# Outside School Hours Care (OSHC) Establishment Grant Initiative

Guidance for grant recipients who are establishing a service through their *School Council*

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## About this guidance

This guidance will support School Councils receiving a Victorian government grant to establish a new Outside School Hours Care (OSHC) service through their School Council. \*

**About the grant program**

The Victorian Government is investing $81.6 million over four years to increase the availability Outside School Hours Care (OSHC or before & after school care & school holiday programs).

This investment is designed to ensure that OSHC services are available for 95% of Victorian government primary schools.

The increased availability of OSHC is intended to support increased workforce participation, particularly amongst women.

This guidance summarises key actions and links to information needed to establish a quality OSHC service, acquit grant funding, and meet regulations and legislative requirements.

Note - Additional guidance on the establishment of a school council-delivered OSHC can be found on the Policy and Advisory Library at [Outside School Hours Care — Decision Making Regarding the Provision of OSHC Legal Requirements](https://www2.education.vic.gov.au/pal/outside-school-hours-care-decision-making-regarding-provision-oshc/guidance/legal-requirements)

The guidance is organised into the following five sections:

1. **Checklist** (summary of milestones and timelines)
2. **Approvals and subsidies**
3. **Staffing**
4. **Communicating with families**
5. **Set-up and service delivery.**

As per the links throughout this guide, for detailed information on OSHC services in Victoria visit the [OSHC pages on the Department’s Policy and Advisory Library](https://www2.education.vic.gov.au/pal/outside-school-hours-care-decision-making-regarding-provision-oshc/policy).

### CONTACT US

Please email the OSHC Establishment Grants team at [oshc.central@education.vic.gov.au](mailto:oshc.central@education.vic.gov.au) for additional advice and support.

\* Please note, separate guidance is available for grant recipients who are **engaging a third-party provider to deliver OSHC** within their school. This guide sets out different approvals and contractual arrangements.

## Checklist

This checklist will support you to ensure that your OSHC service is operational by the start of Term 1. Each step should be taken with as much lead time as possible to allow for unexpected delays.

More detailed actions are set out in corresponding section of the guide.

|  |  |  |
| --- | --- | --- |
|  | Determine staffing profile and advertise for staff (a [template position description](https://www.education.vic.gov.au/PAL/oshc-decision-making-position-description-oshc-coordinator.docx) is available to support you). | TERM 4, WEEK 1 |
| **** | Gather required information for applications – for provider approval, this will be fit and proper documents for school principal, and for the Child Care Subsidy application, this will be fit and proper documents for school council members. | TERM 4, WEEK 1 |
| **** | Complete online learning [National Law & Child Care Subsidy Approval Course](https://joinedupapprovals.learnupon.com/) on ACECQA. | TERM 4, WEEK 1 |
| **** | Finalise OSHC policies and procedures. | TERM 4, WEEK 2 |
| **** | Lodge application for provider approval and service approval to the Regulatory Authority via the NQAITS portal | TERM 4, WEEK 2 |
| **** | Lodge application for Child Care Subsidy (CCS) to the Regulatory Authority via NQAITS Portal. | TERM 4, WEEK 3 |
| **** | Commence communication with parents/carers (inc. circulating enrolment forms) | TERM 4, WEEK 4 |
| **** | Induct staff | TERM 4, WEEK 6 |
| **** | Receive provider and service approval | TERM 4, WEEK 7 |
| **** | Receive Child Care Subsidy approval | TERM 4, WEEK 8 |
| **** | Send information packs to parents/carers of enrolled children | TERM 4, WEEK 9 |
| **** | Set up any spaces to be used by the service and ensure they comply with regulations | TERM 4, WEEK 10 |
|  | Set up third party software and advise families to approval CCS on their individual MyGov | TERM 4, WEEK 10 |
| **** | Service ready to operate | FIRST DAY TERM 1, 2024 |
|  | School Council continues to fulfill ongoing responsibilities | ONGOING |

## Approvals and Subsidies

### KEY ACTIONS

To operate an OSHC service your School Council must gain the following approvals:

* Provider approval **and** service approval. These are two separate approvals from the Quality Assessment and Regulation Division (QARD), Department of Education and Training, who are the state-based Regulatory Authority for all education and care services in Victoria.
* As of July 2023, the Child Care Subsidy approval, for OSHC services, must also apply for Child Care Subsidy so that parents receive the full subsidies they are entitled to by the time services commence.

