

Justice Love Peace



# Our Lady of the Sacred Heart Outside of School Hours Care

**ALICE SPRINGS**



CRICOS Provider 02598D

## Parent Information Handbook 2026

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# **WELCOME TO OUTSIDE SCHOOL HOURS CARE AT OUR LADY OF THE SACRED HEART CATHOLIC COLLEGE IN ALICE SPRINGS**

Thank you for choosing to partner with us in providing your child(ren) with quality care and learning experiences after school and/or during vacation care.

Our Lady of the Sacred Heart Catholic College, OSHC supports your needs as parents providing after school and vacation care for 3 to 5 year olds at our OLSH Early Learning Centre and care for children in the school years Transition to Year 6 on the Bath Street Campus of OLSH.

We warmly welcome you as parents and partners in your child(ren's) additional educational opportunities here at the OLSH OSHC.

## **OUTSIDE SCHOOL HOURS CARE PROFILE**

Our OSHC program provides out of school hours' care and vacation care in an enriched, supportive and caring environment. The service is available for children from three to five years of age at our Early Learning Centre and for School aged children in Transition to Year 6 located in the OLSH Bath Street Hall and other school facilities.

Our Lady of the Sacred Heart Catholic College, OSHC is licenced to provide care for a maximum of 60 children at After School Care and 60 children at Vacation Care.

We believe that all children are capable individuals who communicate, explore, play and learn during times of leisure. Our learning program for our younger children is based on the Early Years Learning Framework, *'Belonging, Being and Becoming'* and for the school aged children, The National Framework for Outside School Hours Care (OSHC) *'My Time, Our Place.'* Positive development through supportive intentional, individual relationships with children will lead to them to thrive at OSHC. These relationships will be made with both adults and peers. Our staff interact collaboratively with the children encouraging their engagement and input ensuring the best possible outcomes for all children.

This handbook provides you with information about our OSHC. You are welcome to learn more about our service through conversations with the (Assistant) Director, Nominated Supervisors, Educators and other members of staff. We value your support and contributions as we partner together in this community.

Time spent at the OSHC will focus on your child(ren's) development socially, educationally, physically and on their wellbeing. Children will encounter interesting and varied educational experiences nurturing them as they develop their inquiry skills, creativity, connectedness and resilience.

# OUR PHILOSOPHY

We value and respect the uniqueness of all children. Through faith, justice, love & peace our vision for our children at OSHC is to nurture and care for each child as they are supported to engage in a variety of learning and leisure experiences through play, inquiry, imagination and creativity. Building hope, optimism, initiative and resilience in a safe environment.

Children will have opportunities to develop rich relationships and positive wellbeing through cooperation with every member of the OSHC community. They will have a strong sense of belonging as part of this community. They will grow individually and with others, shaping them to become engaged citizens within our wider Alice Springs community.

We are committed to continuous improvement within our OSHC through authentic, collaborative and transparent staff, parent and student relationships. We will work in partnership with families, students, each other and other community stakeholders.

As a team we act with integrity and empathy, appreciating each other and all contributions. We will be flexible, open educators who engage constructively in all aspects of learning and practice at the OLSH OSHC.

## DAILY OSHC PROGRAM

The daily program at the OLSH OSHC is focused 'providing opportunities to develop the potential and wellbeing of each child for future success in life.'

(My Time, Our Place – Framework, For School Age Care in Australia, p4, Australian Government Department of Education and Training.)

There is a specific emphasis on wellbeing through social and emotional development and communication through play and leisure, in particular recreational activities.

We nurture and support each child's needs by providing a quality play, leisure and learning program focussed on their strengths, needs and interests. All children attending the OSHC program are provided with routines including a variety of learning opportunities to explore inquisitively, through indoor/outdoor experiences, quiet/active times and settings, structured/unstructured activities and opportunities to learn and practice life and social skills developing positive citizenship behaviours. This will foster positive wellbeing.

We also give children agency and confidence by encouraging their active involvement in program planning, having their own ideas implemented. Children are able to develop their ability to negotiate and cooperate through the planning and evaluation processes. If your child happens to not be attending when the group discusses activities for the following week, they are welcome to put their suggestions for activities in the suggestion box, earlier in the week.

# OUR EDUCATORS

Our Educators work cooperatively to plan and implement programs reflecting the philosophy and goals of the service and the 'My Time, Our Place', Framework to support children's wellbeing, development and learning. Our aim is to create an atmosphere and environment responsive to the needs of each child and to the group as a whole. Facilitating developmentally appropriate activities that support the growth of the child's social, emotional, linguistic, physical, intellectual and creative skills.

