



# Pulteney OSHC and Vacation Care PARENT HANDBOOK 2024



# Welcome

## to Pulteney's OSHC and Vacation Care Parent Handbook

Out of School Hours Care (OSHC) and Vacation Care services operate in The Factory, adjacent to the MacKinnon building in the Junior School.



8216 5545  
0459 881 682



[asc@pulteney.sa.edu.au](mailto:asc@pulteney.sa.edu.au)





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# Our Services

Pulteney Grammar School's OSHC and Vacation Care services provide high quality care for school-aged children in a safe, welcoming, happy, fun and inclusive environment.

We adopt a play-based approach to learning that enables meaningful opportunities for the development of children's autonomy, agency and social and emotional wellbeing.

## OPERATING HOURS

**Before School Care: 7:30am – 8:20am**

**After School Care: 3:20pm – 6:00pm**

**Vacation Care: 7:30am – 6:00pm**

Vacation Care operates during every school holiday period and is available to view and book upon the release of the Vacation Care Booking Form.

Please be aware that it is a legal requirement that your child/ren to be signed in or out via Xplor by a parent or caregiver for the Child Care Subsidy to be claimed and applied to your account from Centrelink.

## KEY CONTACTS

**Interim Principal**

**Mrs Deborah Dalwood**

**[Deborah.Dalwood@pulteney.sa.edu.au](mailto:Deborah.Dalwood@pulteney.sa.edu.au)**

**OSHC Coordinator**

**Ms Barb Francis**

**Nominated Supervisor**

**[BarbaraAnne.Francis@pulteney.sa.edu.au](mailto:BarbaraAnne.Francis@pulteney.sa.edu.au)**

**Educational Leader**

**Mr Joshua Martin**

**[Joshua.Martin@pulteney.sa.edu.au](mailto:Joshua.Martin@pulteney.sa.edu.au)**

**ELC / OSHC Administrative Assistant**

**Ms Ruby Panizza**

**[Ruby.Panizza@pulteney.sa.edu.au](mailto:Ruby.Panizza@pulteney.sa.edu.au)**

## OSHC Office and Bookings

**8216 5545**

**0459 881 682**

**[asc@pulteney.sa.edu.au](mailto:asc@pulteney.sa.edu.au)**

**190 South Tce Adelaide  
SA 5000**

## QUESTIONS & FEEDBACK

If you have any questions or feedback about Pulteney's OSHC and Vacation Care services please do not hesitate to contact Pulteney's OSHC Coordinator.

Questions related to programming, documentation of learning and the service's planning cycle can be directed towards the Educational Leader.





# Our Philosophy

Pulteney Grammar School's Out of School Hours Care and Vacation Care Services provides quality care in a safe, empowering and fun environment. Catering for children's emotional, physical, social and intellectual wellbeing, our service is underpinned by a high-quality program centred around the needs, interests and pursuits of children. Through a variety of play-based and social-learning experiences, children at our service have opportunities to engage in recreational and educationally appropriate activities in both indoor and outdoor settings. The needs and interests of all children inform the nature of programming and support the provision of personalised learning experiences.

We acknowledge that our families come from a diverse range of backgrounds and as such, we ensure the culture of our service is characterised by a sense of acceptance, appreciation and inclusivity.

We value community involvement highly and strive to create an environment that is welcoming of all children, parents, grandparents and caregivers. Our service is led by a team of dedicated and experienced staff who remain committed to supporting children pursue their passions at and beyond school. We welcome the opportunity to discuss potential enrolment at our service and look forward to meeting you and your child.





# Our Values

## Connection

We use respectful communication to build strong relationships with everyone at OSHC

## Authenticity

We accept and appreciate everyone's differences and encourage everyone to be themselves

## Empathy

We try to understand the perspectives and choices of others and look for ways to help our friends at OSHC

## Responsibility

We are responsible for our actions and the world around us







# Enrolment

To attend Pulteney Grammar School OSHC, the annual enrolment form must be completed before the first session your child attends. Printed enrolment forms are available in The Factory or can be accessed on the Parent Portal via the Pulteney Grammar School website. Please provide a completed form to the ELC / OSHC Administrative Assistant or OSHC Coordinator prior to care commencing.

