



# OSHC Newsletter



## Term 4 2024

### Hours of Operation

Before School Care	7.00-8.45am
After School Care	3.00-6.15pm
Vacation Care	7.00-6.15pm
Pupil Free Day	7.00-6.15pm
Early Closure (1)	12.30-6.15pm
Early Closure (2)	2.10-6.15pm

### Advisory Committee

Chairperson.....	Darren Bolland
Secretary.....	Vacant
Treasurer.....	Charmaine Gillard
OLOH Board Delegate.....	Paul Bennett
Service Representative.....	Diane Griguol
Staff Representative.....	Trisia Wilkie
Family Representative.....	Dale Barnes
WHS Representative.....	Donna Houlahan

### Staffing

Director.....	Diane Griguol	Educator.....	Mason Baumann
Assistant Director .....	Trisia Wilkie	Educator.....	Kate Lovell
Leadership.....	Donna Houlahan	Educator.....	Mia Forbes
Leadership.....	Madeline Doolin	Educator.....	Mitchell Payne
Leadership.....	Cherie Smyth	Educator.....	Bayar Siyani
Senior Educator.....	Haley Foran	Educator.....	Adam Pope
Senior Educator.....	Emma Thompson	Educator.....	Phoebe Doolin
Senior Educator.....	Ella Rodgers	Educator.....	Georgia McCue
Senior Educator.....	Zach Wallace	Educator.....	Monique Barber
Senior Educator.....	Elizabeth Iliev	Educator.....	Gemma Stacey
Maintenance Officer.....	Jim Sloman	Educator.....	Brodie Morgan <i>New</i>
Cook.....	Judy Pringle		

# 2024 OSHC STAFF



Diane



Trisia



Jim



Judy



Maddy



Donna



Cherie



Bayar



Mitchell



Eli



Haley



Ella



Georgia



Phoebe



Adam



Monique



Brodie



Mason



Kate



Emma



Mia



Zach



Gemma

## ***New Staff***

Brodie Morgan has joined our OSHC team. Brodie is currently an ESO at Our Lady of Hope and is studying a Bachelor of Education in 2025.

## ***Departing Staff***

Erin Aldis resigned from her position as she won a permanent fulltime position in a daycare centre. We wish Erin all the best for the future.



## *Staff Professional Development*

- Workplace Induction – New Staff
- Policy and Procedure Mentoring – All staff
- Risk Assessments – All staff
- Mentoring – Leadership Team
- CESA Director Networking Meeting – Diane & Trisia
- Sexual Behaviour in Children and Young People – All staff
- Unpacking Quality Area 3 – Trisia & Donna
- Polishing your Policies – Diane
- Sustainability in Action- Trisia & Donna
- Food Safety Supervisor – Trisia & Cherie
- Yellaka Warra – Kurna Country (6 sessions)
- Cooking up a Storm – Judy
- RRHAN

## *Improvements, Repairs and Maintenance*

- Pest control
- Routine maintenance and grounds upkeep
- Repair fly screen
- Fluro lighting replacement
- New extractor fan installed in the kitchen
- Replacement Laptop
- Fix pulley on window in AV room
- Fixed leak under kitchen sink
- Hose replacement
- Fence repair

## *Policy Review*

If you would like to view any policy and offer any input, the policies can be viewed on our website. If you wish you can request a copy of a policy. We are currently reviewing our **A-1 Enrolment & Orientation, A-2 Fees, A-6 Complaint Response Resolution, D-9 Dealing with Medical Conditions in Children, D-10 Safe Deliver, Arrival and Collection of Children, D-11 Excursions/Incursions/Safe Transport, D-13 Emergency Evacuation** policies, these will shortly be on our website. We will be reviewing our **A-3 Philosophy, A-7 Confidentiality, A-8 Sustainability** and **D-3 Child Safe Environment** next term. Please have a read of these policies and if you would like to make a comment, I encourage you to do so. We find your feedback very informative.

## *Quality Improvement Plan*

Areas that we are focusing on is embedding Indigenous Culture into our program, communication with families, connecting with our families and the local community, professional development, introducing a new positive behaviour management system, creating a Reconciliation Action Plan and promoting healthy eating.

## *Early Finish Term 4*

Friday 13<sup>th</sup> December

OLOH N/A

Greenwith Primary 2.10pm

*If families have booked their children in for this day the booking will automatically be updated to their child's school early finish. If families do not want their child to attend the early finish, then 1 week's cancellation notice is*

## *2 Week Closure – Dates for this year*

Our 2-week closure is from Friday 20<sup>th</sup> December 2024 and we reopen on Monday 6<sup>th</sup> January 2024.

## *Pupil Free Days Term 4*

OLOH Friday 13<sup>th</sup> December

Greenwith Primary N/A

Just a friendly reminder, we require a minimum of 13 children to operate for the day.

## *Public Holidays Term 4*

OSHC Nil  
Vacation Care Nil

*Please note that families are not charged for Public Holidays.*

## Bookings



All families are required to use the SPIKE Parent Childcare App to make their bookings or cancellations for their children.