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| * School council members and principal must obtain documents to establish fitness and propriety for Child Care Subsidy approval:   + A PRODA [Account](https://proda.humanservices.gov.au/prodalogin/pages/public/login.jsf)   + Current and Historical Personal Name Extract Search   + Banned/Disqualified Register Search   + National Personal Insolvency Index Bankruptcy Search   + National Police Criminal History Check   Note that a VIT registration does not fulfil the requirement to have a National Police Criminal History Check. A National Police Criminal History Check can also be obtained directly from [Victoria Police](https://www.police.vic.gov.au/national-police-records-checks), or through an [ACIC-accredited agency](https://www.acic.gov.au/services/national-police-checking-service/find-out-more-information/accredited-bodies). You may use grant funding to pay for the cost of obtaining these checks.   * Lodge an application for the School Council to operate as the provider\* via the [National Quality Agenda IT System](https://www.acecqa.gov.au/resources/national-quality-agenda-it-system) (this can take up to 60 days) * Lodge an application for service approval via the [National Quality Agenda IT System](https://www.acecqa.gov.au/resources/national-quality-agenda-it-system), (this can be applied for directly after you have submitted your provider approval application and can take up to 90 days). * Lodge an application for Child Care Subsidy via the [National Quality Agenda IT System](https://www.acecqa.gov.au/resources/national-quality-agenda-it-system), (there is no timeframe on how long this will take). * Each member of School Council must hold an individual PRODA account [Registration (humanservices.gov.au)](https://proda.humanservices.gov.au/pia/pages/public/registration/account/createAccount.jsf) for the service to apply for child care subsidy. CCS is a payment made by the Australian Government Department of Education on behalf of eligible families who are utilising an approved education and care service. *This payment is income tested and is usually paid directly to the OSHC service to reduce the out-of-pocket-fees for these eligible families.*   Your service should use a CCMS-compatible software package to track attendances for the purpose of reporting to CCS. Most of these packages are also suitable for day to day administration of bookings and attendances. A list of compatible software is available at [this link.](https://www.education.gov.au/early-childhood/child-care-subsidy/it-system/list-registered-child-care-software)  If your service may take in children with additional needs, support is available from dedicated Inclusion Support Professionals to assist your OSHC to embed inclusive practices and address barriers to inclusion. You are encouraged to visit [this link](https://www.education.gov.au/early-childhood/resources/inclusion-support-program-contact-details) to find details of Inclusion Agency contact details. You may also wish to contact Child Care Subsidy team and ask about the Additional Child Care Subsidy (ACCS) that may be available. |

*\* Under the National Quality Framework, the School Council is considered to be the OSHC approved provider and needs to hold provider approval. Every OSHC service requires service approval.   
\*\* The National Quality Agenda IT System (NQAITS) is provided by the Australian Children’s Education & Care Quality Authority (ACECQA). ACECQA are not the Regulatory Authority, and queries about applications should be sent to QARD (licensed.childrens.services@education.vic.gov.au OR 1300 307 415).*

### A. APPLICATION FOR PROVIDER APPROVAL

To apply for provider approval, you must:

* **submit form PA01** through the [National Quality Agenda IT System](https://www.acecqa.gov.au/resources/national-quality-agenda-it-system)
* **scan and upload attachments** (ideally collating multi-page documents into single PDF.

When completing these forms note that the legal entity name of the provider is to be the School Council, i.e. “Cotter Primary School Council” not “Cotter Primary School” or “Cotter Primary School OSHC.”

Also note that the Principal is deemed to be the “person with management or control” and must:

* **Complete** [**Form PA02 – Declaration of Fitness and Propriety**](https://www.acecqa.gov.au/media/22591)
* **Provide a clear scan in colour of a photo ID** – passport or driver licence
* **Provide either a VIT registration card or a Working with Children Check**
* **Undergo a criminal history record check dated within the last 6 months** (under the National Law, this is required separately to VIT registration).

If the NQAITS portal is requesting information that is not required for a school (e.g. evidence of legal entity), you may upload a blank document or a letter on letter-head to enable you to complete submitting the form.

