nurturing environment where children can learn through a variety of leisure-based activities.
- foster independence and a sense of belonging.
- continuously develop relationships with the wider school community and encourage collaboration between educators, children and families.
- understand the differences amongst the children in our care and cater to their needs.
- integrate the indigenous perspective in what we do.

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## IGS OSHC encourages...

- children to be active participants in their own learning and contribute to the learning environment.
- respectful communication between one another.
- inclusion and the opportunity to collaborate and interact with children in different year groups.
- individuality and diversity.
- sustainable practices through continual improvement.

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This philosophy has been developed in collaboration with the families, educators and children of the service and gets reviewed annually.





# STAFFING

IGS OSHC employs a team of Educators who provide a fun and safe program and environment, designed to meet your child's needs and interests. The staffing ratio of one educator for every 15 children in OSHC is met at all times.

The IGS OSHC Co-ordinator plus Assistant Co-ordinator oversee the daily operation of the service.

A nominated 'responsible person' is present at all times to ensure the safety and wellbeing of all children in attendance.

# ENROLMENTS AND BOOKINGS

New families must be enrolled into the service before a booking can be made. Our online enrolment form can be found on the **OSHC Hub** on the School's website. Enrolments and bookings are processed through our online management system, **Xplor**.

Once an enrolment form has been submitted, you will receive a welcome email with information about how to get set up. Part of this process is to download the Xplor Home app.



## Through Xplor, families can...

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Request casual days and manage bookings

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Sign their child in and out of the service using a QR code

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Notify the service when their child is absent

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View posts of their child's learning in the program

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View notifications and messages from the centre

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Invite an authorised pick-up nominee to sign their child in/out of the service

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# AFTER SCHOOL CARE BOOKINGS

## Recurring Days (Permanent booking)

Recurring bookings can be made in advance of the term ahead. Permanent bookings are requested via a Google Form and processed in Xplor. Bookings roll over into the next term unless notified of changes in writing. Cancellations of a recurring booking must be made with two weeks notice.

## Casual Days

Once enrolled, booking requests for casual days can be made through the Xplor Home app or by emailing the service. Infrequent, occasional attendance is subject to availability and places cannot be guaranteed. All casual bookings must be requested prior to 2pm on the day of session.

# ABSENTEES

If your child is going to be absent from a booked session, it is a requirement to notify us through the Xplor Home app or email [oshc@igssyd.nsw.edu.au](mailto:oshc@igssyd.nsw.edu.au) as soon as possible and by 2pm on the booked session day. This is important to ensure we have accounted for all children who are booked into the service. IGS OSHC has a duty of care to all students booked in and cancellations must be received from parents.

OSHC staff must account for all children booked into the service each afternoon. When children do not arrive to After Care for their booked session, OSHC staff must begin looking for the child and ascertaining their whereabouts as part of our duty of care. This could involve phoning you to check your child's location and safety. Please note, follow up of student absence can take staff attention away from other students so please ensure you let us know of your child's absence.

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# VACATION CARE BOOKINGS

A Vacation Care booking form must be completed before each session prior to the cut off acceptance date.

# RATES AND PAYMENTS



The current IGS OSHC rates are as follows:

**Recurring rate (permanent)**

Per session \$29

**Casual rate**

Per session \$36.50

**Vacation Care rate**

Per day \$75 + excursion / additional costs

All fees are eligible for the Child Care Subsidy (CCS). Please supply your Customer Reference Number (CRN) when enrolling your child if you wish to claim the CCS rebate.

IGS OSHC processes all payments through Xplor using direct debit. A copy of our Fees Policy and Direct Debit Schedule can be found on the OSHC Hub of the School's website.

# EDUCATIONAL PROGRAM

All IGS OSHC programs are developed in consultation with the students, the educational leader, program coordinators and educators. This is done through reflective discussions with the children, educator meetings and personal reflections. The programs are always child-centred and reflect the philosophy of the service.

Our programs are prepared in advance and displayed for families to view on the **OSHC Hub** on the School's website.

All educators analyse, report and reflect on students' learning and development in the programs to ensure they are meeting the outcomes in the **My Time Our Place** framework.

Families are encouraged to incorporate their views, ideas and specific interests into the program.