On the App, families can see their children's allergy / dietary requirements, emergency contacts, current and upcoming bookings, invoices & statements, CCS entitlements and current balance owing as well as correspondence and messaging.

**Bookings can only be cancelled if more than a week's notice is given.** If less than one week's notice is given you will not be able to cancel these bookings on the App and you will need to contact the service via the SPIKE Parent Childcare App to advise that your child will be absent for that session. Short notice bookings are still accepted by the OSHC office. The cut off for using the app for **Before School Care** is **6.00pm the night before** and **After School Care** is **9.00am on the day**. After these times, you will need to contact the OSHC office.

## Collection of Children

Please note that if you elect to send someone to collect your child that is not listed on your child's enrolment form you are required to send us an email confirming their identity. If it is a last-minute emergency collection you will then need to telephone our office to make arrangements. We can't legally release the child to anyone that you have not given permission to collect.

## Fees 2025

*price increase commencing 1.1.2025*

We are very mindful the financial pressures families currently have but rising costs have impacted our OSHC Service particularly consumables and excursion costs. The OSHC Committee have decided to raise our fees as from January 1<sup>st</sup>, 2025, to enable the Service to be remain viable. Before School Care will increase by 50 cents per session and After School Care by \$1.00 per session. Vacation care Bronze has increased by \$2 per day, Silver \$2.50 per day and Gold \$2.50 per day.

Before School Care	\$14.50	
After School Care	\$26.50	
Early Finish 12.30pm	\$46.50	
Early Finish 2.00pm	\$34.00	
Vacation Care	(non-refundable)	
Bronze (Home Day)	\$68.00	
Silver (Incursion Day)	\$79.50	
Gold (Excursion Day)	\$90.50	
Pupil Free Day	\$68.00	
Hats	\$10.00	
Application Fee	\$100.00	for new families
Re-enrolling Fee	\$25.00	for existing families that do not re-enrol their child prior to the conclusion of the current school year
Bond Fee	\$200.00	only applicable to families not paying fees on time and families being sent for debt recovery



## *Vacation Care December 2024 & January 2025*

### **Vacation Care Program**

The Vacation Care program for the December 2024 and January 2025 school holidays has been completed. This will be sent out to families via the SPIKE Parent Childcare App on Friday 29<sup>th</sup> November 2024. The program and booking form will also be posted on our website <http://goshc.org.au>. Bookings will be taken from Monday 2<sup>nd</sup> December. Ensure you book early to avoid disappointment.

**Please book carefully as you will still be financially responsible for your child's place whether they attend or not.**

### **Lunch Menu – Steps to follow to order your child's lunch preference**

You are required to write down your child's lunch preference, either the advertised option or a sandwich of your choice for each day on the booking form. If you do not write down your child's lunch preference, then the advertised option will be selected for your child. Please take the time to go through the menu with your children so that they are aware what they will be having for their lunch prior to Vacation Care. Some children can become quite upset if you have ordered a lunch that they are unsure about or do not like. **Once a lunch has been ordered it can't be changed on the day.** If a child refuses to eat their lunch their family will be contacted. If a sandwich is then requested by the family a fee of **\$4 per sandwich** will be charged to the parents' account.

### **Drink Bottles**

All children require drink bottles in Vacation Care for days that we stay at our OSHC service as well as excursions.

### **Hats**

All children are required to bring their OSHC hat to Vacation Care. **If your child is booked in for an excursion and they don't have a hat we will then provide your child with a hat and charge your account \$10.**

### **Dress Attire**

Children that attend Vacation Care are required to wear tops that have their shoulders covered by their top. Cancer council recommend that children's arms are covered to their elbow. **Tank tops and singlets are not suitable attire for Vacation care.**

### **Closed -in Footwear**

It is a requirement that all children that attend Vacation Care wear enclosed footwear. **Please note: Children not wearing enclosed shoes will not be accepted into the Service.**

### **Vacation Care Survey**

Can families using Vacation Care please take the time to complete the Vacation Care survey at the end of the holidays. The survey can be found on our website.



## *Assessment & Rating*

### **Pre-assessment & Rating Visit**

On 29<sup>th</sup> August 2024 at 7.30am we had our pre-assessment and rating monitoring visit. On arrival, a 30-minute observational tour of the service was conducted to enable the assessors to see the spaces the children access. This followed a 1.5-hour discussion about our services' readiness for the assessment and rating visit and the current regulatory priorities. Assessors viewed the following documentation:

- Children's medical information
- Staffing roster/qualifications/WWCC/First Aid certificates
- Risk assessments
- QIP
- Emergency procedures rehearsals for the previous 12 months
- Policies
- Incidents or injuries documentation

This visit gives a chance to address any potential non-compliance issues to support voluntary compliance with regulatory requirements and seek clarity on the A & R process with an authorised officer.

