OSHC Family Information Handbook

2027



Find Your Remarkable

OUR PURPOSE

At Woodcroft College we exist to shape well-balanced, successful young people.

We encourage our students to explore and understand their potential. We teach kindness and generosity to ensure that when our students leave us, they understand how the world works, how they can be part of it, how they can create change and always work to be the best they can be. We want our students to be comfortable in their own skin, to express themselves and celebrate what makes them unique.

In short, we help our students *"Find Your Remarkable."*

OUR VALUES

Inspire Confidence

At the very heart of Woodcroft College is a desire to inspire confidence in our students and each other. We support our students to be the best they can be. We help them develop a passion for life rather than a hunger for approval. And we provide an environment that builds character - mind, body and spirit. At Woodcroft, we want our students to join in, take risks and have a go. And this challenge also extends to our staff, as everyday we ask "who have I inspired today?".

"The same light you see in others is shining in you, too."



Morgan Harper Nichols (1990 -),
American artist, poet and musician

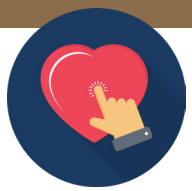
Real Connection

Woodcroft is home to a close-knit community of educators, students and their families. In a world that has become increasingly disconnected, we pride ourselves on building genuine, lasting relationships. We respect these relationships because ours is a partnership and a contract with our community. We are trusted to nourish those who look to us for knowledge and guidance.

And as colleagues, the relationships among staff at Woodcroft allow us to support and challenge each other, because the work we do matters.

"In a world of algorithms, hashtags and followers, know the true importance of human connection."

Anonymous



Generous Spirit

As a school founded in the Anglican tradition of kindness and compassion, Woodcroft College is recognised for its spirit of generosity, social justice and service. We encourage our students to understand, accept and value each others' differences without judgement. And we proudly display the virtues of natura and magnanimity - to be the very best version of ourselves - not just for yourself, but for others.



Winston Churchill (1874 - 1965),
Former British Prime Minister

"We make a living by what we get; we make a life by what we give."

Keep Growing

A future-focused, growth mindset is a fundamental characteristic of healthy, happy individuals - and it is a central tenet for all at Woodcroft. We provide a supportive environment which encourages students to embrace change and expand their horizons. We create space for young people to grow and learn through diverse experiences. And we provide them with the tools and knowledge needed to embrace their futures with grace and vigour.



Eric Butterworth
(1916 - 2003),
Canadian-American author

"Don't go through life, grow through life."

GUIDING PRINCIPLES

Our community is built upon strong relationships, shared values and is shaped by our unique experiences.

Our community enables us to grow and flourish together.

We are the creators and evaluators of a shared learning journey.

We are imaginative, innovative and take risks with our learning.

We are preparing for the future by developing capabilities and connecting learning to authentic real-world contexts.

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CONTACT

Natasha Newton, OSHC Director
T: 0427 151 901
E: oshc@woodcroft.sa.edu.au

We acknowledge the Kaurna people as the Traditional Owners of the land on which we gather, honouring their deep, enduring connection to Country.

We pay our respects to their Elders, past and present, whose wisdom guides us in caring for this land. Committed to walking gently, we pledge to listen, learn and grow together, fostering respect for the spiritual significance of this place.

WELCOME

Welcome to the Woodcroft College Out of School Hours Care Program (OSHC). We look forward to working with you and your family. Our program is a "not for profit" community service operated by Woodcroft College.

We believe that children are valued individuals, learn through play, therefore we aim to provide a safe, warm, secure, and stimulating environment providing quality care that adheres to Governing regulations and national standards.

The service provides a welcoming, caring, stimulating, organised and safe environment. We aim to provide a visually, intellectually, and physically stimulating environment that adheres to governing regulations and national standards.

OSHC STAFF



Natasha Newton
Director



Sally Ker
Assistant Director

OSHC Educators

At Woodcroft College OSHC, our team is made up of a Director, an Assistant Director and a team of dedicated regular casual staff in accordance with the EECSRSB SA requirements.

All staff members hold:

- Working With Children Check (WWCC)
- Provide Cardiopulmonary Resuscitation (HLTAID001)
- Asthma and Anaphylaxis Training
- Responding to Abuse and Neglect (RAN) Training
- HLTAID004 First Aid (one or more Educators on site will hold this qualification)

HOURS

The service is available Monday to Friday.

Before School	6.45am to 8.30am
After School	3.15pm to 6.15pm
Pupil Free Days	6.45am to 6.15pm
Vacation Care	6.45am to 6.15pm

PEDAGOGY

To give you peace of mind by providing a safe, caring service and offering individual children quality care in an affordable setting.