Under the National Law, a decision on provider approval may take up to 60 days from a complete application. This is a maximum rather than typical time frame for an approval. You are able to submit the Application for Service Approval as soon as you have applied for provider approval; you are not required to wait 60 days before submitting the service approval application.

Further information on Provider approval is available [here](https://www.education.vic.gov.au/childhood/providers/regulation/Pages/approvals_certificates.aspx#link72).

### B. APPLICATION FOR SERVICE APPROVAL

To apply for service approval, you must: submit form SA01 through [National Quality Agenda IT System](https://www.acecqa.gov.au/resources/national-quality-agenda-it-system), and include the following supporting documents:

* **School plans:** must adequately illustrate the indoor and outdoor spaces the service will operate in (note that shading or highlighting [SAMS plans](https://edugate.eduweb.vic.gov.au/sc/sites/Infonline/Policies%20Guidelines%20and%20Procedures/Guidelines%20for%20using%20the%20SAMS%20interactive%20PDF%20tool%20V3.dotx), or available maps is acceptable)
* **Calculations of the available space:** this calculation does not have to be completed by a building practitioner if the service in on the school premises. You can measure the spaces yourself (the [Space Measurement Form](https://www.education.vic.gov.au/Documents/childhood/providers/regulation/SpaceMeasurementForm.pdf) may help you) or derive the information from the cleaning schedule
* **Policies and procedures\*:** Regulation 168 of the Education and Care Services National Regulations outlines the policies\* and procedures required for a service, (note these should also be made available to parents/carers). including health and safety, staffing arrangements, relationships with children and service management.

The OSHC Central Team can assist with template policies for your school’s service. These policies cover requirements for regulatory approvals. You would need to read through them and make small adaptations to them to meet your school’s requirements.

* [**A Nominated Supervisor Consent Form**](https://www.acecqa.gov.au/sites/default/files/2018-09/NS01_NominatedSupervisorConsentForm.pdf)(NS01) - note: if you have not appointed any staff yet when submitting this application, the Principal may be nominated as the Nominated Supervisor on the application form and this can be changed later. If operating a single staff model, **provide details of the educator, their experience** (such as a resume) and qualifications, or any courses being worked towards.

Please note that some documents prescribed in the National Regulations are not required for a school-based OSHC and you may need to upload a blank document in order to progress your service approval application.

A pre-approval visit may be required by QARD. If this is the case, a representative from your QARD regional office will liaise directly with you. If this occurs, it will be expected that you can demonstrate what the service would look like when operational and permit access to the Authorised Officer.

Under the National Law, an application for service approval may take up to 90 days from a complete application. However, it should not be expected to take this long if clear documentation is provided.

Further [information](https://www.education.vic.gov.au/childhood/providers/regulation/Pages/outsidehours.aspx) is available on the regulation and quality assessment of OSHC.

\* As much as possible, the policies and procedures for your OSHC service should align with the school’s policies and procedures. Information about the policies required under the [National Quality Framework](https://www.acecqa.gov.au/nqf/national-quality-standard/quality-area-7-governance-and-leadership) is available through ACECQA.

### C. SUPPORT

For additional support with approvals and subsidies please contact:

* [nqaits@acecqa.gov.au](mailto:nqaits@acecqa.gov.au) OR 1300 667 319 - for technical issues with National Quality Agenda IT System
* Michael Roleff – Michael.roleff@education.vic.gov.au - for advice and support regarding insurance requirements for an OSHC service. The school may need additional insurance if the OSHC takes place in a building that is over the school’s entitlement, or if the contents fall outside what is covered by the [School Equipment Coverage Scheme](https://www2.education.vic.gov.au/pal/insurance/policy) (SECS). This can be arranged through VMIA through Michael Roleff.
* [oshc.central@education.vic.gov.au](mailto:oshc.central@education.vic.gov.au) for support in meeting application requirements.
* [licensed.childrens.services@education.vic.gov.au](mailto:licensed.childrens.services@education.vic.gov.au) OR 1300 307 415 - for queries about the progress of applications and regulatory requirements.
* Lucy Harberts from [Community Child Care](http://www.cccinc.org.au) (CCC) Association Inc - [LHarberts@cccinc.org.au](mailto:LHarberts@cccinc.org.au) – can provide support for operating a school council service: application (regulatory and Child Care Subsidy) assistance, recruitment, business administration, professional development), understanding regulatory requirements. We recommend schools consider joining CCC for access to ongoing support and resources.
* Schools HR – 1800 641 943 – for information about any staff you need to hire for the service.