All staff are supported and encouraged to further their own professional development and skills. Staff members will apply their training to offer a balanced and interesting program to and with children. Documenting your child's learning journey provides records about their development, explains the learning with comments and reflections both by your child and their educators. The input of the children enables them to see themselves as capable, fostering their independence and initiative. Documentation is produced to represent your child's learning for the following purposes:

- To help and encourage parental involvement, becoming aware of their child's experiences
- To promote professional growth and learning for the teaching staff
- To facilitate a wider exchange of ideas among educators
- To reflect about children's development, wellbeing and learning
- To help children be aware that their effort is valued
- To making children's ideas visible
- To revisit learning with the children
- To plan further relevant learning experiences

## STAFF LIST

Nominated Supervisors Principal: Ms Julia Wake

Director: Ms Amanda Courtenay

Educational Leader: Ms Amanda Courtenay

All our staff are dedicated to providing your child with quality care and education. Relief staff may be employed when permanent staff are sick or on holidays. All staffing levels are set in accordance with the Collective Enterprise Agreement and the National Regulations.

## HOURS OF OPERATION

Weekly during Term time: Monday to Friday: 2:50pm – 5.30pm

Vacation Care: Monday to Friday 8:00am – 4:30pm

Closed on Public Holidays (Full Fees Apply)

Closed for two weeks over Christmas and New Year including public holidays (no fees are charged)

## FEES 2026

After School Care Daily: \$47.00 | Weekly Term Time: \$200.00

Vacation Care Daily: \$84.00 | Weekly: \$420.00

## PAYMENTS

All fees are to be paid two weeks in advance for the OSHC program. Fees are to be paid by direct debit. No fees or payments can be accepted by staff at the OSHC program.

Please contact the Director or Finance Officer if there are any difficulties in meeting payment- commitments.

- Fee increases will be implemented annually effective 1 January in accordance with CPI or market rates.
- Families will be provided notice of the new fee schedule no later than 1 October each year.
- Fees are automatically deducted from your nominated credit card or bank account through the OSHC's nominated direct debit system.

## CHILDCARE ASSISTANCE

The service participates in the Child Care Management System. Guidelines in claiming and administering Childcare Benefits as directed by the Family Assistance Office and other Government Bodies will be followed.

The service is registered with Quality Education and Care NT, Regulatory Authority for ACECQA. We participate in the National Quality Framework (NQF) and Accreditation System.

- The Child Care Subsidy is paid directly to child care providers to be passed on to families.
- Parents are responsible to have their eligibility for Childcare Assistance assessed by Centrelink My Gov site.
- Childcare Assistance will be deducted from fees in accordance with Commonwealth Department of Health and Family Services requirements.
- Childcare benefits cannot be deducted from fees until the assessment notice from the Family Assistance Office is received with the child's own CRN.
- Family benefits are not credited to your account unless CRN numbers are provided by families on enrolment forms.

## **CAR PARKING**

Car parking for pick up is available in the school drop off zone after 3:30pm in the afternoons. During vacation care the school drop off zone is not in operation.

## **ARRIVAL & PICK UP**

To ensure that children arrive and depart safely we ask that:

1. Parents/guardians must sign children in and out on the electronic sign in/out Tablet, each arrival and departure (this is an important legal document, and it ensures we have an accurate roll in the case of an emergency evacuation).
2. Alternatively, children may be signed in by an authorised person. Prior arrangement and notification must be given to the Director for any other person, other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity. Sample signatures will be required by all such authorised persons. In emergencies, an email may be sent.
3. Your child's arrival and departure is acknowledged with a staff member.

Please note that the OSHC is not legally open until 8.00am, therefore you cannot drop your child off any earlier than this for Vacation Care. The centre closes at 4.30pm. Children must be collected promptly by this time as staff must also leave at 4:30pm. These hours are subject to change depending on staff availability, and will be notified prior to Vacation care commencing.

## **LATE PICK UP - NO SIGN OUT**

If you are going to be unavoidably late picking up your child, please contact us promptly at the OLSH Early Learning Centre on 8950 8618. We know there are the occasional unavoidable delays. However, we will charge a late fee of \$50 + \$1 per minute past closing time.

If a parent or authorised person fails to sign a child in at drop off and out on collection from the centre then a \$20 fee will be applied to the account.