PHILOSOPHY

Aim

It is our belief that children are valued individuals, with unique personalities, differing needs, capabilities and backgrounds. Our aim is to provide quality care and recreational activities for children in Reception to Year 6 in a safe, caring, nurturing, and stimulating environment.

We believe in encouraging children to develop a healthy relationship through social interaction, which involves cooperation, conflict resolution and relationship building.

Children and Education

We value the importance of play and encourage children to participate in a range of enjoyable learning experiences and activities, which are both planned and spontaneous.

Educators base their decisions on reflective practice and encourage and promote an environment where children's voices and values are heard and enable them to become active members within the OSHC community. We aim to foster self-esteem, empathy and independence in a warm, supportive and caring environment where all children are respected which will enable them to grow emotionally, socially, intellectually and physically, at their own pace.

Families

We believe that OSHC is an extension of the family unit and a support to families in the care and wellbeing of their children.

Families are welcomed and respected; we aim to provide high quality care and support parents/guardians in the upbringing of their children. We encourage positive and open communication, and respect their beliefs, customs, language and culture. We encourage partnerships between families and the service. We welcome our families' participation and feedback in the operation of the service.

Community

We believe in promoting respect for all people by recognising and celebrating the similarities, differences, diverse backgrounds and abilities of everyone in our community.

We believe that to be sensitive to the needs of our community we must be aware of its diverse social and cultural backgrounds. We will participate with other community groups and services to share resources and develop a support network, while at the same time, be able to respond to the changing needs of the community.

Staff

The staff are a team of highly skilled educators who are sensitive, warm, caring and aware of the developmental needs of the children. Continuity of staff is important, and we aim to achieve this by providing a friendly, supportive work environment and providing ongoing training opportunities for professional development.

Sustainability

Our service values and understands the need for sustainability and environmental awareness and aims to implement strategies that connect the children to their world around them. Educators actively encourage and role model positive behaviours for the children through everyday routines. Enabling children to partake in, recycling and sustainability practices within the service is important. By programming and planning activities that focus on the environment we provide the children with the opportunity to be competent, efficient and conscious individuals.

GOALS FOR OUR SERVICE

- To provide a happy, healthy, nurturing environment for the children.
- To provide a program which gives children the opportunities to develop the knowledge and skills they need to reach their full potential.
- To ensure a safe, hygienic, and secure environment while in our care.
- To respect and be sensitive to the needs of the families.
- To recognise the children's health and nutritional needs and incorporate them into the routine.
- To maintain regular communication between the service and families.
- To encourage the active participation of families as an integral part of our ongoing program and routines.
- To ensure the service has adequate staff to ensure we are providing highest quality of care and safety of all children staff and community.



INCLUSION VALUES

At Woodcroft College OSHC we believe that we offer a program based on:

Inclusion	A sense of belonging for all.
Anti Bias	Challenging prejudices and stereotyping.
Social Justice	All people have equal value.
Equal Opportunity	All people are treated equally.
Multiculturalism	Sharing ethnic and cultural values.

CONFIDENTIALITY

All information on your child and family is kept strictly confidential. We protect the privacy of individuals by ensuring all records are kept in a secure place and are accessed by or disclosed only to those people who have responsibility at the service or have the legal right to know.

No educator/staff member can disclose any information on matters relating to children to anyone, other than the custodial parent/caregiver. Confidential information may be discreetly exchanged between educators of the service during the normal course of work.

ENROLMENT PROCESS
(INCLUDING NEW FAMILIES TO OSHC)

During the Woodcroft College Junior School Orientation Mornings in Term 4, an overview of our OSHC Program will be provided to new families, with the opportunity to be introduced to our OSHC Director Natasha (Tash) Newton.

ELC children can enrol to join our OSHC service at the commencement of Term 1.

After these sessions, any further queries can be emailed to our Leadership Team at oshc@woodcroft.sa.edu.au

Families requesting care should email the service.

It is essential we keep our enrolment form details up to date for emergencies. It is the responsibility of the parent/guardian to notify the Leadership Team of any changes to the enrolment form.

If your child has an allergy or special dietary needs, please include this information on the Enrolment Form. Any medical/allergy or special dietary health requirements will need to be filled in by your child's medical practitioner. An Action Plan and medications must be received by the service before you can attend. Medical Management Plan Forms must be signed by both Director and parent's before commencement to service.



PRIORITY OF ACCESS

The Woodcroft College OSHC service follows the Commonwealth Government guidelines in the allocation of available places. The guidelines state priority as follows:

Priority 1 A child at risk of serious abuse or neglect.