During our visit it was recommended that we strengthen our medical management plans by using different forms. It was also recommended that we ensure the hall has our emergency evacuation plan near the exit. We took the recommendations on board, and we introduced a new medical management plan documentation to families. We decided to send out the 2025 enrolment package with the new medical health support procedure and documentation earlier than procedure states, so it gave families with children with a medical condition plenty of time to complete and return. We then sent the rest of the families their 2025 package last Friday which was also 2 weeks earlier than usual. We also created an emergency evacuation plan for the hall and placed it near the exit. Additionally, we also created an emergency evacuation plan for the resource centre and placed this near the exit as well.

### **Notification of Commencement of Assessment and Rating Cycle**

On 16<sup>th</sup> September we received a request for our Quality Improvement Plan as well as the completed Self-Assessment Tool be uploaded to the NQAITS portal by 8<sup>th</sup> October. Our QIP needed to demonstrate:

- A completed self-assessment of the quality practices of our service against the NQS and the National Regulations
- Strengths identified for all 7 quality areas
- Any areas that the approved provider considered that may require improvement
- A statement of the philosophy of the service

Using the SAT, our service was asked to identify our compliance with the National Law and National Regulations that are relevant to the Standards of the NQS by ticking 'yes' or 'no'. Our service was required to provide detail and/or supportive evidence for those sections that are highlighted.

We were also encouraged to review the Exceeding NQS guidance published in the Guide to the National Quality Framework (NQF) and consider the Exceeding themes in our QIP. We had already included this in our QIP in all 7 areas.

Additional information was also requested to be uploaded to the NQAITS portal but not limited to:

- A recently completed incident/ injury illness record
- A sample of risk minimisation, communication and medical management plans
- A recently completed medication administration record
- A sample of risk assessments (including an excursion risk assessment)
- Current staffing roster
- A sample of educator qualifications, first aid and Working With Children Checks
- A sample of educator performance reviews/plans and professional development records

## Assessment & Rating Visit

I received a call late Wednesday afternoon to advise that our Assessment and Rating visit would be the following Wednesday on 6<sup>th</sup> November 2024 and will start at 7.00am.

Again information/evidence was requested to be uploaded on the NQAITS porthole but not limited to:

- Records of two program planning cycles
- Two Proforma records
- Two behaviour support plans
- Survey response records for one children's survey
- Survey response records for one family's survey
- Rehearsal records for any evacuations that have taken place in the last 12 months
- Rehearsals for any lockdowns that have taken place in the last 12 months
- Risk assessments for one indoor and one outdoor environment
- Routine & Procedure
- Excursion Policy
- Interactions with children policy
- Behavioural guidance policy
- A completed staff induction checklist

2 regulatory officers arrived, one was in training and the other was her mentor. A tour of the service was conducted with leadership at 7:00 AM which took approximately an hour. This was an opportunity for leadership to showcase strengths and discuss areas of quality improvement. Both regulatory officers made observations of the interactions between the educators, children and families. They also took photos as evidence.

At 9.00am a programming discussion with the leadership team and the regulatory officers commenced and went on for approximately 1.5 hours.

10.30am-12.15pm The officers went to the AV room to collate and discuss the evidence that they had gathered.

At 1.15pm Diane and Trisia met with the regulatory officers and discussed the following areas and provided evidence:

- Critical reflection processes
- Processes to support and promote children's health and safety
- Family contribution at the service
- Community links
- Management and operational systems
- Development of your philosophy statement
- Our self-assessment processes and ongoing continuous improvement
- Areas 1-7
- Sustainability

At 2.45pm the regulatory officers attended our 2.45pm staff meeting. They observed and gathered evidence.

At 3.00pm the regulatory officers joined the educators on the floor and spent the next hour observing interactions between the educators, children and families, the children's learning and gathering further evidence.

At 4.00pm the regulatory officers met again with Diane and Trisia and asked questions and gathered evidence in areas they had not yet covered.

The assessment and rating visit concluded at 5.00pm

We were given 24 hours to submit additional evidence, which we did. We submitted our new Child Observation Record which has an improved Child Analysis of Learning and a newly completed risk minimisation plan.

## Bookings

Families that have their **deduction declined** will be charged a **\$2.75 bank fee** and an **administration fee of \$10** for accounts under \$100 or **an administration fee of \$25** for accounts \$100 and over. Families will then be contacted to arrange settlement of their account. If payment is not received by Friday being the last day of the week the child's place will be suspended until payment has been made in full.

**Families that have their deduction declined 3 times in a calendar year will be required to go on a \$200 bond to continue to use the Service. This bond does not offset any future fees.**

Families that do not pay their Vacation Care Fees by the due date will be required to prepay their fees for subsequent bookings for Vacation Care.

Families are encouraged to discuss any difficulties that they may have in paying fees with the Director, who will discuss and make suitable arrangements for payment of fees as well as informing them of other avenues of financial support if required.

## *Centrelink 14 & 26 Week Enrolment Rules*

We have had a few queries regarding the Centrelink 14-week & 26-week rules. These rules are applicable if your child has not attended OSHC in 14 weeks or 26 weeks consecutively. Please use the attached link for more information.

<https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186#:~:text=If%20your%>



# Term 4 Goal: Children have a strong sense of wellbeing (outcome 3)

This is what we have been up to!