## **END OF CARE**

Written notification is required at least two (2) weeks, or more, prior to the child's last day.

## **ABSENCES/HOLIDAYS**

Parents are charged for all days their child is booked into care at the OSHC, regardless of holidays, illness or Public Holidays. Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year and still receive CCS. These 42 allowable absences can be taken for any reason, including public holidays and when children are sick, without the need for families to provide documentation.

## **UNIFORM/CLOTHING**

For after school care children are required to wear their school uniform and hat. During Vacation Care we ask that children wear comfortable clothing that is sun smart and appropriate for participation in all activities. Children must wear shoes or sandals with a strap (no thongs) and shoulders covered (no spaghetti straps). During water play a rash vest or a t-shirt must be worn by all children.

## CHANGES TO INFORMATION

Please notify us promptly of any changes to information regarding your child. Change of medical information and/or contact numbers, address, employer and persons authorised to collect your child are most important so that we are able to contact you at all times.

## PARENT COMMUNICATION & FEEDBACK

Our partnership with you as parents is highly valued and your feedback is important to us. We communicate in a variety of ways. Please read the Parent Information board. The school newsletter is available on Thursdays of even weeks. The OSHC will also provide you with a monthly newsletter which you can receive by email or a hard copy. Please let us know which version you would prefer. There is a Parent Suggestion box and sticky notes for you to record feedback situated next to the sign in/out register, so if there is anything you would like us to know, please record it and place in the suggestions box. A number of surveys are conducted throughout the year with families. We welcome your feedback.

At Our Lady of the Sacred Heart Catholic College, OSHC we foster positive and harmonious relationships. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner. This confidential grievance procedure is available and displayed with the Prescribed Service information.

## CONFIDENTIALITY

All family records are stored securely and kept confidential. All information will be strictly limited to use by the service. You may access your child's personal records at any time if you are the authorized guardian who has enrolled the child. Please see or contact the (Assistant) Director at the Early Learning Centre about accessing these records.

## CODE OF CONDUCT STUDENTS

As part of our commitment to quality care for the children at our OSHC, we follow the basic rules of the Bath Street Campus leaving little space for confusion. Our OSHC has the following rules:

- We show mutual respect, use manners, speaking politely, make good choices
- We participate, have a go and take turns
- We walk in indoor places
- We are attentive listeners, following all instructions and listening to each other
- We appreciate each other using kind words and actions, encouraging others
- We must stay in view of a staff member at all times

## BEHAVIOUR

Our basic approach to behaviour management is founded on respect for the child. As we work with your child we will apply; positive encouragement, redirection and reasoning to help children develop appropriate behaviours and understand the range of their personal feelings. We aim to develop personal responsibility for one's own actions and positive self-regulation. We seek to encourage characteristics of kindness, empathy, resilience, honesty and cooperation. Therefore, behaviour management will always be age appropriate and in keeping with the developmental level of the child.

## PHOTOS

On occasions your child may be photographed participating within the day to day activities at the Our Lady of the Sacred Heart Catholic College, OSHC service. These photos may be used within the service on walls etc. as part of our programming process. The children take great pride in having their day at OSHC documented this way. If photos are taken for marketing purposes or other reasons, parents will be consulted and will be required to give written permission.

## EXCURSIONS

Excursions are an integral part of children's learning. During vacation care the staff will complement the activities on site with local excursions.

## SUN PROTECTION

Children must wear their school hat and sunscreen at all times when outdoors. Please inform staff if your child is allergic to any sunscreens. Please name and label all items clearly.

## HYGIENE

Strict hand washing procedures are implemented. Children are encouraged to wash and dry their hands, before and after meals, after using the toilet and after messy activities.

## NUTRITION

A nutritious well balanced snack is provided for afternoon tea which includes a variety of fresh foods. Please remember to inform and note on the enrolment form if your child has any allergies or has a special diet (including religious or cultural). Our menu is displayed on the notice board in the OSHC room. All food prepared on the premises is carried out within the guidelines set down in the National Food Safety Standards. Afternoon Tea will be provided to students during Term time. For Vacation Care, children will be provided with morning and afternoon teas. They will need to bring their own lunch during vacation care, please.