# AFTER SCHOOL CARE



Our service aims to provide a program that is fun, holistic and responsive to the needs of our students. Each week After School Care has a new and exciting program that forms the basis of the structured activities offered. These programs are educational and provide our children with opportunities to increase their self-esteem and social interaction. Most importantly, they give students the chance to relax, enjoy themselves and have fun!

The program has a wide range of activities each week. These activities are based on the children's interests, cultures, different environments, and world events or celebrations.

An outline of upcoming activities is displayed in the After School Care meeting room so that students are aware of when activities will occur. The program is also on display at the front desk for families to see what is on offer.

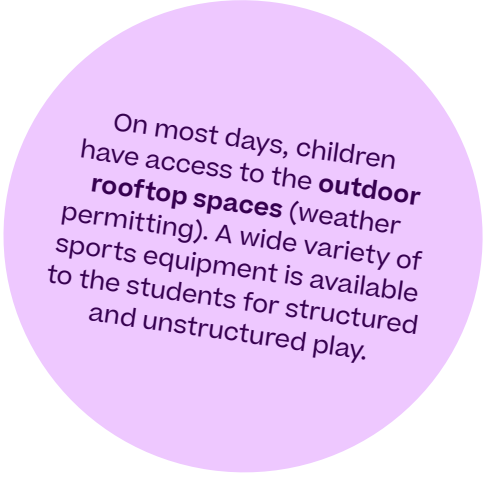
Some activities include arts and craft, challenges, sports and homework assistance. To cater for the wide range of ages, several different structured activities are available each day.

Kindergarten children participate in their own, unique, age specific program while Years 1 to 6 participate in a different age specific program in another part of the school. During the course of the year, there are planned activities where all year groups integrate.

All aspects of the program are actively supervised and children are encouraged to participate and engage in different activities.

All students have the opportunity to engage in spontaneous play and a number of construction tools are on offer including Lego, Mobilo and wooden blocks. Board and card games are also available.

Laptops are available to children who require them for educational purposes. OSHC staff supervise computer access and ensure that any games played are age appropriate and educational-based. IGS OSHC occasionally shows movies and TV shows. All movies and shows are age appropriate and are rated either G or PG.



On most days, children have access to the **outdoor rooftop spaces** (weather permitting). A wide variety of sports equipment is available to the students for structured and unstructured play.

# VACATION CARE

Vacation Care is a time for students to have fun and socialise with their peers while enjoying the term break. Vacation Care includes activities that cater for **all ages** providing recreational leisure time in a safe and supportive setting.

To deliver an exciting and fun program, some Vacation Care days will involve **excursions or incursions**. To meet the needs of our students, many of our excursions are split into lower and upper primary.

Many of the activities and games available in After School Care are also available in Vacation Care.

Outside play and sports games are available, along with craft activities. Students are encouraged to make use of the wide range of construction materials and board games.

Unless specified in the daily program, students will need to provide their own lunch. Water bottles should also be brought to Vacation Care.

Movies may be also shown and are PG or G rated.

Unless specified in the daily program, students are not encouraged to bring games or toys from home.





## Personal Belongings

Please ensure that all of your child's personal belongings are named. This will help the OSHC staff to return them to your child or their teacher as soon as possible. Any belongings that are found but are not named will be put in the lost property box at the School's Reception.

Mobile phones and electronic devices should not be brought to After School Care. If found, staff will look after these items until the student is collected.

## Kindergarten and New Student Orientation

In the first few weeks of Term 1, After School Care has an orientation process, for Kindergarten and all new children. Children are briefed on what to expect and are introduced to the routines.

Kindergarten children move to and from the bathrooms in pairs and an educator can escort children if needed. Educators are available to help children go to the front of the School for collection.

# FOOD

**Afternoon tea** is prepared for children in After School Care and Vacation Care. **Morning tea** is also available to children attending Vacation Care.



## Menu

A **weekly menu** is displayed on the notice board outside the school reception and at the front desk for families to view.

Children also have access to tap **water** and cups to stay hydrated. Water from drinking fountains is also available. Before eating, all students are asked to **wash their hands** with soap and water.

## Allergies and Dietary Requirements

IGS OSHC is an **allergy aware** service therefore we ask that families refrain from packing any nuts or nut products in their child's lunch box.

Children with dietary requirements are catered for during mealtimes in OSHC.