Priority 2 A child of a single parent who satisfies, or both parents/care-givers who both satisfy the work/training/study test under section 14 of the Family Assistance Act.

Priority 3 Any other child.

FEE SCHEDULE AND CHARGES

Woodcroft College sets the fees. According to the Family Assistance Office, the Childcare Subsidy is now available to all eligible families.

Before School: 6.45am to 8.30am	$20.00 (permanent bookings) $25.00 (casual bookings are subject to availability)
After School: 3.15pm to 6.15pm	$30.00 (permanent booking) $35.00 (casual bookings are subject to availability)
Late Collection after 6.15pm	From 6.15pm to 6.20pm: $26.00 per child From 6.20pm onwards: $5.00 per minute
Vacation Care and Pupil Free Day	$95.00 (booked on booking day) $110 (booked after booking day)

Payment of Weekly Fees

Accounts are emailed to families weekly.

Payments of accounts can be made by filling in a Credit/Debit authority upon enrolment.

Direct Debit Fees will be processed weekly on a Friday.

BOOKINGS

Permanent Bookings

Permanent care can be booked via email.

Casual Bookings

If you require casual bookings, please ensure you book in with a staff member via email.

Staff will confirm between hours of operation Monday – Friday (you will not get a response on weekends).

7.00am – 9.00am
1.00pm – 5.00pm

Email: oshc@woodcroft.sa.edu.au

SESSION CANCELLATION

As it is a legal requirement to provide OSHC services with the correct staff/child ratio, the following procedure is strictly adhered to. To avoid charges, all care booked must be cancelled by 12.00pm the Friday before weekly care.

Care cancelled the week of, or day of care will be charged at full fee. Under the Child Care Management System this will be classed as an allowable absence.

CASUAL BOOKING PROCEDURES

Children who attend on a casual basis must book in on the Friday before requiring care between 1.00pm and 5.00pm.

Our service is required to maintain appropriate staff/child ratios so please provide us with as much notice as possible if Casual Care is required.

CHILD CARE SUBSIDY SYSTEM (CCSS)

How to Apply

- Contact Centrelink on 136 150 to apply for the Child Care Subsidy (CCS).
- Once registered with Centrelink you will receive a Customer Reference Number (CRN). This number is for the parent or guardian claiming the CCS.
- Another CRN will be provided for your child/ren.
- Both are to be provided to your OSHC service to entitle you to receive the CCS payments along with date of births for both the registered parent and child/ren.

MyGov Process

Part of the enrolment process requires you to agree to a Complying Written Agreement (CWA). This is done when you make your first booking with us.

You will then be required to log on to your MyGov account and approve your enrolment with Woodcroft College OSHC.

If your child hasn't attended care for 14 weeks in a row your enrolment with Centrelink ends.

If your enrolment has ceased, you will need to confirm your child's enrolment with Centrelink after their first week of attendance back at the service. Once confirmed CCS will be applied to your account again.

NATIONAL QUALITY FRAMEWORK

The NQF introduced a new quality standard in 2012 to improve education and care across long day care, family daycare, preschool kindergarten, and outside school aged care services.

The National Quality Standard (NQS) sets a high national benchmark for Outside school hours care services in Australia.

Woodcroft College OSHC service is committed to the process which will be provided by the Australian Children's Education and Care Quality

Authority (ACECQA) this process is a continuous cycle of assessment of our service every three years.

National Quality Standards

The seven areas of Quality Standards that Woodcroft College OSHC will be rated on are as follows.

Quality Area 1	Education Program and Practices
Quality Area 2	Children's Health and Safety
Quality Area 3	Physical Environment
Quality Area 4	Staffing Arrangements
Quality Area 5	Relationship with Children
Quality Area 6	Collaboration Partnerships with Families and Communities
Quality Area 7	Leadership and Services Management

MY TIME, OUR PLACE FRAMEWORK FOR SCHOOL AGE CARE IN AUSTRALIA

Woodcroft College OSHC is guided by framework 'My Time Our Place' for school age children in Australia. This framework acknowledges time and place as children engage in a range of play and leisure experiences that allow them to feel happy, safe, relaxed and where they can interact with friends, practice social skills, solve problems, try new activities and learn life skills.

ARRIVAL AND DEPARTURE

All children must be signed in and signed out by their parent/guardian. All parents will receive a code to sign their children in/out via the OSHC iPad. The OSHC iPad is located inside the OSHC room door.

Parents/caregivers must accompany their child/ren to and from the service. Children will not be allowed to meet parents outside the facility. This procedure is to ensure the safety of your child and to meet government safety requirements.

