Procedure
Provision of out of school hours care (OSHC) services on department sites

Please note this procedure is mandatory and staff are required to adhere to the content

Summary
This procedure outlines processes, roles and responsibilities for those engaged in the provision of OSHC services on department sites.

Table 1 - Document details

<table>
<thead>
<tr>
<th>Publication date</th>
<th>23 December 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>File number</td>
<td>DECS08 3105</td>
</tr>
<tr>
<td>Related legislation</td>
<td>Education and Early Childhood Services (Registration and Standards) Act 2011</td>
</tr>
<tr>
<td></td>
<td>Education and Early Childhood Services (Registration and Standards) Regulations 2011</td>
</tr>
<tr>
<td></td>
<td>Education and Care Services National Regulations 2014</td>
</tr>
<tr>
<td></td>
<td>Education Act 1972</td>
</tr>
<tr>
<td></td>
<td>Children's Protection Act 1993</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Related policies, procedures, guidelines, standards, frameworks</th>
<th>Out of school hours care (OSHC) policy</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Procurement Governance Policy</td>
</tr>
<tr>
<td></td>
<td>National Quality Framework for Early Childhood Education and Care</td>
</tr>
<tr>
<td></td>
<td>Australian Government Child Care Service Handbook for all Approved Child Care services operating under the Child Care Management System (CCMS)</td>
</tr>
<tr>
<td></td>
<td>Children’s Services Award 2010</td>
</tr>
<tr>
<td></td>
<td>Screening and Suitability – Child Safety Policy</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Version</th>
<th>2.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replaces</td>
<td>Guidelines for the provision of out of school hours care (OSHC) services on Department for Education sites</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Policy officer (position)</th>
<th>Senior Policy Officer, Out of school hours care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy officer (phone)</td>
<td>(08) 8226 0084</td>
</tr>
</tbody>
</table>

|Policy sponsor (position)| Director, Early Childhood Services |
Table 2 - Revision record

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Revision description</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 2016</td>
<td>2.0</td>
<td>Major edit to replace previous OSHC guidelines</td>
</tr>
<tr>
<td>December 2019</td>
<td>2.1</td>
<td>Update to department name throughout document</td>
</tr>
</tbody>
</table>
Table of Contents

Procedure........................................................................................................................................... 1

Provision of out of school hours care (OSHC) services on department sites................... 1

Summary............................................................................................................................................... 1

Table of Contents................................................................................................................................. 3
1. Title.................................................................................................................................................. 4
2. Purpose.............................................................................................................................................. 4
3. Scope ................................................................................................................................................. 4
4. Procedure detail................................................................................................................................. 4
   4.1 Establishment of an OSHC service ............................................................................................. 4
   4.2 Operating requirements for OSHC services .............................................................................. 5
   4.3 Contract management .................................................................................................................. 13
   4.4 Ceasing to operate an OSHC service ......................................................................................... 13
5. Roles and responsibilities ............................................................................................................... 14
6. Monitoring, evaluation and review ................................................................................................. 16
7. Definitions and abbreviations ......................................................................................................... 16
8. Supporting documents .................................................................................................................... 16
9. References ....................................................................................................................................... 17
1. Title

Provision of out of school hours care (OSHC) services on Department for Education sites procedure.

2. Purpose

This procedure outlines the requirements for establishing and operating an out of school hours care (OSHC) service on a department site.

3. Scope

This procedure applies to all department employees, school governing councils, third party providers and all OSHC employees and volunteers who deliver an OSHC service on a department site.

4. Procedure detail

4.1 Establishment of an OSHC service

The school governing council is responsible for establishing an OSHC service on a school site. The establishment process is to include the following steps:

- conduct a needs analysis
- select a service provider
- identify suitable facilities
- establish rent fees and charges.

4.1.1 Conducting a needs analysis

The school governing council is to establish a steering committee to explore the feasibility of establishing an OSHC service.

Membership of the steering committee is to include:

- school governing council representative
- potential parent/guardian who intends to use the service
- the principal
- the school finance officer

The role of the steering committee is to:

- determine the current care need from community (before school, after school and vacation care) refer to survey template
- consider current and future enrolments, plans for utilising facilities including other programs operating and any potential impact on the operation of the OSHC service
- liaise with neighbouring schools to identify if they have a similar need for school-age care needs and potential collaboration/partnership
- consider alternative local care options and impact of establishment on these services. Viable models may include multi-site services, outreaches and offsite services as they may achieve economies of scale through the sharing of facilities, families, staffing, management structures and resources
- collate findings and table a report to school governing council.
Where the school governing council endorses the establishment of an OSHC service, the principal is required to notify their Education Director (ED).

4.1.2 Select a service provider
The school governing council can select to deliver an OSHC service through:

- The school governing council as the approved provider, or
- The school governing council engaging a third party provider to be the approved provider.

The third party provider must be a member of the department panel of OSHC approved providers. The approved provider panel process is outlined in Appendix 1.

The process to procure a third party provider to deliver an OSHC service is outlined in Appendix 2.

4.1.3 Identify suitable facilities
The school governing council is responsible for identifying the most suitable facility from which the OSHC service will operate. The facilities checklist provides a guide as to matters to be considered in order to ensure that the school is able to comply with the facility requirements under the National Law.