The OSHC service uses Xplor operating system for sign in/out, finances, and bookings. Once an enrolment form has been submitted, the ELC / OSHC Administrative Assistant will email you to set up an Xplor account. Please ensure that you provide email addresses for both caregivers.

## Enrolment of Students with Medical Conditions

If your child is diagnosed with a medical condition, please ensure that an updated Medical Action Plan is provided with the Annual Enrolment Form.

Medical Action Plans need to be reviewed annually, or as specified by your child's Medical Practitioner. Please ensure an updated coloured photo is provided on the Medical Action Plan.

In conjunction with the medical action plans, a Pulteney OSHC Medical Condition Risk Minimisation Plan needs to be completed in consultation with the OSHC Coordinator and ELC / OSHC Administrative Assistant. The Risk Minimisation Plan will provide OSHC Educators with valuable knowledge on how to reduce the risks of a medical emergency for your child. To obtain a copy of the Risk Minimisation Plan, please email the OSHC Coordinator. Medications and Medical Action Plans will need to be provided before your child commences care. Medications must be clearly labelled with a prescription and your child's name, dosage, and date of birth. If you do not provide these, your child will not be able to attend OSHC.



# Bookings

## **Out of School Hours Care (Term Time)**

Bookings can be made directly on the Xplor App under the bookings tab. While it is preferred bookings are made through Xplor, we also accept bookings via email ([asc@pulteney.sa.edu.au](mailto:asc@pulteney.sa.edu.au)) or mobile on 0459 881 682. Bookings for After School Care (ASC) made after 2.30pm on the day of attendance will incur a \$5.00 Late Booking Fee. No late booking fees are applied to Before School Care bookings.

## **Vacation Care (School Holidays)**

Vacation Care bookings are due by the date stipulated in the Vacation Care Booking Form. OSHC Leadership endeavours to have the program available approximately 4 weeks prior to each Vacation Care period. Any bookings received after the nominated due date may not be guaranteed and will be waitlisted.

## **Notification of Absence**

Notifications of absence during Term Time must be made 48 hours before the ASC session to avoid being charged full sessional fees, unless a medical certificate is provided. To notify an absence, please contact the OSHC team over the phone, via email or via Xplor to amend your booking.

Notifications of absence during Vacation Care made with less than 5 business days' notice will incur full sessional fees due to the arrangement of staff, catering, transportation, and booking fees. Notifications of absence during Vacation Care made with more than 5 business days' notice will incur 50% of the sessional fee for that day. Booking fees for incursion and excursions are unable to be modified or cancelled after closure of the booking period, hence bookings during Vacation Care are considered as a commitment to that booking (unless a medical certificate is provided).





# Fees and Payments

## Sessional Fees

OSHC and Vacation Care Fees*		
Out of School Hours Care (Term Time)		
Before School Care (BSC)	\$20.00 per session	7:30am – 8:20am
After School Care (ASC)	\$31.50 per session	3:20pm – 6:00pm
Vacation Care (School Holidays)		
Tier 1 (Bronze) – In-House Day	\$85.00 per session	7:30am – 6:00pm
Tier 2 (Silver) – Incursion Day	\$100.00 per session	
Tier 3 (Gold) – Excursion Day	\$130.00 per session	

**\*Please note:**

- CCS entitlements may apply for eligible families
- Please note our fees may change from time to time. We will notify families in writing at least 14 days before we change our fees or the way in which we collect them.
- Modified sessional fees may apply to staff. Please refer to the Fees Policy for information around staff fees.

## Cancellations and Additional Charges

Term Time

After School Care (ASC):

Cancellations made with less than 48 hours' notice will incur a full sessional fee, unless a medical certificate is provided.

Cancellations made with more than 48 hours' notice will incur a \$10.00 administrative fee unless a medical certificate is provided.

Late bookings made after 2.30pm on the day of attendance will incur a \$5.00 Late Booking Fee.

Late collection of any child(ren) after 6.00pm will incur a Late Collection Fee of \$20.00, and an extra \$1.00 per minute for every minute after 6.15pm.

