OOSH
Outside of School Hours Care Centre

PARENT HANDBOOK
2014
59 The Boulevarde Strathfield NSW 2135
Tel: 9745 7790
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1.0 DIRECTORY

Dr Maree Herrett  
College Principal  
Santa Sabina College  
90 The Boulevarde  
Strathfield 2135  
Telephone: 9745 7000

Ms Sharon Portlock  
Head of Primary School  
Santa Sabina College Primary School  
59 The Boulevarde  
Strathfield 2135  
Telephone: 9745 7700  
Fax: 9745 7701

Ms Rebecca Rahme  
Director of OOSH  
Santa Sabina College Primary School  
59 The Boulevarde  
Strathfield 2135  
Telephone: 9745 7790  
Fax: 9745 7791

2.0 MANAGEMENT COMMITTEE

The Management Committee for 2014 includes:

- Dr Maree Herrett
- Sharon Portlock
- Rebecca Rahme
- Vivienne Rofe
- Narelle Cosenza
- Juliann Lee
- Hazel Elliott
3.0  **WELCOME**

Dear Parents,

I would like to take this opportunity to welcome you all to Santa Sabina College as well as to our OOSH centre. Our Out of School Hours Care Centre is located on the Del Monte campus near the outdoor play equipment.

We encourage the children to experience play at OOSH and interact with others. We encourage group and individual play in all areas such as craft, outdoor play, construction and a lot more for the benefit of children’s ongoing development.

Should parents request that children do their homework we encourage them to do so. However we do not enforce this as a rule. We believe that the children have had a busy day at school, learning and interacting; therefore they often need time just to play and be social.

Breakfast and afternoon tea is provided at OOSH. Our aim is to provide a good balance of all food groups. A weekly menu is on display on our OOSH notice board, which also displays our indoor and outdoor programs. We also have a staff information board which has photos of our staff, including an introduction to each person to help you get to know the staff.

Santa Sabina OOSH follows a National Quality Framework and through this we have been approved by the Department of Education Communities (DECS) and Australian Children’s Education Care Quality Authority (ACECQA).

Santa Sabina OOSH has received a National Quality Standard Rating of Meeting standards which is assessed every 2 years. This was a great accomplishment in 2013 and we are very proud of our Centre and our ongoing achievements. These goals will be accomplished through a Quality Improvement Plan (QIP) that will be implemented and completed by the staff, children, families and OOSH Committee each year. This will lead to ongoing goals being reached and a successful Centre which is operated in the best interest of the children, families, staff and community.

I look forward to working in partnership with you and caring for your children during the year.

Regards
Rebecca Rahme
Director of OOSH
4.0 THE CENTRE PHILOSOPHY

The Santa Sabina College OOSH Centre incorporates in its philosophy the values and commitments of the Santa Sabina College Mission Statement.

Thus it emphasises:
- the value and dignity of each individual;
- the promotion of self esteem, self discipline, responsibility and leadership;
- a collaborative partnership amongst parents, staff and students;
- a caring and supporting environment.

Confidentiality is of the utmost importance. Incidents that occur at the Centre, or information relating to families will only be discussed with the family concerned. Where concerns arise from a parent within the Centre he/she should speak to the Director/Coordinator directly who will be able to give more information. Everything is to be kept in confidence to protect the child, parents and staff.

5.0 WHAT OUR CENTRE HAS TO OFFER YOUR CHILD

- A commitment to promote a high quality children’s service, which values and supports the principles of quality school age care.
- A secure and safe environment for all those who attend.
- The development and continuance of a loving home-like environment for all students using the Centre.
- An acceptance and welcoming of all individuals and families.
- Opportunities for skill development and the chance to learn from others.
- A commitment which values the time to talk between all persons.
- A program that provides a variety of play and recreational activities in a relaxed and informal environment.
- A program that allows children to make choices and assists in their social, emotional, creative and physical development.
- Activities to meet the individual needs of all children including needs of children with identified “special needs”.