## Staffing

### KEY ACTIONS

At all times of operation, a “responsible person” must be in attendance. This may be:

* a person with management or control (in almost all cases, this is the school principal)
* the service’s Nominated Supervisor
* or a person who consents in writing to being a person in day-to-day charge of the service.

The service is also required to:

* appoint an Educational Leader\*
* engage enough additional staff to meet legislated ratios (one staff member to every 15 children above pre-school age at all times of operation).

\* Note that the same person may be the Nominated Supervisor and Educational Leader.

|  |
| --- |
| * Determine your staffing profile and advertise for staff (a [template position description](https://www.education.vic.gov.au/PAL/oshc-decision-making-position-description-oshc-coordinator.docx) for an OSHC Coordinator is available to support you). The OSHC Coordinator is the role that will be in charge of the service. This person may also be nominated in prescribed roles under the National Law as required.   Note, to comply with legislative requirements each OSHC service must appoint:  A. Nominated Supervisor (described in further detail on pg. 10)  B. Educational Leader (described in further detail on pg. 10)  C. Additional educators necessary to meet legislated ratios and the support needs of participating children.   * Seek written consent from the Nominated Supervisor via the [Nominated Supervisor Consent Form](https://www.acecqa.gov.au/sites/default/files/2018-09/NS01_NominatedSupervisorConsentForm.pdf) (NS01) * Appoint and induct staff (for further information about employing staff, refer to [School Council Employment](https://www2.education.vic.gov.au/pal/school-council-employment/overview)). OSHC staff would be considered part of local payroll. Hiring methods can be determined at the local level and the process does not go through Recruitment Online as this is for central payroll employees. Any queries can be directed to Schools HR on 1800 641 943. |

### RECRUITMENT STRATEGIES

When advertising for staff, consider using a wide range of advertisement channels, or make use of local networks or connections. Money in your budget allocated to staffing can be used for advertising costs.

Actions or strategies you may wish to consider include:

* Advertise on more than one job website at the same time, e.g. SEEK, Career One, Recruitment Online, and advertise both internally within your school (including Educational Support staff) and externally
* Consider a combination of online and local advertising, such as a local paper.
* Find a local job provider [here](https://www.workforceaustralia.gov.au/individuals/) and speak to them about suitable candidates.
* Contact Registered Training Organisations, TAFEs or tertiary institutions to see if they have a jobs board that can be used to advertise a position.
* Speak to principals at neighbouring schools to see if anyone in their community may be interested, and if that school has an OSHC, if they have any part time or relief OSHC educators looking for more hours.
* If you have a relationship with any early childhood services such as kindergartens in your school’s area, their staff may have availability.
* Approach a recruitment agency (noting overheads would increase the cost of staffing):
* McArthur Melbourne/Tas: [melbourne@mcarthur.com.au](mailto:melbourne@mcarthur.com.au), (03) 9828 6565
* [ANZUK:](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fanzuk.education%2Fau%2F&data=04%7C01%7Coshc.central%40education.vic.gov.au%7C7710733734f943eba12008d92c7473c5%7Cd96cb3371a8744cfb69b3cec334a4c1f%7C0%7C0%7C637589701066332135%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=TkVO2tNt0kBGZsntq3KI3ZpLm8i3zoDd9N90JNGvITU%3D&reserved=0) [au@anzuk.education](mailto:au@anzuk.education) (03) 9249 2444
* [Randstad Melbourne](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.randstad.com.au%2Four-offices%2Frandstad-melbourne-education-early-childhood_1282%2F&data=04%7C01%7Coshc.central%40education.vic.gov.au%7C7710733734f943eba12008d92c7473c5%7Cd96cb3371a8744cfb69b3cec334a4c1f%7C0%7C0%7C637589701066332135%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=e4gbQ7lfmJy0L21jOfvTOVZJc%2BpCqySSafR3GVenet0%3D&reserved=0): (03) 8630 7400
* Expect A Star: 1300 669 653
* If you have interested applicants who don’t meet qualification requirements, they may enrol in one of the courses under the [Free TAFE](https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.vic.gov.au%2Ffree-tafe&data=04%7C01%7Coshc.central%40education.vic.gov.au%7C7710733734f943eba12008d92c7473c5%7Cd96cb3371a8744cfb69b3cec334a4c1f%7C0%7C0%7C637589701066342135%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=saCOL%2BefhUy9XdJBYnfuWaWOhxAu%2BAMP16hHLWQ3M3A%3D&reserved=0) initiative. You could also use grant funding to pay a candidate for the hours spent studying towards their qualification to encourage upskilling. See page 13 for details of courses available under this Initiative.