Before School Care (BSC):

Any cancellations for Before School Care bookings will incur a \$10.00 administrative fee unless a medical certificate is provided.

No late booking fees are applied to Before School Care bookings.

## Vacation Care

Cancellations for Vacation Care bookings should be made by close of business five days prior, to avoid being charged full sessional fees.

- Cancellations made with less than 5 business days' notice will incur full sessional fees.
- Cancellations made with more than 5 business days' notice will incur 50% of the sessional fee for that day.
- Late collection of any child(ren) after 6.00pm will incur a Late Collection Fee of \$20.00, and an extra \$1.00 per minute for every minute after 6.15pm



## Child Care Subsidy (CCS)

Pulteney Grammar School OSHC is an approved care provider, enabling families to access Child Care Subsidy. The Child Care Subsidy provides financial support for families who are either working, training, studying, or volunteering.

The level of subsidy received is determined by the combined family income, activity level of both caregivers and the type of childcare service. Parents / Caregivers must register with Centrelink to obtain a Customer Reference Number (CRN) for the parent claiming CCS, and for all children for which CCS is to be claimed, and complete an eligibility test at [www.centrelink.gov.au](http://www.centrelink.gov.au)

The Child Care Subsidy is paid directly to the childcare provider (Pulteney Grammar School OSHC). Families are then required to pay the financial difference between the subsidy and the fee charged. Further information can be obtained by contacting Centrelink on Ph: 13 61 50 or visiting the Centrelink website.

### Ceased Enrolment - Child Care Subsidy

Changes to the Family Assistance Law will take effect from 13 January 2020, meaning that CCS enrolments will automatically cease after fourteen weeks, not eight weeks as per 2019. If you receive notification from Centrelink that your enrolment at Pulteney Grammar School OSHC has ceased, please contact the OSHC Coordinator who will be able to reactivate the enrolment.

## Non-Payment of Fees

**Administration of overdue accounts is a time-consuming process for the Fees and Accounts team, redirecting valuable resources from School management to the detriment of operations. Where direct debit payments are consistently declined, and in the absence of any alternative arrangements for payment being made, a late payment fee of \$35 will be levied to offset administration costs. Pulteney Grammar School maintains the right to suspend an OSHC enrolment while any fees and charges are outstanding.**

### Direct Debit Payment Requirements

**Payments for Out of School Hours Care sessions are required to be made by direct debit on a weekly basis. Parents can securely store their credit card or bank account details via the Finance menu in Xplor Home Web, and payments will be processed each Monday (as required) to keep the account up to date.**

**Should alternative payment arrangements be required (including a pause in payments, a change in payment day, or the application of a limit or fixed amount), please notify the Fees and Accounts team via email ([fees@pulteney.sa.edu.au](mailto:fees@pulteney.sa.edu.au)).**







## Communications Platform

Pulteney Grammar School OSHC uses the online communications platform Seesaw as its primary method of information sharing. Upon enrolment, our staff will ensure your child's profile is added to the relevant OSHC class on Seesaw. The Seesaw app is available on iOS and Android devices or on the web at [app.seesaw.me](http://app.seesaw.me). For assistance with the app, please ask a staff member. Our service uses this platform for a range of purposes:

- Posting announcements to families related to bookings and other administrative matters
- Sharing our weekly "What's the gOSHC?" newsletter with families
- Posting weekly programs and menus for families to view
- Detailing other significant updates or changes related to our service

Please also refer to the Pulteney Review Weekly (via the Parent Portal) or Xplor



## Behaviour expectations

Expectations to ensure a rewarding & safe OSHC experience:

- Children are expected to be polite, respectful, responsible and considerate.
- Children are expected to bring everything they need to OSHC, as they are not permitted to return to their classrooms.

As per the Pulteney Sun Protection policy, which states that if the UV level is 3 and above, children must wear hats and sunscreen. The hat provided needs to cover ears and neck. Children without a hat are required to apply sunscreen and play in shaded areas. Spare hats are provided at OSHC for students without their own hat and washed regularly to ensure a high standard of hygiene is maintained across our service.