Only people listed on the collection authority list on your child's enrolment will be allowed to collect your child unless the parent informs the Director or an Educator that someone else will be collecting their child. This will need to be in writing and the person collecting will be required to show a form of ID to an educator and be over 18 years of age.

In emergency parents are asked to:

- Telephone the service if you are unable to collect your child by closing time.
- Advise who will be collecting from your emergency contacts.
- Keep all emergency contact numbers up to date

If a child is not collected, the procedure is as follows:

1. Educators will attempt to contact the parent/caregiver via telephone.
2. If the parent/caregiver cannot be contacted, the emergency contact person will be contacted and asked to collect the child/ren.
3. If the emergency persons are unavailable and suitable arrangements cannot be made within 15 minutes of the advertised closure time the Police will be contacted to ascertain whether the parent/caregiver may have been in an accident. Should this not be the case then the child will accompany the police until parent /caregivers is contacted.

This is our procedure due to crisis care not being available after hours.

Contact numbers for these organisations are listed below.

- After Hours Crisis Care: 131 478
- Family and Youth Services: 8304 0120
- Christies Beach Police station: 8392 9000

BEFORE SCHOOL ROUTINE

Before school care is a quiet relaxed time for children to participate in supervised free time before heading off to school.

Before School Care

6.45am to 7.00am	Children start arriving
7.00am to 8.20am	Children offered a range of resources Indoor and outdoor child-initiated activities. Children pack up room
8.20am to 8.30am	Woodcroft College supervising teacher is on duty. Children are dismissed in the care of Woodcroft College.

Education and Play Based Learning During OSHC

While attending our service, the children take part in interesting and enjoyable educational and recreational activities in a supervised, informal, and safe environment.

We have a weekly program that we use as a guide for providing activities for the children. We base that program on meeting children's interests, developmental needs, requests, skills, and abilities as well as community celebrations/ events. Our program meets the requirements as per our education framework, 'My Time Our Place'.

Our program provides children with the opportunity to develop the various recreational activities, their individual skill and abilities whilst enhancing their self-esteem through routines and experiences provided. Children learn through play, as well as through educational programs.

AFTER SCHOOL CARE ROUTINE

3.10pm	Reception and Year 1 children are collected from classroom and head to the Performing Arts room for signing in
3.15pm	Year 2 to Year 6 children make their own way to OSHC for signing in
3.15pm to 3.25pm	Children arrive at OSHC and are signed in
3.30pm to 3.45pm	Snack is provided（varied according to daily menu）
4.00pm to 6.15pm	Supervised indoor-outdoor activities

ABSENT AT ROLL CALL

Staff will contact Junior School Reception to find out if your child was absent from school or sent home sick during the day, then contact you. Please ensure that if your child is absent from school, sent home sick from school or there are changes to your plans, you notify us at the OSHC Program. This is for the safety and welfare of your child.

STUDENT ILLNESS AND MEDICATION

In the event of your child becoming ill during school hours, he/she will not be permitted to attend OSHC.

However, if your child becomes ill while in our care, then you will be notified.

Please note we are unable to provide your child with Panadol.

All short term or long-term medication to be given to children by the OSHC staff requires a prescription or Medication/Action Plan signed by a medical practitioner.

Medication must be in its original container, complete with doctor's label with the child's name, dosage and how often medication is to be given. Staff members are unable to administer prescription drugs unless they are prescribed for the child itself.

If your child has a minor accident (e.g. scrapes his/her knee), staff are trained in first aid and are able to deal with the problem.

Minor accident register is kept with details of the injury, who treated the child, and the treatment itself. You find a pop up on the iPad when signing out to notify you to speak to an educator. You will be asked to initial this record to acknowledge it upon collection of your child.

Ambulance Cover

Please note that Woodcroft College provides our families with ambulance cover if there is an emergency requiring professional medical attention.

ASTHMA OR ANAPHYLAXIS

All children with asthma or anaphylaxis must provide their own epipen and/or inhaler with spacer. These need to be accompanied by Asthma Management Plans or Anaphylaxis Management Plans and should be in colour and signed by your general practitioner. These should be updated annually.

Checklist for OSHC Enrolment

Please use this checklist when enrolling in our service:

1. Enrolment Form
2. Direct Debit Authority Form
3. Medication Authority Form completed by a doctor if medication required
4. Medication Management Service Plan signed by Parent and Director (see Tash or Sally to obtain your child's personalised plan)

BEHAVIOUR GUIDANCE MANAGEMENT

As educators, we work at creating an environment that will limit conflict by giving children choices.