Where the OSHC service operates from a space that is surplus to required space (a space not required for educational purposes) then the school governing council is responsible for the ongoing maintenance of this space.

All modifications to a space are to be undertaken in consultation with department Asset and Business Services through lodging a project commencement form.

4.1.4 Establish rent (hiring fees) and charges
Not-for-profit organisations delivering an OSHC service are not to be charged hiring fees for use of a facility. Other parties may be charged a hiring fee. The fee is to be determined from the Recommended hire rates for community use of school facilities but be amended (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.

A consumables charge for materials, supplies and equipment may be charged. This charge is to be set by the school governing council giving due consideration to frequency of use and planned activities.

4.2 Operating requirements for OSHC services

4.2.1 Service management

<table>
<thead>
<tr>
<th>APPROVED PROVIDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>School Governing Council</td>
</tr>
<tr>
<td>Governance</td>
</tr>
<tr>
<td>Provider and Service approval</td>
</tr>
</tbody>
</table>
## Site Policies

Site specific policies must not contradict or override any Commonwealth or State obligation or any contractual arrangement with respect to the operation of the service.

School governing councils should use department policies where appropriate rather than duplicating.

Third party providers must ensure their operational policies and procedures comply with Education and Care Services National Regulations and department policies.

Refer to [Guide for Developing Policies for OSHC Services](#) to ensure compliance with Regulation 168 of the *Education and Care Services National Regulations*.

## Child Care Subsidy

The approved provider is the legal sponsor of Australian Government Child Care Subsidy (CCS) and is required to apply to the [Australian Government Department of Education and Training](#).

The Australian Government Department of Education and Training, has approved software packages available to calculate the CCS, deduct it from families’ fees, manage bookings and billings. School governing councils must ensure the conditions of service provision and funding requirements are met as described in the [Australian Government Child Care Service Handbook](#).

Ensure that conditions of funding and/or operational agreements entered into with any government or agency are met.

Services may also be eligible for [Community Support Programme](#) under the Australian Government Department of Education and Training. This programme is designed to support small services to be viable.

## Vacation Care Program

The program for each vacation care period is to be endorsed by the School Governing Council.

The third party provider is responsible for the service program.

## Enrolling children

Children must be enrolled, with permission from a parent or guardian to attend the OSHC service.

Australian Government [Child Care Service Handbook](#) states: Self-referred children- Services should not encourage self-referred children (those who arrive at a service without being enrolled) to attend a service without permission from a parent or guardian. Every effort should be made to contact the parents and seek their permission for the child to be there. This is to protect the service from a possible accident or insurance claim.

## Emergency Care

Emergency care can be provided for one child, or two or more children from the same family for a period of not more than two consecutive days on which the service operates [Education and Care Services National Regulations 2014, Regulation 123(5)].

The inclusion of extra children must not affect the health, safety and wellbeing of children attending the service.

The provider is to notify the Board when emergency care is provided. Refer [ACECQA website](#).

## Priority of Access

Services must ensure that their enrolment practices meet the Australian Government’s Priority of Access Guidelines as outlined in the [Australian Government Child Care Service Handbook](#).
| Reporting injuries and critical incidents | All critical incidents, injuries and security incidents occurring at the site involving an OSHC service must be recorded by the Principal on the department Incident Recording Management System (IRM) within a 12 hour period.

The approved provider is required notify:

- the Board of serious injuries and incidents within timeframes specified in Regulation 174 and 176 of the National Regulations
- the Australian Government Department of Education and Training Board of certain matters. These matters are outlined in the department OSHC Notifications Checklist.
- All injuries that occur, that are associated with the operation of an OSHC service, must be recorded on the department Injury Report Form (ED155). |
|----|----|
| Financial | Maintain responsibility for the overall financial operation of the program, including payment of fees, maintaining Australian Government Child Care Subsidy records and payments and ensuring that an annual budget is prepared, endorsed, monitored and reviewed.

OSHC finances are to be managed as part of the school’s consolidated account within a separate bank account specifically created for the purpose of managing OSHC finances (Company 4), including the audit function. School governing councils and principals must ensure that financial reports showing income and expenditure against the budget are comprehensive enough to assess the financial viability of the OSHC service and are presented at each school governing council meeting.

Refer OSHC financial roles and responsibilities checklist. |
|----|----|
| Budget and fee schedule | The service budget must be monitored and reviewed at least annually or as required to ensure the actual income and expenditure is in line with the approved budget.

All budgets and subsequent changes to fees must be ratified by the school governing council, refer to the department Financial Services for assistance.

The school governing council through the Advisory committee is responsible for reviewing the Fee Policy of the service which should include, invoicing procedure, debt collection procedures, responsible person/s. |
|----|----|
| | Maintain responsibility for the overall financial operation of the program, including payment of fees, maintaining Australian Government Child Care Subsidy records and payments. OSHC fees to be charged in accordance with Schedule 3 of Licence and Services Agreement.

