DEPARTMENT FOR EDUCATION

Service specifications

[school name]

Out of school hours care service (OSHC)

Date:

PART B SERVICE SPECIFICATIONS

1. **BACKGROUND**
   1. School Name (“The School”) is a State co-educational school located at insert Address, [X] km from the CBD of Adelaide [expand to include relevant background information about the school].
   2. The School is a category [X] school with an enrolment of [XX] students. The enrolment trends of the past few years have been steady.
   3. The School is culturally diverse with over [X] countries of birth represented among our population.
   4. The School has a very strong community focus and has strong parental and/or other site/s involvement in the school.
   5. Currently the children’ access an after school care program at [insert details]. Some families utilise the [insert details of current service utilised by school students] and others use the Vacation Care service at [insert details]. OR Currently, the OSHC service is provided by a third party provider / school governing.
   6. The service for the provision of out of school hours care is primarily for children attending the School. This involves the care of children outside of normal school hours including before school care, after hours school care, vacation care and pupil free days. Families utilise the vacation care from other schools.
   7. Children attend/will attend the School Name OSHC from other school/s and/or preschool/s and/or other site/s [list which other school/s and/or preschool/s and/or any other site/s.]

1.8 The school currently provides a school bus/transport service between the following school/s and/or preschool/s and/or other site/s. [insert details].

OR

1.9 The current third party provider provides a school bus/transport service between the following school/s and/or preschool/s and/or other site/s. [insert details].

OR

1.10 The third party provider will be required to provide a school bus/transport service between the following school/s and/or preschool/s and/or other sites. [insert details].

1. **TERM OF AGREEMENT**
   1. The Term of the Agreement will be for a maximum of nine (9) years, comprising a three (3) year base term with two subsequent extension options of three (3) years each.

The utilisation of the extension options will be at the Minister and Governing Council’s discretion.

* 1. The Approved Provider must commence operating the service on-site on [insert date (i.e. dd/mm/yy)].
  2. The date the OSHC premises is available for occupation is [insert date (i.e. dd/mm/yy)].

1. **OVERVIEW OF THE REQUIRED SERVICES**
   1. The Approved Provider will be required to provide an on-site Out of School Hours Care Service primarily for children attending School Name.
   2. The OSHC program is required to operate every week of the year with the exception of weekends, public holidays and Christmas/New Year’s weeks.
   3. Hours of operation are as follows:(insert the hours of operation required for each service):

| **Before School Care (BSC)** | **After School Care (ASC)** | **Vacation Care (VC)** | **Early School Finish (ESF) (X per year)** | **Pupil Free Days (PFD) (X per year)** |
| --- | --- | --- | --- | --- |
| Eg 6.45am to 8.45am | Eg 3.15pm to 6.15pm | Eg 6.45am to 6.15pm | Eg 2.15pm to 6.15pm | Eg 6.45am to 6.15pm |

1. **UTILISATION OF THE OSHC SERVICE**

4.1 The average utilisation figures shown below are based on average daily attendance over a 12 month period, based on the most recent school-term/s.

OR

The average utilisation figures shown below are based on the school [sample needs surveys for OSHC and vacation care](https://www.education.sa.gov.au/parenting-and-child-care/child-care/services-and-programs/out-school-hours-care-oshc/setting-or-closing-service/establishing-oshc-service) undertaken by the school.

(XX% of families returned the survey), the average utilisation is based on a weekly average and has incurred a 20% reduction. (The 20% reduction makes allowance for inflated response rates).

Service Approval Number (if applicable): XXXX XXXX

Approved Places (if applicable): XXX

|  | Utilisation  Term 1 20XX  VC period xx/xx/20XX to xx/xx/20XX | Utilisation  Term 2 202X  VC period xx/xx/202X to xx/xx/202X | Utilisation  Term 3 202X  VC period xx/xx/202X to xx/xx/202X | Utilisation  Term 4 2019  VC period xx/xx/2019 to xx/xx/2020 | If there is an OSHC service currently operating, please list the fees for each component |
| --- | --- | --- | --- | --- | --- |
| Before School Care | X | X | X | X | $ |
| After School Care | X | X | X | X | $ |
| Vacation Care | X | X | X | X | $ |
| Early School Finish | X | X | X | X | $ |
| Pupil Free Days | X | X | X | X | $ |

* 1. The Approved Provider must review approved child care places regularly and should the service utilisation increase apply for additional places. Places are to be filled using the Australian Government priority of access guidelines.
  2. The Minister and Governing Council provide no guarantee on the number of children utilising the service.