6.0 CARE

The most important role of our Centre is caring for the children. It aims to provide a warm and friendly environment where children will feel relaxed and at home. Staff encourage children to develop and discuss their ideas, to be considerate and to cooperate with others.

As part of the Centre’s caring role, the premises and equipment are maintained in a safe, clean condition and activities which involve any degree of risk are closely supervised. Centre staff are responsible for the whereabouts of the children at all times whilst in their care.
Parents are always welcome to talk to Centre staff about their child’s involvement at the Centre or to discuss any other matter concerning their child. Confidentiality is assured.

7.0 RECREATION

The other important role of our Centre is recreation. The different needs and interests of the children are considered during the planning of programs. Children are encouraged to suggest ideas about what they would like to do and this is reflected in the future planning. At our Centre we have a monthly staff/children meeting/ brainstorming session, where children can put forward any ideas, comments or thoughts. We also have a very informal talk every afternoon where children are encouraged to participate. Activities undertaken by the children include art, crafts, cooking, indoor and outdoor games, sport, music, dance, drama, puppetry, dramatic play or just having fun with other children. From the range of activities offered the children are free to choose activities which interest them and they may change activities when they wish. The Indoor and Outdoor Programs are also displayed on the noticeboard along with the Menu and Day Book.

A homework table is provided during the afternoons. However, children will only be encouraged, not forced, to do their homework.

8.0 HOURS OF OPERATION

The Centre offers care during the following times:

Before School Care 7:00am – 8:30am (Monday to Friday)

After School Care 3:15pm – 6:00pm (Monday to Friday)

Vacation Care 7:30am – 6:00pm (Monday to Friday during school holidays)

The Centre also opens on SSC’s pupil free days from 7:30am until 6:00pm

9.0 DAILY PROCEDURES

Before School Care is available from 7.00am on each school morning. Please sign your child in to care. Children are NOT to be dropped off at the school gate. Breakfast is served from 7am to 8am. The children are then let out at 8:30am and the kindergarten children are walked to their classroom.
After School care commences at 3.15pm. When the school bell goes the children come down to the centre.

All children booked in for care are to come straight to the Centre as soon as they are dismissed from class. The roll is marked from 3.15pm to ensure all children are accounted for as they arrive. It is important that Centre staff are advised of any changes to bookings, whether it be casual or permanent.

All children arriving for Vacation Care are to be signed in and the time noted in the roll by the parent/guardian. Children are NOT to be dropped off at the school gate. Similarly, the same procedure for signing out is to be followed when collecting children.

Parents must book their children into OOSH, as this allows us to provide appropriate care and food for every child.

If there are any changes to a child’s collection arrangements the Centre Director must be advised prior to collection time. Otherwise, children will only be released to authorised persons, as nominated on the child’s Enrolment Form.

10.0  **ENROLMENT**

To enrol your child at the Centre an Enrolment Form must be completed for each child who will be attending the Centre. This form will remain on file at the Centre.

Notification of any changes i.e. change of address, authorised persons, details of care required, etc must be made via the appropriate “Change of Information” form available from Centre staff. This form is to be completed and signed by the child’s parent/guardian.

Towards the end of each year a “Request for After School Care Form” will be made available to families currently using the Centre. This form will ask you to detail your anticipated requirements for care for the next school year. An annual enrolment fee is charged per family (Refer 11.0 for current fee schedule).

Priority is always given to permanent bookings, however, casual care is offered on a daily basis when places are available. Casual bookings need to be made over the phone if the child is currently enrolled in the Centre. An enrolment form must be completed for new children before their first visit to the Centre.
11.0 CENTRE FEES

The fees charged for care will depend on the type of care required. The current applicable rates are:

**ANNUAL ENROLMENT FEE (per family)** $30.00

**BEFORE SCHOOL CARE**

<table>
<thead>
<tr>
<th>Type</th>
<th>Rate</th>
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<tbody>
<tr>
<td>Arrivals before 8.00am</td>
<td>$12.00</td>
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<tr>
<td>Arrivals after 8.00am (without breakfast)</td>
<td>$6.00</td>
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<tr>
<td>Kindergarten half days (until 3.15)</td>
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**AFTER SCHOOL CARE**