Any variation to the fee must be made in accordance with the Variation to the OSHC Service clause in the Licence and Services Agreement. |
<table>
<thead>
<tr>
<th>Records Management</th>
<th>Manage, store and dispose of records in accordance with the department Records Management policy and the State Records Act 1997. Ensure confidentiality is maintained in accordance with the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG).</th>
<th>As detailed in the Licence and Services Agreement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage children's records</td>
<td>Children's records containing any child related information is not to be transmitted via a web based free email service (such as - Gmail, Yahoo, Y7mail, Hotmail) or stored online (such as SkyDrive, Dropbox, Google Drive, Bitcasa, iCloud).</td>
<td></td>
</tr>
<tr>
<td>Service provision and demand for care</td>
<td>A service may apply to amend the service approval with the Board and the Australian Government Department of Education and Training to increase or decrease approved OSHC places. Any amendment will be subject to meeting the requirements of the National Law, including but not limited to, educator to child ratios, facilities and other requirements. The Board may request site plans with areas to be accessed by OSHC staff and children highlighted as part of an application. The Principal will provide access to site plans.</td>
<td></td>
</tr>
</tbody>
</table>

### 4.2.2 Child protection

| APPROVED PROVIDER |
|-------------------|--------------------------------------------------|
| **School Governing Council** | **Third Party Provider** |
| Child protection | All people working or volunteering on a school site, including an OSHC service must: |
| | □ meet the screening and suitability requirements set out in the Screening and suitability - Child safety policy |
| | □ have attended or be registered to attend Responding to Abuse and Neglect – Education and Care training for employees and update this training every three years or, if a volunteer, have received the induction session for volunteers as per the department’s Volunteers working in Educational Sites and Settings policy |
| | □ adhere to all other department policies, procedures relating to child safe environments as outlined in department policy Child Protection in Schools, Early Childhood Education and Care. |
| | Approved providers are to ensure the service operates in accordance with the following guidelines: |
| | □ Protective Practices for Staff in their Interactions with children and young people |
| | □ Responding to problem sexual behaviour in children and young people guidelines for staff in education and care settings |
| Mandated notifications | Pursuant to section 11 of the Children’s Protection Act 1993 certain groups of people, including all educators and volunteers working with children and young people in OSHC services are required to report to the Child Abuse Report Line (CARL) if they suspect, on reasonable grounds that a child is being abused or neglected and this suspicion is formed in the course of their work. To report abuse or neglect contact the Child Abuse Report Line on 13 14 78 or on the online child protection reporting system |
| Reporting abuse and neglect | All OSHC employees and volunteers to undertake RAN-EC training and update this training every three years |
Provision of out of school hours care services in department sites

<table>
<thead>
<tr>
<th>Reporting concerns</th>
<th>All OSHC employees and volunteers report immediately to the principal concerns they may have regarding the conduct of others towards children and young people observed on site.</th>
</tr>
</thead>
</table>

| Managing allegations of sexual misconduct | OSHC directors must be aware of the procedures in the *Managing allegations of sexual misconduct in SA education and care settings* (PDF 517KB) guidelines. This training should be included as part of the induction for new OSHC directors. Principals (irrespective of the OSHC provider) must:  
  - request the site’s OSHC director view the *Managing allegations of sexual misconduct in SA education and care settings* power point presentation on the department website (facilitating access, if required)  
  - provide a copy of the *Protective practices for staff in their interactions with children and young people* (PDF 578KB) and *Managing allegations of sexual misconduct in SA education and care setting guidelines* (PDF 516KB) to the OSHC director  
  - facilitate a professional discussion with the OSHC director to confirm that the director has understood key elements outlined in the Protective practices and Managing allegations of sexual misconduct documents’  
  - retain a copy of the OSHC directors’ certificate *Managing allegations of sexual misconduct training certificate* |

4.2.3 Support for children

<table>
<thead>
<tr>
<th>APPROVED PROVIDER</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>School Governing Council</td>
<td>Third Party Provider</td>
</tr>
</tbody>
</table>

Transportation of children  
Where children are transported to or from another premise, in order to access before or after school care, procedures for the transportation and safe handover of children between the service and the site must be documented in a service policy.  
Both the approved provider and the school have a role in ensuring duty of care obligations are met.  
The transportation of children must adhere to relevant legislation, for example, the provision of appropriate child restraints (see Rule 266 of the Australian Road Rules).  
Refer *School transport policy* and the *Safe driving procedure*.  
When children under guardianship of the Minister are transported refer to *Transport of children involved in statutory child protection policy*
| **Children under the Guardianship of the Minister** | OSHC services will support children under the Guardianship of the Minister by maintaining effective communication between OSHC services and department employees.  

A Families SA case manager (case manager) will, at the time of a child’s enrolment, advise the service (in writing) in respect to a child under the Guardianship or Custody of the Minister for Education and Child Development. Information will be provided that will assist the service with the enrolment process and to develop strategies and interventions to support successful inclusion.  

The OSHC enrolment and Information Sharing Form will be completed by the case manager with as required consultation with the OSHC director, carer, child or principal.  

**Individual Education Planning** meetings are to be convened by the principal (or their delegate) at enrolment and at the beginning of each school year. The OSHC director is required to participate in the meeting.  

It is required that all OSHC staff where a child under the Guardianship of the Minister is enrolled to undertake the Strategies for Managing Abuse Related Trauma (SMART) training. Refer at [www.childhood.org.au/for-professionals/smart-online-training](http://www.childhood.org.au/for-professionals/smart-online-training). |
| **Disabilities or additional needs** | The primary source of funding to assist children with disabilities or additional needs to access an OSHC service is through the Australian Government [Inclusion Support Programme (ISP)](http://www.childhood.org.au/for-professionals/smart-online-training).  