# ACCESSING THE CENTRE

The Out of School Hours Care office is located in the Year 6 Centre (**Level 4 East** of the Reg St Leon Building). The main School reception is located on Level 1 of the same

In the afternoon, children are collected from the front gates of the School at **4–8 Kelly St**. A member of the team is stationed at the front entrance to greet families and assist with the collection of their child.

Staff are equipped with two-way radios to communicate to one another. If there is no one at the front desk, families are able to reach a member of the team by calling the OSHC mobile number: **0418 182 645**.

# DELIVERY AND COLLECTION OF CHILDREN

IGS OSHC is responsible for the **protection, safety and wellbeing** of each enrolled child entering our premises.

## DELIVERY AND COLLECTION OF CHILDREN

In accordance with the Education and Care Services National Regulation, IGS OSHC ensures that a **record of attendance** is kept.

Parents, guardians and/or authorised nominees are responsible for signing out the child they are collecting. This process is facilitated through our online management system, **Xplor**.

During Vacation Care, children must also be signed in by a parent, guardian or authorised nominee at drop-off.

If a child is to be picked up by someone other than who is authorised on the child's enrolment record, **written permission** must be obtained by the service. The Hub Guest function on the Xplor Home app can also be used for this purpose.

If a child has any relevant custodial rulings by the family court, this must be communicated to us via email.

# LATE COLLECTION

Please notify the OSHC Service if you are unable to collect your child before the 6pm closing time on **0418 182 645**.

If a child is picked up after 6pm, the parent/carer will be charged the **late fee** of \$5 per minute.

The second time the child is picked up late, the parent/carer will be charged the late fee of \$5 per minute and issued a final written warning.

If the parent/carer then continues to pick their child up after 6pm, the School will require an interview with the parent/carer in order to discuss and resolve the issue.

Parents/Carers are required to sign a form which indicates a late pickup.

# TRANSITION FROM SCHOOL TO AFTER SCHOOL CARE

## Kindergarten

At the completion of the school day, educators meet Kindergarten children in a designated Kindergarten classroom.

Educators mark the roll, assist in organising belongings, facilitate handwashing and afternoon tea.

## Years 1 to 5

Years 1 to 5 children are escorted by their last teacher of the Primary School day to be signed in to After Care on Level 5.

If it is wet weather, children are escorted to the After School Care meeting space on Level 4.

## Year 6

Year 6 make their own way to the same areas.

All children are accounted for and served **afternoon tea**.

# HEALTH AND SAFETY

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## Child Safety

IGS OSHC is committed to providing an environment that ensures the safety, health and well being of children at all times. The service believes that it is every child's right to be safe and protected from all forms of abuse, violence and exploitation. The service's commitment to child safety is based on the National Principles for Child Safe Organisations published by the Australian Human Rights Commission. These principles set out the overarching standards that guide the development and regular review of our work systems, practices, policies and procedures to ensure compliance with all laws, regulations and standards relevant to child protection in NSW and, most importantly, drive a child safe culture, adopt strategies and act to put the interests of children first, to keep them safe from harm.

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## Medical Conditions

If your child has a medical condition including allergies, anaphylaxis, diabetes and/or asthma, please ensure that this information is provided on their enrolment form.

It is a requirement that our service has information about the medical condition such as a health plan, access to any required medication and a completed Risk Minimisation and Communication Plan before your child's first session.

It is the responsibility of the parents/guardian to update the service on any new medication, ceasing of medication, or any changes to their child's health plan. Medication is stored in a place which is easily accessible for staff. IGS OSHC is an allergy aware service and we request children to do not bring foods containing nuts to the service.

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## Illness

If your child(ren) becomes ill or unwell whilst at OSHC, we will monitor them and notify you of their condition. You may be asked to collect your child/ren from OSHC if they display any of the following symptoms: diarrhoea, vomiting, head lice discharge from their eyes or ear, temperature of or over 38 degrees. If you cannot be contacted, we will phone the emergency contacts on your child's OSHC enrolment form. In the event of an emergency, we will phone for an ambulance.

Every effort will be made to establish immediate contact with you. However, your child/ren's medical needs will always come first. If sent home unwell, your child/ren must remain at home until completely recovered or no longer infectious to other children or staff.