- No toys (including electronic games) are to be brought to OSHC. They are however allowed during certain times in Vacation Care, provided they are clearly labeled, and children take responsibility for them. Educators will not be held accountable for any damage or losses.
- In line with Junior School rules, Pokémon games and related activities are not permitted at OSHC.





## Behaviour

OSHC follows a behaviour management framework aligned to that of the Junior School. This is outlined below for your information. If a child displays inappropriate behaviour, the following steps are followed:

Reception - Year 2 (Kurrajong Students)	Year 3 - Year 6 (Preparatory Students)
<b>Step 1:</b> Child is given an initial warning.	<b>Step 1:</b> Child is given verbal warning.
<b>Step 2:</b> Child is removed from the situation to have a restorative conversation with an educator. Once children have adequately reflected on the behaviour they may rejoin play or be assisted to join a different area.	<b>Step 2:</b> Child is removed from the situation to have a restorative conversation with an educator. Once children have adequately reflected on the behaviour they may rejoin play or be assisted to join a different area.
<b>Step 3:</b> Parents are notified about the behaviour when student is picked up.	<b>Step 3:</b> A note may be placed in their diary, which is to be signed by parents and the child's teacher the following day.
<b>Step 4:</b> If the behavior is considered a threat to others' safety, the child is removed from the situation & parents are called. Their Class Teacher and the Head of Junior School are also notified.	<b>Step 4:</b> Child may receive a "focus" from the class teacher and the Head of Junior School is informed.

In **extreme cases** where the safety of other children or staff is threatened, the child(ren) concerned may be excluded from the OSHC environment in consultation with the Assistant Head of Junior School, Head of Junior School, OSHC Coordinator and parent.

## Health & Wellbeing

Ensuring the health & wellbeing of all OSHC users:

- If a child is unwell, a parent or caregiver will be called to collect their child as soon as possible.
- Parents are asked to keep children at home and not to use the OSHC facilities or Vacation Care for 48 hours without supplying a doctor's certificate. This is to ensure that every child is safe at OSHC.
- Staff are not permitted to administer medications unless there is a health plan supplied by the child's doctor. Please discuss this with the OSHC Director.
- Medicines must be in their original packaging and display the dosage of medicine required when administered.



# Meet Our Team

## **Barb Francis OSHC Coordinator**



Welcome to Pulteney Grammar School OSHC! Known to many families as Ms Francis, my journey at Pulteney started back in 2016 when I was appointed ELC Educator. Working within a dynamic team in ELC-W until 2023, and in more recent times in a supporting in mid-year reception class, I've loved my time working in Pulteney's early childhood setting! Prior Pulteney, I worked as a Team Leader in a Community Children's Centre for 29 years. I'm very passionate about developing relationships with families and creating varied play-based experiences a safe, engaging and collaborative environment where all children feel like they belong. I look forward to my next chapter here in OSHC at Pulteney!

## **Joshua Martin Assistant OSHC Coordinator and Educational Leader**



I have been a part of the Pulteney OSHC community for the past 3 years as an Educator and Certified Supervisor. I am currently completing my final year of a Bachelor of Arts/Bachelor of Education (Secondary) at Flinders University and also provide tutoring for middle and senior students from a range of Adelaide schools. Through a highly relational approach, I'm passionate about delivering learning experiences that contribute to holistic growth and align closely with students' strengths, interests and aspirations! At OSHC, I enjoy working with our committed team of educators and love spending time with the students outside! We've seen plenty of change here at Pulteney OSHC over the last few years, and I'm super excited to see what's in store for us in 2024! Joshua Martin Educational Leader  
[Joshua.Martin@pulteney.sa.edu.au](mailto:Joshua.Martin@pulteney.sa.edu.au)

## **Nathan Pye, Certified Superviisor**



I've been part of the Pulteney OSHC team since 2022 and I'm currently in my final year of a Bachelor of Education (Secondary) and Bachelor of Arts at the University of Adelaide.