Where a child is not eligible for ISP funding, services may access alternative funding from the department Intervac program. The Intervac program is designed for circumstances where a child with an additional need or disability cannot be included in the OSHC service without additional educator support.  

Access to Intervac for OSHC must be negotiated with, and approved by, Early Childhood Services.  

Intervac funding can be used to support children in OSHC for a maximum of 2 hours a day and up to a maximum of 40 hours per week during vacation care, provided that all other avenues of support, such as Inclusion Support Subsidy, have been exhausted.  

An OSHC service will need to demonstrate through their Intervac application that access to an additional educator/s will contribute to improved inclusion practices and strategies.  

The process to apply for Intervac funding is outlined on the [Out of school hours care Intervac inclusion funding](http://www.childhood.org.au/for-professionals/smart-online-training) web page.  

An OSHC service is responsible for distribution of the Intervac staffing hours and arrangements. The needs of the service are to be reviewed at the end of each care period (term or vacation care period), or earlier if required.  

Intervac payments will not be made unless department Early Childhood Services has approved Intervac hours. |
| **Health Support** | The [Health Support Planning Guidelines: Health Support Planning In Education and Children’s Services](http://www.childhood.org.au/for-professionals/smart-online-training) are to be followed to plan, support, monitor and review a child’s health support needs in the OSHC service.  

Where a child’s health needs are complex and require the service of Level 3 health plan [Health Support Planning for Children and Students with Complex and/or Invasive Healthcare Needs](http://www.childhood.org.au/for-professionals/smart-online-training), then support and advice is to be provided by the Women’s and Children’s Health Network (WCHN) – phone 8159 9400. |
### 4.2.4 Staffing

<table>
<thead>
<tr>
<th>APPROVED PROVIDER</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>School Governing Council</strong></td>
</tr>
<tr>
<td><strong>Third Party Provider</strong></td>
</tr>
<tr>
<td><strong>Department HR flagging system</strong></td>
</tr>
<tr>
<td>Before commencing on a department site all OSHC employees and volunteers must be cleared through <a href="mailto:education.HRConfidential@sa.gov.au">education.HRConfidential@sa.gov.au</a>. This includes existing third party provider employees transferring onto a department site. Selection panels for OSHC employees are required to clear nominated applicants through <a href="mailto:education.HRConfidential@sa.gov.au">education.HRConfidential@sa.gov.au</a> before making a recommendation. HR Confidential will check the department’s Human Resource Management System for any additional information on an applicant seeking employment within a department site of which the panel may need to be aware before finalising their recommendations. The panel will be notified by return email if there is any additional information available. Please forward the name and date of birth of employees, applicants and volunteers including any known previous names to <a href="mailto:education.HRConfidential@sa.gov.au">education.HRConfidential@sa.gov.au</a>.</td>
</tr>
<tr>
<td><strong>Relevant history clearance</strong></td>
</tr>
<tr>
<td>All OSHC employees and volunteers have a current approved relevant history screening identifying they are suitable to work with children and young people. Copies of relevant history clearance certificates are to be provided to the principal (or delegate) to be recorded in the Education Department School Administrative System (EDSAS) / Human Resource System (HRS).</td>
</tr>
<tr>
<td><strong>Screening and suitability requirements</strong></td>
</tr>
<tr>
<td>Prior to an offer of employment, all OSHC staff recommended through a selection process must be cleared as suitable for employment in an OSHC service operating on a department site. An offer of employment must not be made by a governing council or third party provider until this clearance has been received from Human Resources. A copy of the clearance advice is to be retained by the provider. For additional information regarding child protection requirements refer 4.2.2.</td>
</tr>
<tr>
<td><strong>Managing</strong></td>
</tr>
<tr>
<td>Parents who are governing council members, as the employing body, also require a current relevant history screening Refer to the Education and Care Services National Regulations for requirements</td>
</tr>
<tr>
<td>Advice - Prior to commencing a process which could result in disciplinary action and/or termination of an OSHC employee, it is recommended that specialist human resources/ industrial relations advice is obtained. Third party OSHC providers may wish to seek industrial advice prior to undertaking disciplinary action.</td>
</tr>
</tbody>
</table>
unsatisfactory performance of OSHC employees

Terminating an OSHC employee
Where an OSHC employee is terminated (either employed by governing council or third party provider) the principal must inform the department by:
- lodging a report on the Incident Response Management System (IRMS) within 12 hours
- advising HR Policy and Specialist Services within 24 hours
- forwarding a copy of the termination letter to the Manager Recruitment and Compliance to education.HRConfidential@sa.gov.au

4.2.5 Facilities and Equipment

<table>
<thead>
<tr>
<th>APPROVED PROVIDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>School Governing Council</td>
</tr>
<tr>
<td><strong>Public Liability</strong></td>
</tr>
<tr>
<td><strong>Contents Insurance</strong></td>
</tr>
<tr>
<td><strong>Building</strong></td>
</tr>
</tbody>
</table>
Emergency and evacuation procedures

The approved provider must ensure the service has in place emergency and evacuation procedures that include risk assessments and documented emergency and evacuation procedure rehearsals every three months [refer Regulation 97 and 168 of the National Regulations].

The OSHC service is to be included in the site’s Emergency Management Plan. Refer Emergency Management Plan template instructions and appendix for details.