<table>
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<th>Type</th>
<th>Rate</th>
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<tbody>
<tr>
<td>Permanent Daily full session rate</td>
<td>$21.00</td>
</tr>
<tr>
<td>Permanent Daily full session rate (3 children)</td>
<td>$20.00</td>
</tr>
<tr>
<td>Casual Daily full session rate</td>
<td>$22.00</td>
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<tr>
<td>Casual Daily short session rate (Pickup by 4pm)</td>
<td>$7.50</td>
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**VACATION CARE & PUPIL FREE DAYS**

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<tbody>
<tr>
<td>Casual</td>
<td>$47.00</td>
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<tr>
<td>Weekly</td>
<td>$215.00 ($43 per day)</td>
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<tr>
<td>Family – daily (3 children)</td>
<td>$44.00</td>
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<tr>
<td>Family – weekly (3 children)</td>
<td>$42.00 (per child/per day)</td>
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Fees are billed and a statement issued to parents on a weekly basis via email. Invoices will be issued on Tuesdays, covering attendance for the previous week. Payment is required by the following Monday.

Payments should be placed in a sealed envelope with details clearly marked and given to OOSH staff. Children should not be made responsible for carrying cash on school grounds. Cash payments can be given to the OOSH staff or Del Monte Office Staff who will issue a receipt for cash payments.

All cheques are to be made payable to “Santa Sabina Child Care Services”. Receipts will be provided as soon as possible after payment is received. Payment can be made by credit card on the College website – [www.ssc.nsw.edu.au](http://www.ssc.nsw.edu.au) or by phoning the Business Office on 9745 7133.

All Before School and After School Care fees must be fully paid by the end of the term in which care is provided. Vacation Care may not be offered where there is an outstanding balance. Vacation Care must be paid for 7 days prior to the week of care.
11.1 Late Pick Up Fees

It is appreciated that sometimes delays are unavoidable. However, the Centre has a policy of charging a late fee of $1.00 per minute after 6.00pm to cover the extra staffing costs incurred.

11.2 Non-attendance by child

All care which is pre-booked must be paid for. The Centre Director should always be notified as soon as possible of any non-attendance. In a situation where a child is suffering from a prolonged illness or has had a significant accident the waiving of fees is at the discretion of the Director. A medical certificate is required in all cases where a request is made to have fees waived.

11.3 Penalty for late payment of fees

If fees are more than one week in arrears, this will be reflected on the statement issued by the Centre. Prolonged non-payment of account may result in the child’s place being declared vacant. In cases of financial hardship contact is to be made with the Centre Director or the Business Office to make appropriate arrangements.

If any fees are outstanding on the Monday following issue of the invoice a $5 penalty will be charged to the account.

An additional $5 will be charged each Monday thereafter whilst fees are outstanding.

12.0 CHILD CARE BENEFIT

Child Care Benefit (CCB) is a payment made to families to assist them with the costs of child care. Australian residents using child care provided by approved child care services are entitled to receive CCB if they comply with the immunisation and income requirements. CCB helps to create a more affordable system of child care.

The amount of subsidy received by each family depends on the total household gross income and is subject to approval from the Family Assistance Office (FAO). In addition, the amount of CCB claimable depends on the work and study commitments of families. Families where both parents are either working or studying are entitled to 50 hours of CCB per week, whilst families where only one parent is working are entitled to 24 hours of CCB per week.

Parents are responsible for contacting the FAO and registering for CCB. Registration forms can be obtained from the FAO website www.familyassist.gov.au under Claims Forms, Child Care Benefit claim forms titled Claim for Child Care Benefit to Reduce Your Fees.
When completing the form you need to indicate that Santa Sabina College OOSH Centre is approved child care and our Centre Reference Numbers are as follow:

Vacation Care Reference Number is: 1-631-4486.
Before School Care Reference Number is: 1-631-4485
After School Care Reference Number is: 1-631-4484.