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## Medication

All Responsible Persons at the service have first aid qualifications. IGS OSHC does not stock or provide any medication (e.g. Panadol, Nurofen) to students in the event of an illness occurring while children are in our care. If a student arrives at IGS OSHC and requires prescription medication for a noninfectious sparing medical issue, the prescription medication prescription must be in its original container, with a label on it that states the child's name, treating medical practitioner name and dosage. Over the counter medication will only be administered in the appropriate dosage listed on the original container and must be accompanied by written authorisation from a medical practitioner.

Long-term medication requires a doctor's letter stating its use and for the period required (i.e. Ventolin for Asthma) and must accompany an Action Plan. Please inform the

OSHC Coordinator or an OSHC staff member of any medication your child requires, as well as the time it is to be administered, the dosage, storage and any other instructions as required by the doctor.

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### Sun Protection

At OSHC we aim to promote positive attitudes towards sun safety, through role modelling, education and appropriate behaviours. Children are encouraged to wear their hats outside and

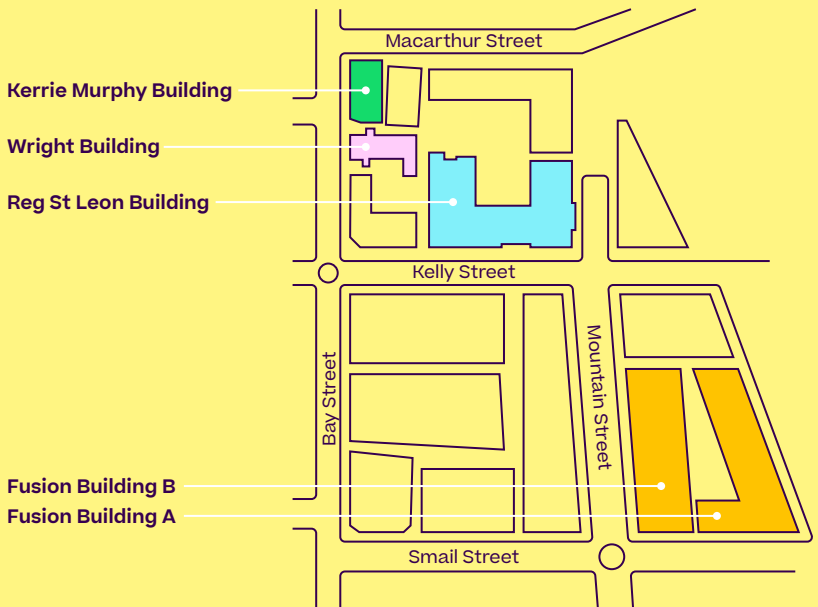
are provided with clean spare hats if they do not have their own. Sunscreen will be provided to all children before they play outdoors. Sunscreen will be reapplied every few hours during the warmer months in Vacation Care.

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### Emergency Evacuations and Lockdowns

To assist in the safety and wellbeing of children and staff during an emergency, OSHC staff and children practise an emergency evacuation and lockdown every term. Regular drills ensure children become familiar with the procedures, in case of an emergency.

When evacuating, children are escorted out onto Kelly Street via the fire stairs, turn left onto Mountain Street and left onto Macarthur Street. Macarthur Street is the assembly point where children are accounted for by designated educators. In the event where the emergency requires a second assembly point, children are escorted to Wentworth Park.



# CO-CURRICULAR ACTIVITIES

All co-curricular activities are organised outside of OSHC.

For children to be released from OSHC during an afternoon session of care to attend various activities at the school, including tutoring, the service requires **written authorisation** from the child's parents, guardian or authorised nominee.

This is in accordance with the Education and Care Services National Law and Regulations. Authorisation will ensure staff members know your child's **location** and **safety**.

Please contact the service if this applies to you.

# POLICIES AND PROCEDURES

IGS OSHC Policies and Procedures guide our staff in the care of your children and the provision of daily activities.

These are outlined in detail in the **Policies and Procedures manual** in the staff office and are in line with National Standards for Out of School Hours Care. All Policies and Procedures are available to our families on request, and also available on the IGS website via the OSHC Hub.

Our Policies and Procedures are reviewed annually or as needed. Families are notified of any changes that are being made or if any new policies have been drafted.

Families are strongly encouraged to **provide feedback** during the consultation phase.



# COMMUNICATION

Communication between staff and families is of extreme importance to us.