1. **OSHC PREMISES**
   1. In accordance with the Education and Care Services National Regulations, the school must ensure that, for each child being educated and cared for by the service, the education and care service premises has at least 3.25 square metres of unencumbered indoor space during the OSHC operating hours. The school will ensure these indoor spaces are maintained at a temperature that ensures the safety and wellbeing of children.
   2. A site map of the School is attached as Appendix 1. The site map of the school will indicate all buildings and rooms (highlighted in pink on the map). The site map should include toilets, kitchen and food preparation areas, corridors, and storage and office areas (these are to be highlighted in green on the map) that will be available during the operating hours of the OSHC service.
   3. Individual SAMIS plans for each of the buildings and rooms attached as Appendix 2. The SAMIS plans will indicate buildings and rooms (highlighted in pink), including toilets, kitchen and food preparation areas, corridors, storage and office areas (highlighted in green on the map) that will be available during the operating hours of the OSHC service.
   4. Please complete the table below to correspond with the SAMIS plans submitted:

|  |  |  |
| --- | --- | --- |
| Insert SAMIS Building Number | Insert Building Name | Insert Room Number |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

1. **PRICING**
   1. The Approved Provider must submit pricing for the provision of OSHC to School Name (refer to Part D for completion).
   2. Pricing submitted must be inclusive of:
      1. all fees and charges.
      2. excursions and incursions, however it is recognised that some minor out of pocket expenses may apply, depending on the activity.
      3. valid for the term of the Agreement, unless varied with the approval of the Advisory Committee in accordance with clause 13 of the Agreement.
2. **HIRE FEE** 
   1. For-profit Approved Providers will not be required to pay a yearly hire fee.

**OR**

* 1. For-profit Approved Providers will be required to pay a yearly hire fee of [insert $ amount] (GST Inclusive). The school will invoice the third party provider each term. The hire fee is to be determined from the [Education Department Community use of school facilities - instructions and templates](https://myintranet.learnlink.sa.edu.au/library/document-library/fact-sheets/roa/site-administration/Community-use-of-school-facilities-instructions-and-templates.pdf) and [Recommended Hire Rates for Community Use of School Facilities](https://edi.sa.edu.au/library/document-library/miscellaneous/roa/schoolfacilities_rates.pdf).

The amount should be discounted to account for the infrequent use and the benefits that the service delivers for the community. The recommended discount to be applied is 80% on the stated commercial rates.

* 1. Not-for-profit Approved Providers will not be charged a hire fee, in accordance with the [Education Department Community use of school facilities - instructions and templates](https://myintranet.learnlink.sa.edu.au/library/document-library/fact-sheets/roa/site-administration/Community-use-of-school-facilities-instructions-and-templates.pdf) and [Recommended Hire Rates for Community Use of School Facilities](https://edi.sa.edu.au/library/document-library/miscellaneous/roa/schoolfacilities_rates.pdf)

1. **TRANSITION REQUIREMENTS**
   1. Prior to the commencement of the OSHC service, the Approved Provider must:
      1. Apply for and obtain the relevant Service Approval from the Education and Early Childhood Services Registration and Standards Board of SA (ESB).
      2. Apply for and obtain Child Care Subsidy (CCS) with the Australian Government Department of Human Services.

8.2 The Approved Provider must provide to the School principal at least five working days prior to the commencement of the OSHC service:

8.2.1 Copies of insurance Certificates of Currency for the contracted insurance levels

8.2.2 A written report containing the details of all personnel involved in the delivery of the OSHC service nominated to work on the site, including who will undertake the following roles and responsibilities for the OSHC service:

* Nominated Supervisor
* Educational Leader
* Responsible Person

8.2.3 The written report will contain the names, addresses, contact details and dates of birth and copies of each personnel’s [Relevant History Screening](https://www.education.sa.gov.au/working-us/relevant-history-screening/about-relevant-history-screening)

|  |
| --- |
| This will enable the principal to clear OSHC personnel nominated to work on the site prior to their commencement through the department Human Resource Management System at: [EDUCATION.HRConfidential@sa.gov.au](mailto:EDUCATION.HRConfidential@sa.gov.au)  If any previous adverse employment history information becomes known though the Human Resource Management System the principal will liaise with the department Screening Liaison Officer phone: 8226 0430 and the Early Childhood Policy and Compliance unit phone: 8226 6427 as a matter of urgency. |