At OSHC I enjoy spending time outside and playing sport with students while also developing a strong sense of community. Helping students develop skills that can be used later in life beyond their time at school is also a passion of mine, while also ensuring OSHC is a highly supportive environment for students and their families.

Nathan Pye  
Certified Supervisor



# Meet Our Team

## **Steffany Saengmanypheth, Certified Superviisor**



I joined the team at Pulteney Grammar School OSHC in 2022. My journey so far has allowed me to grow and fulfill my passion for teaching. I am currently completing my fourth year of my Bachelor of Primary Education (Honours). Since being a part of the OSHC team, I have developed meaningful connections with students and will continue to do so throughout my time at Pulteney. It has been immensely rewarding to work in an environment where every child feels valued and respected.

With a specialisation in Health & Physical Education, I enjoy the outdoors and playing a wide range of sports!

## **Gabrielle Kiss, Certified Supervisor**



I have had the privilege of being a part of the Pulteney OSHC and ELC team since 2023. Concurrently, I'm completing a Bachelor of Education (Primary) with Honours at The University of South Australia. My educational journey began at Pulteney ELC, so returning to this environment feels like coming full circle, especially with such a fantastic team.

I'm genuinely thankful for the opportunity to work alongside such creative and compassionate students. In my spare time, I enjoy music and art, passions that I love to integrate into our OSHC program.





# Learning Framework at OSHC

At Pulteney Grammar School OSHC and Vacation Care, we follow the My Time Our Place Learning Framework. Developed by the Council of Australian Governments, this framework is designed to assist educators to "provide children with opportunities to maximise their potential and develop a foundation for future success in life." Intended to enrich the wellbeing and development of children within our care, the activities and programs implemented across our service are closely aligned to this learning framework to ensure that our students have opportunities to engage in social and emotional learning beyond their academic growth within the classroom.

Linked closely to the Early Years Learning Framework, the MTOP Learning Framework ensures a seamless transition for our younger students attending OSHC following their time in ELC. The flexibility of this framework allows our educators to develop programs and plan activities that are informed by students' strengths, needs and interests, regardless of their age.

## MY TIME OUR PLACE

### LEARNING FRAMEWORK V2.0

#### Outcome 1: Children and young people have a strong sense of identity

- 1.1 CHILDREN AND YOUNG PEOPLE FEEL SAFE, SECURE, AND SUPPORTED
- 1.2 CHILDREN AND YOUNG PEOPLE DEVELOP THEIR AUTONOMY, INTERDEPENDENCE, RESILIENCE AND SENSE OF AGENCY
- 1.3 CHILDREN AND YOUNG PEOPLE DEVELOP KNOWLEDGEABLE, CONFIDENT SELF-IDENTITIES AND A POSITIVE SENSE OF SELF-WORTH
- 1.4 CHILDREN AND YOUNG PEOPLE LEARN TO INTERACT IN RELATION TO OTHERS WITH CARE, EMPATHY AND RESPECT



#### Outcome 2: Children and young people are connected and contribute to their world

- 2.1 CHILDREN AND YOUNG PEOPLE DEVELOP A SENSE OF BELONGING TO GROUP AND COMMUNITIES AND AN UNDERSTANDING OF THEIR RECIPROCAL RIGHTS AND RESPONSIBILITIES NECESSARY AS ACTIVE AND INFORMED CITIZENS
- 2.2 CHILDREN AND YOUNG PEOPLE RESPOND TO DIVERSITY WITH RESPECT
- 2.3 CHILDREN AND YOUNG PEOPLE BECOME AWARE OF FAIRNESS
- 2.4 CHILDREN AND YOUNG PEOPLE BECOME SOCIALLY RESPONSIBLE AND SHOW RESPECT FOR THE ENVIRONMENT



#### Outcome 3: Children and young people have a strong sense of wellbeing

- 3.1 CHILDREN AND YOUNG PEOPLE BECOME STRONG IN THEIR SOCIAL, EMOTIONAL AND MENTAL WELLBEING
- 3.2 CHILDREN AND YOUNG PEOPLE BECOME STRONG IN THEIR PHYSICAL LEARNING AND WELLBEING
- 3.3 CHILDREN AND YOUNG PEOPLE ARE AWARE OF AND DEVELOP STRATEGIES TO SUPPORT THEIR OWN MENTAL AND PHYSICAL HEALTH AND PERSONAL SAFETY