## SICK CHILDREN

We are sure parents would appreciate our concern for protecting the health of all children attending the Centre. The Director/Team-Leader reserves the right to ask parents to collect children who are unwell. It is important that our Educators are notified if your child has been unwell or received an injury since last attending our centre. We will not accept any child into our care with any illness that may affect the health of other children or Educators. Educators and children are required to follow the same guidelines as set down by Australian Government National Health and Medical Research Council, 5th Edition, *Staying Healthy – Preventing infectious diseases in early childhood education and care services*.

Condition	Exclusion From The Centre
<b>Chicken Pox</b>	Exclude until fully recovered or for at least five days after the spots (eruption) first appear. Please note that some remaining scabs are not a reason for continued exclusion.
<b>Conjunctivitis</b>	Exclude until discharge from the eyes has ceased.
<b>Diarrhoea and vomiting (gastroenteritis)</b>	Exclude until bowel motions have returned to normal and at least 24 hours after the last abnormal bowel motion.
<b>Diphtheria</b>	Exclude until a medical certificate of recovery is received following at least 2 negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.
<b>Head Lice</b>	Exclude until the day after appropriate treatment has started.
<b>Hepatitis A</b>	Exclude until a medical certificate of recovery is received, but not before seven days after onset of illness or jaundice.
<b>Impetigo (School Sores)</b>	Exclude until treatment has commenced. Sores on exposed surfaces should be covered with a watertight dressing.
<b>Influenza</b>	Exclude until child feels well. No coloured discharge from the nose.
<b>Measles</b>	Exclude for at least four days after the onset of the rash.
<b>Mumps</b>	Exclude for nine days or until swelling has gone (whichever is sooner).
<b>Ringworm</b>	Exclude until the day after appropriate treatment has started.
<b>Rubella (German Measles)</b>	Exclude until fully recovered or for at least four days after the onset of the rash.
<b>Whooping Cough (Pertussis)</b>	Exclude for 14 days after onset of illness, or after completing five days of antibiotic treatment, and a doctor certifies that the person is no longer infectious.

**Children with special health care needs (asthma, anaphylaxis for example) cannot attend the service without prescribed medication and a current health communication care plan signed by a Doctor.**

Copies of our prescribed policies are available on request and may found in the Director's office at the OLSH Early Learning Centre and at the sign in desk at OSHC in the Bath Street campus hall.

## **MEDICINE ADMINISTRATION**

**Prescription medicine, only may be administered to your child whilst they are at the OSHC.**

If your child requires prescription medication, the medicine register must be completed and signed by the parent. Once the medication has been administered, the staff member doing so will sign indicating the medication has been administered. **This procedure is to be completed on a daily basis, even if medication is to be administered for more than one day. The medication must be in the original named container.**

## **ACCIDENTS/INCIDENTS**

Staff members record any accidents on an Accident/ Incident Form. If your child has been hurt during the day, you will be asked to sign this document at the end of the day, so that you are aware of any incident involving your child at the OSHC. If necessary, you will be contacted to collect your child. If you cannot be contacted, your emergency contacts will be called. If they are unable to be contacted, we will seek medical attention for your child. Any medical expenses incurred will be the parent's responsibility.

## **POLICY ON HEALTH AND SAFETY**

The OLSH ELC seeks to provide a healthy and safe environment, where children can play, learn and explore their world free from harm. Health and safety is a primary priority of all people at the Centre. Prevention and review of practices are key strategies in maintaining the health and safety of all at the OLSH ELC/OSHC.

## **CHILD PROTECTION/MANDATORY REPORTING**

The OLSH Outside School Hours Care (OSHC), has an obligation to all children attending the service to defend their right to care and protection. To support this right, the service will follow the Mandatory reporting procedures set down by the Northern Territory Government and the Catholic Education NT Policies and Procedures when dealing with any allegations of abuse or neglect of children, to ensure the child's and other children's protection. The Service also has a responsibility to its employees to defend their right to confidentiality unless allegations against them are proven.

## **EMERGENCY MANAGEMENT PLANS**

Emergency evacuation procedures are clearly displayed near the main entrance and exit of each room and are followed in the event of fire, other emergency or natural disaster. Emergency evacuation and lockdown drills involving educators and children are conducted within every three-month period as per compliance requirements. Should you be present during a drill, please, participate. Regular evacuation procedures give the children an opportunity to become familiar with the routine and planned procedure All alarms must be treated as real and responded to immediately.

# CATHOLIC EDUCATION NT PRESCRIBED POLICIES

Policies and procedures under which the OLSH ELC operates are contained in the Catholic Education NT prescribed policies manual. The manual is located in the Director's office. The titles of the policies and procedures are below.

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