Absences under Child Care Benefit
CCB is paid in certain circumstances when a family is charged for care that their child does not attend. Under the Child Care Management System (CCMS) each child is eligible to receive CCB for an initial 42 days of absences, per financial year, which can be used for any reason and without proof of circumstances. Once the initial 42 absence days have been exhausted, additional absences can be claimed in certain circumstances:

- an illness of the child, a parent or sibling (with a medical certificate)
- an outbreak of infectious disease, when the child is not immunised
- a parent being on a rotating roster or rostered day off
- a temporary closure of the centre or a professional development day
- shared custody arrangements due to court order
- attendance at preschool

The Centre will inform the FAO of absence via attendance records

12.1 CHILD CARE REBATE

As Santa Sabina College OOSH Centre is an approved childcare centre ALL families are able to claim Child Care Rebate which is non means tested. Child Care Rebate covers 50% of out-of-pocket child care expenses per year per child to a current maximum amount of $7,500. Please provide the Centre with your Family Assistance Office Reference Numbers and the date of birth of the parent claiming the rebate.

13.0 COMMUNICATION AND COMPLAINTS

Here at Santa Sabina OOSH, we are always here to talk to the Children, Parents, Families or Members of the Community.

Please feel free to email OOSH at any time: oosh@ssc.nsw.edu.au or give us a call on 97457790. Rebecca (Director) is in at all times along with the other OOSH Staff members and we are always more than happy and delighted to talk to yourself about any concerns, problems, hear your suggestions, thoughts, feedback or just to catch up.

At Santa Sabina OOSH, we follow what is set out in our Grievances and Concerns Policy, so if there are any, please know we will deal with it in a formal matter and follow our set Policy on the matter, unless you advise otherwise.
HOW THE CENTRE COMMUNICATES TO PARENTS AND FAMILIES

OOSH Newsletter
Our OOSH Newsletter outlines some of the activities that the children have been involved in throughout that month. We talk about some great craft ideas for parents to do at home with their children. The children are very ‘hands on’ here at OOSH and a report, poem or drawing is put into the newsletter every month by a child at OOSH.

End Of The Year and Vacation Care Questionnaire.
At the end of every year the centre will give out a Questionnaire to parents asking for feedback on the Centre. The questionnaire is a valuable tool in gathering information on the day to day running of the Centre.

Communication Book and Attention Signs.
On the sign in and out table we also have a communication book that staff, parents and children are all welcome to put their comments and thoughts in. Also above the sign in/out table there will be an Attention Sign for those upcoming events, any urgent matters or any changes happening in OOSH. So please keep a look out above you. It’s right next to our Daily Day Book entry.

Program, Menu and Day Book.
Every week we set out a new program and menu where there is room for families and children along with the staff to comment, suggest or make a query. We value all positive and negative feedback and take all of it into consideration. It’s great to see the whole OOSH Community get involved with how we provide a learning environment, indoors and outdoors and a healthy eating plan for the children at OOSH. OOSH also has our own Day Book, where each day the staff and children get together and talk about the events and activities of the day and is put down in a creative way in the day book. Also used is the Framework with the children and they are asked how they feel and what part of them they feel they used a lot of as we try and promote to develop the children sense of identity and making them become strong involved learners, effective communicators, confident with a strong sense of wellbeing and wanting to contribute to their world at OOSH.

OTHER AFTER SCHOOL ACTIVITIES

It is appreciated that the children attending After School Care may at times be enrolled in extra-curricular classes at Del Monte eg. speech and drama, swimming, piano, art, gym, tennis, reading, Kumon, dancing etc.

A list is made of the times of the classes and every effort is made to ensure that children are back from these classes on time. Parents should be aware that sometimes, due to circumstances at the Centre, a child might be late for one of these activities. Arrangements for your child are to be made directly with the Centre Director. It is not the responsibility of the OOSH staff to take or collect children from any extra-curricular classes, though we will help out where we can.
16.0 **ACTIVE AFTER SCHOOL CARE**

We have a Government Run Program that is run at OOSH twice a week in the afternoons from 4pm to 5pm (1 hour sessions).