8.2.4 Copies of certificates confirming completion of [Responding to Abuse and Neglect - Education and Care (RAN-EC)](https://www.education.sa.gov.au/working-us/responding-abuse-and-neglect-training/ran-ec-child-protection-training) training of all personnel involved in the delivery of the OSHC service

8.2.5 Copies of qualifications of all educators and staff involved in the delivery of the OSHC service

8.3 Keep the School and the Early Childhood Policy and Compliance unit informed of changes to, or information received, about or in relation to service approval and CCS approval.

8.4 If necessary, cooperate with the outgoing approved provider and relevant authorities to ensure relevant approvals are granted in time, with no break in the OSHC service and with minimal disruption to the School and to users of the service.

8.5 Participation in an orientation and handover program prior to commencement can be negotiated.

8.6 If necessary, cooperate with the outgoing approved provider to ensure a smooth transition is in place for each child being transported between the School Name OSHC service and any/all other school/s and/or preschool/s and/or any other site.

8.7 The Minister reserves the right to terminate or re-negotiate the terms of this Request for Quote if the OSHC service at the School is interrupted.

1. **TRANSITION ARRANGEMENTS – SCHOOL GOVERNING COUNCIL OSHC EMPLOYEES**
   1. Continuity of staff is important to School Name.
   2. The Governing Council, in consultation with existing employee(s), has indicated a preference that employee(s) be retained by the successful Approved Provider and entitlements paid out by the outgoing Approved Provider or transferred to the incoming Approved Provider in accordance with the transfer of business provisions under the Fair Work Act 2009.
   3. The Approved Provider must outline in their response if they are prepared to

transfer the accrued entitlements (length of service, personal and recreation

leave etc.) of such staff to their organisation on the receipt of the monetary value

of those entitlements from the School Governing Council.

* 1. The Approved Provider must provide details a (including Methodology) on how they would determine which employees they would offer employment to, in the event that there were more employees than they would require.

1. **VALUE ADDED SERVICES**

10.1 The Approved Provider must provide details of any Value Added Services that their organisation will offer that would improve the services and reduce costs for the services being sought, as outlined in this RFQ.

10.2 Value Added Services are identified as services, which complement the project and can be provided in addition to the specified requirement. They are generally services which can be provided at no additional cost and contribute to further distinguishing the Tender from other Responses (e.g. initiatives such as profit sharing, reimbursements back to the School).

1. **OSHC PROGRAM REQUIREMENTS**

**11.1 Before School Care (BSC)**

* + 1. Breakfast must be offered before 8.15am and discretionary after 8.15am.
    2. Reception to year two school children are to be accompanied to their class by an educator, as will any child who requires additional support or supervision, for example, children with additional needs or disabilities or children new to the site.
  1. **After School Care (ASC)**
     1. Reception to year two school children are to be accompanied from their class to OSHC by an educator, as will any child who requires additional support or supervision for example, children with additional needs or disabilities or children new to the site.
     2. The Provider must offer and ASC program that includes:

1. Homework / quiet area
2. Afternoon Tea
3. Late snack
4. Outdoor play / gym
5. Indoor activities e.g. craft, board games, drawing
   * 1. Children should be encouraged to participate in the planning of all programs that meet the children’s need and interests.
     2. The OSHC program should support external specialised programs offered through the school, e.g. sport, language and art classes. .
     3. The use of electronic devices should be monitored and other options for play should always be available to children when devices are being used at the program
   1. **Vacation Care (VC)**
      1. X days in every 5 is to be an “out” activity day i.e. – an externally arranged off-site excursion. Please note that incursions are considered to be an “in” day.
      2. The structure of the Vacation Care program should be consistent with programs provided by the service in the past. Copies of previous Vacation Care programs can be obtained from the School.
      3. Breakfast before 8.30am and afternoon tea to be provided on all vacation care days.
      4. At least one day per week of Vacation Care the program should be developed so children are involved in the preparation of food.
      5. Children should be involved daily in the preparation of food and during vacation care this can include the preparation of breakfast, afternoon tea or a special lunch

**11.4 Food**

11.4.1 All food provided must comply with the Education Department Right Bite and healthy eating policy. A copy of the policy is available at [Eat-Well-SA healthy-food-policies-schools-and-preschools](https://www.education.sa.gov.au/teaching/projects-and-programs/eat-well-sa/developing-healthy-food-policies-schools-and-preschools).