**We have a variety of channels to communicate with our families including:**

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Notice Boards and displays at reception and at the front desk

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Notifications in the Xplor Home app

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Email correspondence

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Office and mobile phones

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School website

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Newsletters

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# SUPPORT RESOURCES

Please help yourself to any of the resources at the front desk when delivering or collecting your child.

There are a selection of **pamphlets** from local organisations and general information regarding children's health.



There is, of course, **personal communication** between staff, children and parents/guardians every afternoon at pick-up.

# BEHAVIOUR GUIDANCE

IGS OSHC is committed to providing a safe, supportive and responsive environment for staff, children, and their families. We model the behaviours we value and expect from our children. The aims of the school and the OSHC program emphasise **respect, cooperation, acceptance, tolerance, honesty, and care.**

The **OSHC Behaviour Agreement** has been developed with input from the students, educators and management. It has been designed to align with the **Primary IGS Way** and is used to assist children in redirecting their behaviour where necessary.

The procedure used by OSHC staff to remind children of acceptable behaviour and to warn children of possible consequences are summarised by the following steps:

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## 1 First Verbal Warning

Individuals are reminded of expected behaviours when participating in certain activities at OSHC. The educator will refer to the behaviours demonstrated by the child using the Behaviour Agreement.

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## 2 Second Verbal Warning

Where students fail to respond to an instruction or expectation, a warning is given that they may be removed from the activity.

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## 3 Redirection from Activity

Students will be removed from the activity if they continue to behave in an inappropriate manner. A staff member will then speak to the student individually about their choices and will discuss ways in which behaviour could be improved.

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## 4 Persistent Misbehaviour

If a student continues to behave inappropriately then the Head of OSHC will speak to the student. Parents will then be notified about the behaviour and a follow up meeting may be necessary to develop a mutual strategy for improving behaviour.

# THE OSHC WAY

## Outside School Hours Care Behaviour Agreement



### RESPECT

Be respectful to educators and others

Be gentle and play nicely with others

Use our inside voice when talking

Listening ears when someone is talking

Be caring and respect the things and belongings of others

Allow others personal space

### CARING

Comfort others when they get upset or hurt

Be kind and considerate to the feelings of others

Acknowledge and welcome the new students, educators and friends

Encourage others to participate

Offer our helping hands to those who are needy

### LEARNING

Listen to our educator and share your ideas when asked

Explore the environment and share ideas with others

Be resourceful and use materials available from the environment

Share our skills and knowledge with peers

Always ask questions when something is not clear or understood

Listen to others' ideas and give suggestions

Be a gracious player in winning and losing

Do your homework in education help

### SAFETY

Use our walking feet when inside the room or school

Ask permission to the educator/staff before leaving the room or going somewhere

Ask for help from the educator/staff before using materials or equipment

Use our gentle hands and respectful words when dealing with others

Wash hands and maintain personal hygiene

Sit down while eating

Talk to an adult if there is any problem



# NATIONAL QUALITY FRAMEWORK

The National Quality Framework (NQS) aims to raise quality and drive continuous improvement and consistency in education and care services through:

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A National Legislative Framework

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National Regulations and Law

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A National Quality Standard (NQS)

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A National Quality Assessment and Rating Process

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A National body called the 'Australian Children's Education and Care Quality Authority'.

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The National Quality Standards sets a high national benchmark for early childhood education and care and outside school hours services in Australia.

The NQS includes 7 quality areas that are important outcomes for children. Services are assessed and rated by their regulatory authority against the NQS, and given a rating for each of the 7 quality areas and an overall rating based on these results.

The 7 quality areas are:

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1. Educational program and practice

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  2. Children's health and safety

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  3. Physical environment

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  4. Staffing arrangements

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  5. Relationships with children

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  6. Collaborative partnerships with families and communities

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  7. Governance and leadership

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All NSW Out of School Hours Care services are assessed by the NSW Department of Education, Early Childhood Education and Care Directorate, based on the seven quality areas. As of October 2022, IGS Out of School Hours Care service rating is 'Meeting National Quality Standards'.



**After School Care / Vacation Care**  
Family Handbook

# CONTACT US

**Out of School Hours Care (OSHC)**

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Ultimo, NSW 2007

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**Mobile** 0418 182 645

**Email** [oshc@igssyd.nsw.edu.au](mailto:oshc@igssyd.nsw.edu.au)