#### Outcome 4: Children and young people are confident and involved learners

- 4.1 CHILDREN AND YOUNG PEOPLE DEVELOP A GROWTH MINDSET AND LEARNING DISPOSITIONS SUCH AS CURIOSITY, COOPERATION, CONFIDENCE, CREATIVITY, COMMITMENT, ENTHUSIASM, PERSISTENCE, IMAGINATION AND REFLEXIVITY
- 4.2 CHILDREN AND YOUNG PEOPLE DEVELOP A RANGE OF LEARNING AND THINKING SKILLS AND PROCESSES SUCH AS PROBLEM SOLVING, INQUIRY, EXPERIMENTATION, HYPOTHESISING, RESEARCHING AND INVESTIGATING
- 4.3 CHILDREN AND YOUNG PEOPLE TRANSFER AND ADAPT WHAT THEY HAVE LEARNED FROM ONE CONTEXT TO ANOTHER
- 4.4 CHILDREN AND YOUNG PEOPLE RESOURCE THEIR OWN LEARNING THROUGH CONNECTING WITH PEOPLE, PLACE, TECHNOLOGIES AND NATURAL AND PROCESSED MATERIALS



#### Outcome 5: Children and young people are effective communicators

- 5.1 CHILDREN AND YOUNG PEOPLE INTERACT VERBALLY AND NON-VERBALLY WITH OTHERS FOR A RANGE OF PURPOSES
- 5.2 CHILDREN AND YOUNG PEOPLE ENGAGE WITH AND GAIN MEANING FROM A RANGE OF VISUAL IMAGES AND TEXTS
- 5.3 CHILDREN AND YOUNG PEOPLE COLLABORATE WITH OTHERS, EXPRESS IDEAS AND MAKE MEANING USING A RANGE OF DIGITAL TECHNOLOGIES AND MEDIA AND COMMUNICATION TECHNOLOGIES





# National Quality Framework

## NQS Service Ratings

In the assessment and rating process,  
Pulteney Grammar School OSHC rated  
'Exceeding the National Quality  
Standard'.

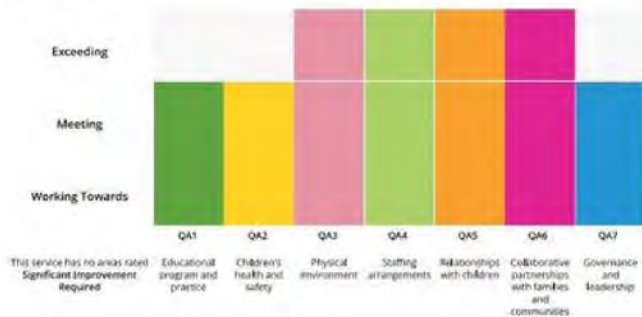
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## Ratings chart



Pulteney Grammar School  
OSHC

Overall Rating: Exceeding NQS



This ratings chart displays how our service is improving quality for your child. All services across Australia will be assessed and rated against the National Quality Standard to improve quality and outcomes for children. More information about how our service is improving in each quality area is available from our staff members.

The National Quality Framework which we adhere to at Pulteney Grammar OSHC, is a Framework that sets out to ensure a national approach to laws and regulations, assessment and quality improvement for early childhood education and outside school hours care services nationwide.

The Framework includes the National Laws and Regulations, the National Quality Standards, the assessment and rating process and the National Learning Frameworks (i.e. the My Time, Our Place for OSHC). The National Quality Standards help to guide ongoing improvement of our service.

There are seven different Quality Areas of the Standards, these are:

1. Quality Area One: Education Program and Practice
2. Quality Area Two: Children's Health and Safety
3. Quality Area Three: Physical Environment
4. Quality Area Four: Staffing Arrangements
5. Quality Area Five: Relationships with Children
6. Quality Area Six: Collaborative Partnerships with Families and Communities
7. Quality Area Seven: Governance and Leadership







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