This Government Run Program also provides the funds to run the program to help kids get fit and have fun outdoors and indoors with a range of different activities like soccer, netball, circus skills, martial arts, tennis, volleyball, bike riding and lots more of activities to choose from. The activities are chosen by the children and are changed every term.

We strongly encourage girls who are attending, and not in sports uniform, to wear bloomers, shorts, or tights under their uniform, to allow them to participate more comfortably.

Also for all children who are attending that are not in their sports uniform to bring a pair of sneakers/joggers, as it is very hard for the deliverers to set up activities that are safe for children to participate in their school shoes.

17.0 **MEALS PROVIDED**

The Centre and School is a nut free and allergy aware centre/environment.

There are children who attend the Centre whose allergies range from shellfish to peanuts to eggs and more, so please make sure you take our Allergy Aware Environment seriously and know that it is a serious subject and it is for the best interest in the centre and the children’s health and safety.

Children attending Before School Care prior to 8.00am will be provided with breakfast.

Children attending After School Care will be provided with afternoon tea which will range from day to day. Please check the menu on the board in the hallway to see what yummy meals we have on this week along with 2 pieces of fruit that the children are strongly encouraged to choose and eat with each meal.

Afternoon tea only will be provided during Vacation Care. It is the parent’s responsibility to supply lunch and a morning snack for their child during Vacation Care. **Please do not send any food containing nuts, remembering our Allergy Aware Policy. (This includes Nutella and Peanut Butter)**

If a child requires a special diet, parents must advise the Centre staff in writing.
18.0 **VACATION CARE**

Vacation Care programs and enrolment forms are available from the Centre prior to the school holidays. A separate application form must be completed for each Vacation Care period.

Children’s belongings should be clearly labeled and children are responsible for the whereabouts of their gear at all times. Children should bring their own lunch each day unless it is otherwise specified on the program. There is a fridge at the Centre for lunches to be kept cool. Afternoon tea is provided each day.

Parents are requested to check the program with particular reference to departure and return times on excursion days. It would be appreciated if children could be at the Centre at least 15 minutes prior to the planned departure time. Transport for excursions will generally be by private bus.

Any child whose behaviour is unacceptable on excursions may be excluded from future outings. The Centre Director is responsible for making that determination.

Due to the high demand for Vacation Care and the limited places available payment for each week of Vacation Care must be received 7 days proceeding the week of care to confirm your booking.

19.0 **CHILDREN WITH SPECIAL NEEDS**

Our Centre caters for children with special needs. If your child has any special needs we need to be made aware of them so that we can provide quality care for him/her.

20.0 **SICK CHILDREN**

Children should not attend the Centre if they are sick or have a contagious ailment. If a child becomes ill whilst at the Centre, the staff will contact the parent/guardian and ask them or a nominated person to collect the child immediately.

21.0 **MEDICATION**

If your child requires medication, please make sure that you write the full instructions (dose, amount, time etc) on our Medication Administration Form. Medication must be clearly labeled with the child’s name and handed to a staff member. It will be stored in a locked cupboard at the Centre. Please refer to the Centre’s Medication Policy.
22.0 **FIRST AID**

All Centre staff are required to hold a Senior First Aid Certificate. The staff will always follow generally accepted precautions when treating injuries. The procedure will be:
- The staff member wears gloves,
- Cleans the wound with an antiseptic solution using cotton wool or a tissue,
- Applies a Band-Aid or bandage to cover the wound.

Parents will be informed of any minor cuts and bruises when they arrive at the Centre. For serious incidents and accidents, staff will fill out an Incident Form after the child is treated. The Incident form will be discussed with the person who collects the child. If the accident or incident is one that needs treatment by a professional practitioner or GP, a Parent will be called and asked to collect the child. This form will then be signed by 2 staff members at OOSH who dealt with the Accident/Incident and then be signed by the Parent/Family Member.

23.0 **CHILDREN’S BEHAVIOUR**

Any child who is found, through their behaviour, to be endangering the safety of others at the Centre or is causing intolerable disruptions to the operations of the Centre will be refused care.

It is not acceptable for a child to strike, ridicule, threaten or humiliate other children or staff at the Centre.