11.4.2 All meals prepared and cooked on the school premises should include the participation of children wherever practical.

11.4.3 Afternoon tea should include fresh fruit, vegetables and a nutritious snack.

11.4.4 Drinking water is accessible to children at all times.

11.4.6 A menu must be displayed and updated weekly.

11.4.6 Any allergies or special diets must be on the enrolment form. Families are required to provide the service with health care plans containing a current photo of child. Approved Providers will ensure that the food and beverages provided meets the dietary requirements of individual children.

**11.5 Animals**

11.5.1 Animals/pets currently residing in the OSHC area are to be retained and cared for by the staff and children and replaced when necessary.

11.5.2 The X need to be cared for during Vacation Care

11.5.3 The OSHC Advisory Committee to be notified if the Provider intends to introduce additional animals to the school environment.

**12 POLICIES AND PROCEDURES OF THE SCHOOL**

12.1 The Provider’s policies and procedures should be consistent with the school’s policies and procedures.

12.2 The school policies and procedures are available to view on the school website [insert schools website address].

**13 CHILD: EDUCATOR RATIO**

13.1 Educator to child ratios for excursions must be based upon the Approved Provider undertaking a detailed risk assessment from which they formulate an appropriate ratio (in line with the requirements of the Education and Care Services National Law 2010.

13.2 Preschool age children are permitted to attend all services provided by OSHC (specific ratios are required in line with the Education and Care Services National Law 2010).

13.3 When vacant places are filled, priority must be given to school children over children who have not started school. The service is encouraged to provide care to children with high support needs and disabilities as per the Australian Government Child Care Handbook.

**14 AIMS AND OBJECTIVES OF THE OSHC SERVICE**

**14 .1 Aims**

14.1.1 To offer the community a fun, caring and secure environment which caters for the social, emotional, physical, cultural and developmental needs of children.

14.1.2 To provide a diverse range of programmed and self-initiated pursuits, where children can interact with peers of varying ages, backgrounds and ability levels, in an atmosphere where children feel comfortable to relax and unwind.

14.1.3 In accordance with the school’s values, to offer children structured and spontaneous recreational experiences to learn and grow so they develop into happy and confident individuals.

14.1.4 To create and maintain the highest quality service of care and to further the social, emotional and interpersonal development of children; and to foster a supportive environment where children feel safe and happy.

**14.2 Objectives**

14.2.1 Create opportunities for positive social interaction;

14.2.2 Create quality and diversified recreation and leisure activities that engage all children;

14.2.3 Create opportunities for children to achieve together;

14.2.4 Create a service of integrity and security for all children, families and employees involved;

14.4.5 Provide optimum duty of care;

14.2.6 Work collaboratively to meet the needs of all children, including children with disabilities and/or challenging behaviours.

**15. PERSONAL AND WORK ALLOCATION**

15.1 The Approved Provider must have mechanisms in place to manage the provision of all services in the event of loss or absent staff.

**16. OSHC SERVICES ASSETS**

16.1 The Governing Council owns the following assets which they are willing to sell to the successful Approved Provider [insert details].

**OR**

16.2 The Governing Council does not own any assets which they are willing to sell to the successful Approved Provider.

**17. OSHC RESOURCES**

17.1 The School is willing to provide [insert details].

17.2 The Approved Provider must make provision for and purchase all other required up set up equipment.

**18. PERFORMANCE MANAGEMENT, KPI’S AND REPORTING**

18.1 The Approved Provider will be obliged to perform the required services to a standard acceptable to the Education Department and to the School Governing Council.

18.2 The Governing Council through an OSHC Advisory Committee will be responsible for the monitoring and evaluation of the quality of the OSHC service to a standard acceptable to the Governing Council and that complies with State and Australian Government legislation and policy.

18.3 The Approved Provider must work closely with the OSHC Advisory Committee which will comprise and provide reports and data as requested for annual and ongoing KPI and review purposes within reasonable timeframes and in ways that support the contract management responsibilities of the Governing Council in relation to the OSHC service.

18.4 All persons (which shall include volunteers and sub-contractors) employed by the Approved Provider and engaged in the delivery of services shall be approved by the Department for Education and the Department for Education reserves the right to approve or disapprove their engagement in its absolute discretion.