### STAFFING DECISIONS

When making staffing decisions, you will need to take into account your school context and the type of service to be provided. If your school requires before school care, after school care and vacation care, then the service would in almost all cases require an equivalent 1.0 FTE staff member to manage it. If only providing some of these, this may be reduced.

The loading should also take into account the number of children, whether any other OSHC staff will be hired and require management, and whether any existing school staff are providing support to the program.

While a service might only operate for three hours in the afternoon, staff may require time for administration work, programming, reflection, purchasing resources, and potentially training/ meetings, if they will be working towards a qualification that is being supported by the school. Additionally, the Award under which staff are employed may specify minimum periods of engagement either for a shift or across a day. Non-contact hours can be used productively towards essential work that keeps the service running well.

### 

### A. NOMINATED SUPERVISOR

A *nominated supervisor* is the person who is usually in day to day charge of the service. They must:

* be 18 years or older
* have adequate knowledge and understanding about providing education and care to children
* have an ability to effectively supervise and manage an education and care service
* have completed child protection training.

They must give written consent via the [Nominated Supervisor Consent Form](https://www.acecqa.gov.au/sites/default/files/2018-09/NS01_NominatedSupervisorConsentForm.pdf) (NS01).

The service may wish to appoint more than one Nominated Supervisor. For more information on determining if a person is suitable to be a nominated supervisor, visit the [Policy and Advisory Library](https://www2.education.vic.gov.au/pal/outside-school-hours-care-decision-making-regarding-provision-oshc/guidance/plan-start-service).

### B. EDUCATIONAL LEADER

To support the provision of a high-quality education and care program, a suitably qualified person must be nominated in writing as the service’s Educational Leader.

Educational Leaders have an influential role in inspiring, motivating, affirming, and challenging or extending the practice and pedagogy of educators. For more information, see the ACECQA information sheet: ACECQA information sheet: [the role of the Educational Leader](https://www.acecqa.gov.au/sites/default/files/2019-05/QA7_TheRoleOfTheEducationalLeader.pdf).

*Note: The same individual may be appointed the Nominated Supervisor and the Educational Leader, and in most school services, this is likely to be the person hired as the OSHC Coordinator.*

### C. EDUCATOR RATIOS AND QUALIFICATIONS

Under regulations, there must be one educator for every 15 children (or part thereof) at all times the service is operating. That is, a service with up to 15 children requires one educator, and a service with 16 to 30 children requires 2 educators. Please note that this ratio is a minimum legislative requirement and there are a range of possible scenarios where a higher ratio may be required to ensure the safety and wellbeing of all children in attendance at the OSHC service.

At least 50 per cent of the number of educators required must hold or be working towards a qualification recognised by ACECQA as equivalent to a Diploma-level qualification for school children. The remaining educators required to meet ratios must be working towards a Certificate III-equivalent qualification or must commence obtaining that qualification within six months of educating and caring for children.

Details on the necessary qualifications (Diploma and Certificate III equivalents for school age children) can be found at [ACECQA’s list of Approved OSHC qualifications](https://www.acecqa.gov.au/qualifications/nqf-approved#qwsac). Your school is encouraged to support educators to work towards completing these qualifications, which may include providing paid time to do coursework, or paying for the course out of a staff development allocation in the grant funding, if you have included this as a line item.

As of August 2021, the following courses that are available as part of the [Victorian Government’s Free TAFE initiative](https://www.vic.gov.au/free-tafe) are valid for OSHC educators, and may be available at no cost to staff if they meet certain requirements:

* Certificate III in Early Childhood Education and Care (Certificate III equivalent)
* Certificate III or IV in Education Support (Certificate III equivalent)
* Certificate IV in Youth Work (Certificate III equivalent)
* Diploma in Early Childhood Education and Care (Diploma equivalent)
* Diploma of Community Services (Diploma equivalent)

### D. RESPONSIBLE PERSON TO BE IN ATTENDANCE

A responsible person can be one of the following:

* the approved provider or a Person with Management or Control
* the nominated supervisor
* a person in day-to-day charge of the service.