The Principal is to ensure the OSHC service has a copy of the site’s current Emergency Management Plan.

The OSHC director is to ensure OSHC staff are familiar with the plan and trained in its implementation.

The plan is to include a notification process in the event of a closure or an emergency for:

- Families/guardians
- Staff
- Line manager
- Education director
- Education and Standards Board
- Australian Government Department of Education and Training

4.3 Contract management

The school principal as the Minister’s representative must actively manage the performance of the third - party provider and their compliance with the Licence and Services Agreement at the site level by using a Contract Management Plan (CMP) template. The CMP is the tool to actively manage the Licence and Services Agreement.

The contract management plan is to be submitted to Early Childhood Services for approval.

To ensure principals have the skills and knowledge to effectively manage a contract, there is a requirement that they will participate in an information session. This information session will outline the competencies required to fulfil the contract management obligations on behalf of the Minister.

The school governing council are required to undertake an annual review of the service using the key performance indicators in the Licence and Services Agreement. The review is to include an annual survey for families and children.

4.4 Ceasing to operate an OSHC service

<table>
<thead>
<tr>
<th>APPROVED PROVIDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>School Governing Council</td>
</tr>
<tr>
<td>Service review</td>
</tr>
</tbody>
</table>
Upon the school governing council endorsement of the decision to close the following is required:

- community is notified with a minimum of 4 weeks’ notice
- a Notification to the Australian Government to cancel CCB is submitted (at least 42 days prior to closure)
- a notification of surrender of service approval form is submitted to the Education and Standards Board
- the school governing council minutes where the decision to close the service was endorsed together with the education director’s endorsement is forwarded to Early Childhood Services
- sufficient funds are available to meet the staff entitlements.

Department School and Preschool Financial Services is contacted prior to the closure of the service for instructions on the financial requirements to be undertaken.

5. Roles and responsibilities

Table 3 - Roles and responsibilities

<table>
<thead>
<tr>
<th>Role</th>
<th>Authority/responsibility for</th>
</tr>
</thead>
<tbody>
<tr>
<td>School governing council</td>
<td>Determining a need and viability of an OSHC service</td>
</tr>
<tr>
<td></td>
<td>Establishing an OSHC service</td>
</tr>
<tr>
<td>Principal</td>
<td>Assisting the school governing council to develop an 'Instrument of Authorisation to the Principal' about the extent of the principal’s responsibility for the OSHC service.</td>
</tr>
<tr>
<td></td>
<td>Reporting incidents in accordance with this procedure that are notifiable.</td>
</tr>
<tr>
<td></td>
<td>Management and support of non-teaching staff employed by the school governing council and volunteers in accordance with this procedure.</td>
</tr>
<tr>
<td></td>
<td>Line management including performance and development of the OSHC director in accordance with the department’s policy</td>
</tr>
<tr>
<td></td>
<td>Establishing and maintaining an OSHC advisory committee.</td>
</tr>
<tr>
<td></td>
<td>Ensuring the OSHC service is included in site signage, school context statements, school web pages, annual reports and strategic planning documents.</td>
</tr>
<tr>
<td></td>
<td>Actively managing a Licence and Services Agreement in place with a Third party provider by completing a Contract Management Plan and submitting it to Early Childhood Services for approval prior to contract commencement and maintaining the Plan.</td>
</tr>
</tbody>
</table>
Provision of out of school hours care services in department sites

Where a child under the Guardianship of the Minister is enrolled the OSHC director must provide regular updates to the principal on the child’s participation in the program and attend their Individual Education Plan meetings.

<table>
<thead>
<tr>
<th>Role</th>
<th>Authority/responsibility for</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OSHC Director</strong></td>
<td>Complying with the requirements outlined in this procedure, the national law, the Australian Government Child Care Service Handbook, relevant department policy and procedures and any relevant state and federal awards.</td>
</tr>
<tr>
<td><strong>Approved OSHC provider</strong></td>
<td>Complying with the relevant requirements outlined in this procedure, the National Law, the Australian Government Child Care Service Handbook, relevant department policy and procedures and any relevant state and federal awards.</td>
</tr>
<tr>
<td><strong>Education Director</strong></td>
<td>Oversee the establishment and operation of an OSHC service.</td>
</tr>
<tr>
<td><strong>School finance officers (or delegate)</strong></td>
<td>OSHC services operated by a department school governing council are required to operate their finances within the department’s accounting system (EDSAS). An officer is to be nominated by the principal to manage all OSHC financial transactions. Refer <a href="#">OSHC Finance Checklist</a>.</td>
</tr>
<tr>
<td><strong>Early Childhood Services</strong></td>
<td>Managing the Intervac program.</td>
</tr>
<tr>
<td><strong>Procurement Unit</strong></td>
<td>For school governing council operating services:</td>
</tr>
<tr>
<td><strong>Financial Services</strong></td>
<td>Employee Relations - Assist sites to comply with their industrial obligations by providing support and advice.</td>
</tr>
<tr>
<td><strong>Employee Relations and Human Resources</strong></td>
<td>Human Resources - Provide support and advice around disciplinary action, termination, suitability of OSHC staff (including ‘flagging system’) and maintaining resources for the school governing council in their role as the employer.</td>
</tr>
<tr>
<td><strong>Families SA</strong></td>
<td>The case manager of children under the Guardianship or Custody of the Minister for Education and Child Development is required to provide information that will assist the service with the enrolment process and to develop strategies and interventions to support the successful inclusion of the child.</td>
</tr>
</tbody>
</table>
6. Monitoring, evaluation and review

The procedure will be monitored by Early Childhood Services and reviewed every 3 years. Monitoring will be informed by amendments to the department’s OSHC policy, stakeholder feedback, state and federal policy direction and changes to the department’s strategic directions.