For minor problems of misbehaviour the child will be spoken to; if the behaviour is either repetitive and /or serious the parents will be contacted by the Centre Director or Assistant to discuss the situation.

Parents are responsible for their child’s behaviour while the parent is on the premises.

24.0 **REWARDING POSITIVE BEHAVIOUR**

At OOSH we like to encourage positive behaviour such as respect for each other as well as the staff. Staff use friendly strategies as they encourage children to follow the OOSH rules.

When OOSH works as a team and shows positive behaviour a new developmental and fun toy will be bought for the children at the centre to play with as a reward for showing the positive behaviour in a team effort.
25.0  **FIRE DRILL/EVACUATION/ LOCK DOWN EVACUATION**

Fire drills are held regularly (every 3 months). The time and days of the drill are varied so that as many children and staff are exposed to a drill as possible.

The Director is responsible for taking the roll and checking off the names of those present. Other staff will check areas for children while one staff member phones 000 for assistance.

In an emergency there are two doors that can be used for exiting the premises. One is in the main room and one is in the hallway. Within the main room there are also stairs leading up to a window that can be used to exit the building. These are kept unlocked every day until the Centre closes for the day.

There is a copy of the fire escape details and emergency details are at the front door and next to the fire steps. There is one fire extinguisher and a fire blanket on the premises and the staff have been trained in their use.

26.0  **POLICIES AND PROCEDURES**

All policies are available for all staff and families to access at the sign in table; copies can be made on request. The policies are updated every 18 Months and all families, staff and management are invited to comment and attend the Committee Meeting that is held once every 3 months to suggest or comment on Policies and other matters that are happening and ongoing at OOSH.

The Centre has a number of policies which include:
- Absent and Missing Children Policy
- Acceptance and Refusal of Authorizations Policy
- Asthma Management Policy
- Anaphylactic Management Policy
- Behavioural Guidance Policy
- Bullying Policy (School Policy included)
- Community Management Communication and Partnership Policy
- College Pool Guidelines
- Confidentiality Policy
- Developmental and Educational Policy
- Discrimination, Harassment and Bullying Policy (School Policy)
- Diversity and Difference Policy
- Delivery and Collection of Children
- Determining Responsible Persons Policy
- Education for Sustainability Policy
- Emergency and Evacuation Policy/Procedures
  - Including Emergency Evacuation Bag Contents List
- Enrolment and Orientation Policy
- Excursions Policy
- Fee Policy
- Food and Nutrition Policy
- Grievance and Concerns Policy Relating to Families Policy
- Governance and Management Structure of Out Of School Hours Care Centre
- Health and Safety Policy
- Hours of Operations Policy
- Hygiene Policy
- HIV/AIDS/HEP B AND C Anti Discrimination Policy
- Indoor Environment Policy
- Infectious Diseases Policy
  - Including list of exclusion periods for Infectious Conditions
- Lock Down Guidelines Policy
- Management of Basic First Aid
- Medical Conditions Policy
- Medication Policy
- Maintaining Animals on Site Policy
- No Alcohol and No Smoking Guidelines (School Policy)
- Outdoor Environment Policy
- OOSH Child Protection Policy
- Water Safety Policy
- Philosophy
- Policy Developmental and Review
- Providing a Child Safe Environment Policy
- Security Policy
- Service Access Policy
- Staff Grievances and Concerns Policy
- Staff Review and Appraisal Policy
- Staff/ Educator to Child Ratios Policy
- Staff Orientation Policy
- Staff Code of Conduct
- Sun Protection Policy
- Tobacco, Alcohol and Drug Policy
- Visitor Protocol Policy
You are always welcome at the Centre. It’s always great to have the families and community come along and join in the OOSH and school community.

The staff are always willing and happy to discuss any aspect of the program or your child’s progress with you along with any positive or negative aspects of the centre, any feedback or just for a good catch up and conversation.

We hope your family’s association with the Santa Sabina College Out of School Hours Centre will be a happy and beneficial one.

Kind Regards,

Santa Sabina OOSH