Conflicts are handled in a constructive way to help children develop skills in problem solving and independence. We acknowledge the uniqueness and potential of every child and aim to engage in practices that are respectful, provide security and in no way degrade, endanger, exploit, intimidate or harm them physically or psychologically.

A copy of the Behaviour Guidance Policy is available on request.

SUN PROTECTION

We are a Sun Safe Service and advocate sun protection for all children and adults.

We do this by encouraging children and adults during Terms 1 and 4 to:

- Wear wide brimmed hats
- Apply broad-spectrum sunscreen regularly
- Wear appropriate sun safe clothing.

A copy of the Sun Safe Policy is available upon request. This policy applies when children are out of uniform.

Slip Please pick lightweight loose clothing during vacation care period. Clothing needs to cover most of your child's body including arms and legs.

Slop It is recommended that sunscreen be liberally applied to all areas of skin that is difficult to cover with clothing.

Slap A legionnaire's or broad brim hat is to be supplied for your child every day he/she is at the service. Caps are not acceptable as they do not shade the back of the neck and ears.

NUTRITION AND DIETARY REQUIREMENTS

How this policy and other nutrition information will be communicated to families:

- A full copy of the Nutrition Policy is available on request.
- The OSHC Program is a NUT AWARE SERVICE.
- Recipes for food served at OSHC are available for you to take home.
- Any 'special occasion food' will be advertised on the Program.
- Refer to Food Handling Policy and Procedure.

Goal: To provide a safe and inviting eating environment that encourages the implementation of nutritional family and cultural values.

PUPIL FREE DAYS

Our service provides care on Pupil Free Days between 6.45am and 6.45pm for families needing care.

OSHC CLOSURE: JUNIOR SCHOOL SPORTS DAY

OSHC will not offer care annually on Junior School Sports Day. Alternative arrangements will need to be arranged for both before and after school care.

VACATION CARE PROGRAM

Vacation Care is offered during school holidays. Booking care during holidays requires a separate booking form. Information on the Vacation Care Program is available on the Woodcroft College website two weeks before the school holidays commence.

Please find below key dates for Vacation Care:

April Vacation Care
Friday 9 April to Monday 26 April (2 Weeks)
Booking Day by email: Tuesday 30 March

July Vacation Care
Friday 25 June to Monday 19 July (3 Weeks)
Booking Day by email: Monday 14 June

October Vacation Care
Friday 24 September to Monday 11 October (2 Weeks)
Booking Day by email: Monday 13 September

December and January
Pupil Free Days: Thursday 9 December and Friday 10 December
Vacation Care: Monday 13 December to Friday 17 December
and Monday 10 January to Friday 28 January
Booking Day by email: Monday 29 November

How do we book in for Vacation care?
The Vacation Care Program will be available on the dates listed above.

1. Parents will be notified when the program and booking form is available via the School Stream App.
2. Complete the online booking form. Save as a PDF return as an attachment to oshc@woodcroft.sa.edu.au
3. Bookings Day on the dates above.
4. Tash or Sally will confirm your booking request form and confirm availability within the week following the bookings open date.

CHRISTMAS CLOSURE

OSHC will be closed from 20 December 2027 until 7 January 2027.

MANAGEMENT COMMITTEE

Woodcroft College is responsible for the overall operation of the service.

PARENT INVOLVEMENT

This is your service to enjoy with your children. We encourage you to talk to our staff about your child's time with us. We welcome your input. If you are thinking about your child and wondering how he/she feeling or if he/she has arrived at OSHC, please feel free to give us a call.

Communication through:

- Email oshc@woodcroft.sa.edu.au
- Interact with staff through SeeSaw
- Join the OSHC group on the School Stream App

OUR COMMUNITY

It is desirable that you establish contact with staff as you bring/collect your child/ren from the service.

Close liaison between home and educators can allay misunderstandings and help us to obtain the best possible care for your child and your family.

Staff and management welcome ideas and input from children and families. It is your service and we need to know your thoughts on how it is working. Verbal and written feedback are regularly sought.

Please notify our Leadership team of any change of personal information regarding your child/ren (i.e. phone number, address emergency contacts). This information is important for staff to provide a safe, caring environment.

OSHC works best when it is truly a partnership between families and OSHC staff.

At Woodcroft College we create an environment where staff, students – and their parents – feel a strong sense of belonging. Because we know that a sense of belonging is deeply important to emotional health and personal wellbeing.



GRIEVANCE PROCEDURES

A full copy of the policy is available upon request.

If you feel concerned about any aspects of our service, please use the following steps to advise us.

Step 1 Talk to OSHC educators
Step 2 Make an appointment with the OSHC Director, Natasha Newton
Step 3 Make an appointment with the Head of the Junior School, Nick Smith

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