7. Definitions and abbreviations

Table 4 - Definitions and abbreviations

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSHC</td>
<td>Approved Out of school hours care services including before school and/or after school and/or on pupil-free days and/or vacation care</td>
</tr>
<tr>
<td>The National Law</td>
<td><em>Education and Early Childhood Services (Registration and Standards) Act 2011, the Education and Early Childhood Services (Registration and Standards) Regulations 2011 and the Education and Care Services National Regulations 2014</em></td>
</tr>
<tr>
<td>Approved Provider</td>
<td>A person who holds a provider approval under the National Law Only an approved provider can apply for a service approval to operate an approved education and care service under the National Law</td>
</tr>
<tr>
<td>The Education Act</td>
<td>Education Act 1972</td>
</tr>
<tr>
<td>employees</td>
<td>The department’s employees inclusive of school staff and corporate office staff</td>
</tr>
</tbody>
</table>

8. Supporting documents

*Out of school hours care policy*

*Screening and Suitability- Child Safety Policy*

*Protective practices for staff in their interactions with children and young people*

*Transport of children involved in statutory child protection policy*

*My Time Our Place (MTOP)*

*Health support procedures and guidelines*

*Staying healthy in child care*

*Australian Food standards code* (where food is provided by the educator as part of the care service)

*Child protection resources*
9. References

Volunteers working in Educational Sites and Settings policy

Cyber Safety, Bullying and Harassment

Financial Management tools for Governing Councils as the Approved Provider

Section 5 Administrative Instructions and Guidelines – School Councils and Affiliated Committees

Australian Government Child Care Service Handbook

National Quality Framework for Early Childhood Education and Care

Children’s Services Award and the National Employment Standards

Information Sharing Form

Procurement Governance Policy

Individual Education Planning

Access to the department’s intranet requires login credentials. If you do not have access you will need to see your school principal.

Appendices

1 Approved provider panel process
2 Engaging a third party OSHC provider
3 Governance - School Governing Council as the Approved Provider
4 Recruitment and selection of staff - School Governing Council as the employee
5 Review requirements prior to closure
Appendix 1 - Department Approved Provider Panel Process

The department has an open panel of approved third party providers willing to provide an on-site OSHC service to one or more South Australian Government Schools.

The panel streamlines the process for school governing councils to select a suitable OSHC provider for their school through a subsequent competitive process during the term of the panel.

Organisations wishing to be appointed to the panel through supplementation will be required to respond to periodic Expressions of Interests (EOI). Supplementation EOIs will require organisations to respond to a series of questions regarding their financial and service capability, as well as detailing their experience in delivering OSHC services.

EOIs will be publicly advertised via the SA Tenders and Contracts website www.tenders.sa.gov.au.

Organisations need to be registered on the SA Tenders and Contracts website.

Organisations should also regularly monitor the website for tender listings. The department will not be advertising details in regard to a supplementation round.

Further information regarding the panel process can be sought from the Procurement Unit via email to: education.ProcurementUnit@sa.gov.au.
Appendix 2 - Engaging a third party OSHC provider

The department manages a panel of approved providers for the provision of Out of school hours care. Panel members have demonstrated their ability to meet mandatory criteria and indicated the regions across the state they would like to operate an OSHC service.

School governing councils planning to engage a third party OSHC provider will need to select a provider from the panel of approved providers through an appropriate procurement process.

Once a school governing council has selected their preferred approved provider the department’s Procurement Unit will assist in formalising the Licence and Services Agreement which will be between the Minister, the school governing council and the third party provider. The standard term of agreement is three years with two three-year extension options. This process is underpinned by the Public Service Code of Ethics to ensure transparent, equitable and impartial process providers.

**Step 1: Planning**

School governing council decision to engage a third party provider

1.2 Advise Early Childhood Services via email, with the following details:
   - school governing council meeting minutes on letterhead endorsing the outsourcing decision
   - endorsement email from the education director to the principal or governing council chairperson

1.3 Ensure the school governing council has an Australian Business Number (ABN) and Common Seal that accurately reflects the school governing council’s name in readiness for execution of the Licence and Services Agreement.

1.4 Sufficient funds are available to meet all staff entitlements (if applicable)

<table>
<thead>
<tr>
<th>When an existing OSHC service is operated by the school governing council</th>
<th>When an existing OSHC service is operated by a third party provider</th>
<th>Where no OSHC service is operating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5 School governing council must sensitively inform OSHC staff of the decision:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Provide regular and relevant information keeping staff up to date and supported through the process</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Advise employees if they are members of the union they may wish to seek advice generally or about their specific entitlements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.6 School governing council to seek HR/IR and finance advice from the <a href="#">department’s IR Unit</a> to ensure employee entitlements are prepared correctly and required termination notice periods are met</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• School governing council to advise and consult with the <a href="#">United Voice</a> union</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.7 School governing council to</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.5 Existing third party provider to sensitively inform OSHC staff of the decision:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Provide regular and relevant information keeping staff up to date and supported through the process</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Advise employees if they are members of the union they may wish to seek advice generally or about their specific entitlements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.6 Existing third party provider to seek HR/IR advice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• If applicable it is recommended the third party provider seeks advice to determine staff entitlements and termination notice periods</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• It is recommended that the third party provider advise and consult with the <a href="#">United Voice</a> union</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.7 Existing third party provider to</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Go to step 2 – Outsourcing
When an existing OSHC service is operated by the school governing council

update asset register:
- The asset register must be maintained and should be a record of the services assets and equipment
- Where assets and equipment have been negotiated to transfer to the new provider this must be identified in writing

1.8 Financial Services must be contacted prior to the transfer of the service for instructions on the financial requirements to be undertaken in this process.

Further information is available on the [Fair Work website](https://www.fairwork.gov.au).

---

### Step 2: Outsourcing

2.1 Develop the OSHC Service Specifications and Acquisition Plan

The principal along with the steering/advisory committee is responsible for drafting the service specifications and acquisition plan.

The principal is to prepare a signed probity statement, on school letterhead, refer example provided in the [Guide to developing OSHC service specifications](https://example.com).

Service specifications are to outline and reflect the importance of school-age care in the local community. These will be inserted into the Request for Quote (RFQ) document.

Specifications must not contain any requirements that might advantage a particular tenderer. For example if the existing OSHC staff have become third party providers and may be asked to provide a quote for the service as such they should not be involved in the development of the specifications.

The acquisition plan is an internal (confidential) document detailing the selected providers from the panel of approved OSHC providers.

The acquisition plan is to detail a minimum of three providers, including at least one for-profit and one not-for-profit provider (unless there are a smaller number of potential providers in a given area) to approach for a quote.

The drafted service specifications and acquisition plan is to be developed in consultation with Early Childhood Services.

The final service specifications and acquisition plan are forwarded to the Procurement Unit for approval.

The approved acquisition plan is endorsed by the principal.

The endorsed acquisition plan is submitted for Procurement Governance Committee approval.

2.2 Draft a Request for Quote (RFQ) including an Evaluation Plan

The Procurement Unit, and principal (or delegate), will draft a RFQ, incorporating the school's OSHC service specifications, to forward to selected providers on the panel identified by the school in the Acquisition Plan.

The evaluation team will be required to provide input to the Evaluation Plan that outlines the rules and methodology for evaluating RFQ responses.
2.3 Release of RFQ

Procurement Unit release the Request for Quote, giving selected providers a minimum of two weeks to respond.

Principal (or delegate) to facilitate provider site visits as required.

2.4 Evaluation of responses

Procurement Unit collates responses and schedules tender handover with the principal.

The principal will chair the evaluation team\(^1\), with quotes evaluated in accordance with the approved evaluation methodology. If negotiation is required with the providers the Procurement Unit will draft a negotiation plan for the principal.

Evaluation outcome to be forwarded to the Procurement Unit.

2.5 Third Party Provider selected

The Procurement Unit:

- Develop a Purchase Recommendation, endorsed by the education director, for the school governing council to enter into a Licence and Services Agreement.
- Seek approval of the Purchase Recommendation by the Procurement Governance Committee.
- Informs all respondents of the outcome and drafts the Licence and Services Agreement to circulate for execution.
- Establish service with third party provider

2.6 Third Party Provider to obtain service approval from the Education and Early Childhood Services Registration and Standards Board of SA (Board) either as a new service or transfer (if an OSHC service was in existence) of service approval noting service delivery timeframes for processing applications at the Board.

2.7 Third Party Provider to obtain Child Care Subsidy with the Australian Government Department of Education and Training by completing the online form.

2.8 Where the school governing council was the previous OSHC provider, they are to notify the Australian Government Department of Education and Training of transfer of service approval by completing and submitting the Notification of Closure, Sale or Transfer of Ownership or Management Form 42 days or more before ceasing to operate.

2.9 Site preparation:

- Ensure the premises are clean and well maintained ready for the new provider to commence service operation.

Principal (or delegate) is responsible for ensuring their site complies with the screening verification responsibilities including:

- Sighting and recording relevant history information and Responding to Abuse and Neglect – Education and Care training on Education Department School Administrative System (EDSAS) staff information table or Human Resource Management Information system (HRS). If your site does not use EDSAS or HRS you need to record and maintain copies of relevant history information using an alternative process.
- Maintaining the accuracy of screening information on EDSAS, HRS or site files.

\(^1\) Members of the evaluation team must be available for the duration of the procurement process (8 to 10 weeks)
Appendix 3 - Governance (school governing council as the approved provider)

The school governing council, as the approved provider/employer, has the legal liability and accountability for the OSHC service. Refer OSHC website for governance details.

An Instrument of Authorisation to the Principal must be completed about the extent of the principal’s responsibilities for the OSHC service.

An OSHC advisory committee undertakes the responsibilities of planning, reviewing, evaluating, and reporting (including recommendations) at school governing council meetings through a nominated liaison person. Membership of the OSHC advisory committee is to include:

- the principal (or delegate)
- the OSHC director
- school finance officer
- another member of school governing council
- parent/guardian whose child attends the OSHC service
- OSHC educator/s.

The OSHC advisory committee is to have the following members:

- chairperson
- secretary
- treasurer.

Meetings of the OSHC advisory committee are to be held to align with the school governing council meetings.

Where a school governing council operates an OSHC service on multiple premises:

- the OSHC advisory committee shall include stakeholders from the other participating sites including a site leader representative and parent/guardian whose child attends the OSHC service
- all stakeholders are jointly responsible for working collaboratively to ensure the requirements detailed in this procedure are met and an agreement shall be developed and executed. Priority of access for families must comply with the Australian Government Child Care Service Handbook’s Priority of Access Guidelines.
Appendix 4 - Recruitment and selection of staff (School Governing Council as the employer)

Before employees and volunteers are engaged to undertake work in the OSHC service they must complete all components of the Pre-employment and volunteer declaration checklist and provide a relevant history screening from a department’s approved screening authority.

OSHC employees must also provide a copy of their Responding to Abuse and Neglect – Education and Care (RAN-EC) training certificate (or at minimum evidence of registration) to the principal. Volunteers are to provide a copy of their induction participation certificate.

Site leaders are responsible for ensuring their site complies with the screening verification responsibilities including:

- sighting and recording relevant history information on Education Department School Administrative System (EDSAS) staff information table or the department’s Human Resource Management Information system (HRS). If your site does not use EDSAS or HRS you need to record and maintain copies of relevant history information using an alternative process
- maintaining the accuracy of screening information on EDSAS, HRS or site files.

School governing councils:

- must employ OSHC staff under the Children's Services Award 2010 and the National Employment Standards. The council must ensure regular payments to their OSHC employees, including during school holiday periods
- must establish processes for the employment of staff including recruitment, managing and supporting staff, monitoring performance, establishing contracts of employment and job and person specifications. Resources and templates are available on the department’s OSHC website
- may authorise the OSHC director in consultation with the principal to employ additional staff (short term), however only the school governing council can dismiss an OSHC employee.

In carrying out the selection process for a position greater than 20 days the school governing council must:

- advertise in the appropriate media to obtain as wide as possible coverage
- forward information about the position, including the job and person specifications, to all persons who enquire about the position. The names, addresses and contact numbers of these people should be recorded
- advise applicants to address the terms of the job and person specification and to provide the contact details for two referees
- form a selection panel consisting of the school governing council chairperson (or governing councillor), the principal and a parent whose child attends the service.

As employers the school governing council must:

- ensure the work health and safety of employees
- provide ongoing professional development and training to ensure the school governing council, OSHC advisory committee and OSHC educators understand and are able to meet their obligations under relevant legislation
- register with Return to WorkSA by notifying the department’s Health and Safety Services. The department arranges the bulk payment of all levies due to Return to WorkSA.

Further supporting documentation regarding these responsibilities can be found on the department’s OSHC website.

The department’s administrative units relating to industrial relations, facilities, financial management and legal services may be accessed by the principal as the ex-officio member of the school governing council for information and advice depending on the circumstances and the issues at hand. Contact details for these units can be found on the OSHC Contact List.
Appendix 5 - Review requirements prior to closure

Before ceasing to operate an OSHC service the school governing council and principal should

- identify if there is still a need within the community for a service by:
  - reviewing previous terms utilisation (to identify any pattern)
  - undertaking a community survey through the school newsletter and broader community such as neighbouring schools to provide an estimate of the maximum participation numbers for each component of care that is before school, after school and vacation care
- seek feedback from families and children that provides a focus for continuous service improvement
- review the service budget and fee schedule and seek advice and support from Early Childhood Services and Financial Services on 1800 100 191 or EducationSitefinancialresources@sa.gov.au
- review existing employment conditions for all OSHC staff – Contracts of employment and Job and Person Specifications
- promote the OSHC service in the community:
  - include an OSHC page on the school website to further promote the OSHC service
  - develop an OSHC information pack to promote the service to new families enquiring or enrolling at the school and pre-school
  - consider advertising in your community, neighbouring schools and pre-schools
- complete an Action Plan to record the review of the service and identify who is responsible for each of the tasks and timelines

In accordance with the OSHC Policy if there is a demand for OSHC and it can be viable the school should ensure a service is provided.

When the school governing council endorses a decision to close an OSHC service the following actions are required:

<table>
<thead>
<tr>
<th>Responsibilities of the school governing council</th>
<th>Responsibilities of the principal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. notify the community</td>
<td>1. Forward the school governing council minutes where the decision to close</td>
</tr>
<tr>
<td>2. submit a notification of closure to the Australian Government at least 42 days</td>
<td>the service was endorsed, and the education director’s endorsement, to</td>
</tr>
<tr>
<td>prior to closure</td>
<td>Early Childhood Services.</td>
</tr>
<tr>
<td>3. submit a notification of surrender of service approval form to the Education and</td>
<td>2. ensure funds are available to meet all staff entitlements prior to</td>
</tr>
<tr>
<td>Early Childhood Services Registration and Standards Board of South Australia</td>
<td>closure of the service</td>
</tr>
<tr>
<td></td>
<td>3. The department’s Financial Services must be contacted prior to the</td>
</tr>
<tr>
<td></td>
<td>closure or transfer of the service for instructions on the financial</td>
</tr>
<tr>
<td></td>
<td>requirements to undertaken in this process.</td>
</tr>
</tbody>
</table>