If neither a Person with Management or Control nor a Nominated Supervisor is in attendance at the service, they must appoint another individual person in day-to-day charge of the service, who must consent to the appointment in writing.

As an approved provider, you must ensure that a responsible person is present at the service at all times that the service is educating and caring for children, including during excursions.

Note that for an OSHC with 15 for fewer children, the school may choose to run the service with one educator, who would always be the responsible person in attendance at the service. This model is often referred to as a single-staff service.

The Department provides some advice on single staff services as part of its [Staffing arrangements FAQ.](https://www.education.vic.gov.au/childhood/providers/regulation/Pages/faqnqfstaff.aspx)

### E. INDUCTING STAFF

It is critical to ensure that staff know their obligations under the National Quality Framework as well as child safety/child protection. Nominated Supervisors and any person placed in day-to-day charge of a service are required to have completed child protection training.

Additional support and training is available as part of the Grants initiative. The OSHC Grants team is establishing a Community of Practice for educators working in services, and training modules will be made available. QARD will also organise a session for new OSHC educators during the establishment process. When you have engaged a staff member, please provide their details to [oshc.central@education.vic.gov.au](mailto:oshc.central@education.vic.gov.au).

You may wish to direct staff to complete the [eLearning Module- Protecting Children and other Mandatory Obligations](http://www.elearn.com.au/det/protectingchildren/schools/).

As the approved provider you must ensure that nominated individuals are aware of their duties and obligations.

ACECQA provides information on the various roles and responsibilities at a service, including:

* [NQF Information Sheet: Nominated Supervisors](https://www.acecqa.gov.au/sites/default/files/2018-03/InformationSheetNominatedSupervisor.pdf)
* [NQF Information Sheet: Responsible Person Requirements](https://www.acecqa.gov.au/sites/default/files/2018-09/ResponsiblePersonRequirements.pdf)
* [Educational leadership and the role of the educational leader](https://www.acecqa.gov.au/resources/educational-leadership).

## Communicating with parents/carers

**KEY ACTIONS**

It is important to communicate with parents/carers within your school community as early as possible to maximise service uptake. Parents/carers will also need additional information if their child/children are enrolled in the service.

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| * Communicate with parents/carers about the commencement of an OSHC service and the process for enrolling their children   *Communication should commence as soon as the service approval application has been lodged via a range of communication channels (e.g. newsletters, school website, school social media channels, physical notice boards, parent-teacher interviews, orientation days, major school events etc.)*   * Provide staff who regularly respond to parent enquiries with key information to address likely questions about the service (e.g. details about service operations, fees, the enrolment process etc.)   *Consider making the Education Leader available to speak to parents/carers to address questions, accept enrolments etc.*   * Develop and provide an enrolment form to all parents/carers   A [template enrolment form](https://www.education.vic.gov.au/PAL/oshc-decision-making-enrolment-form-template.docx) has been provided to you. If making changes, ensure that all the required details are still included(see further details below)   * Provide an information pack to parents/carers of enrolled children, prior to them attending the service (see recommended inclusions below) * Ensure that there is a clear complaints process and that this is referenced in the information pack   *Note that if a complaint relates to a breach of the National Regulations, or to a risk to the safety, health and wellbeing of a child, the school must notify the Regulatory Authority. Contact the Regulatory Authority (QARD) on 1300 307 415 if unsure of any notification is required.* |

### A. ENROLMENT FORMS

A template enrolment form is available on the Policy and Advisory Library Outside School Hours Care — Decision Making Regarding the Provision of OSHC and can be downloaded [here](https://www.education.vic.gov.au/PAL/oshc-decision-making-enrolment-form-template.docx).

Enrolment forms should capture:

* personal information about the child/ren
* information about the parents/carers, including other individuals authorised to collect children
* any relevant court orders or agreements pertaining to the child/ren
* relevant medical and/or care requirements
* information related to the background, language, and interests of the child/ren
* information required to enable Commonwealth Child-Care Subsidy claims
* the nature of the enrolment (permanent or casual, which days and times the child will attend)
* other information as identified by the service.
* consent from parents/carers to share information held by the school with the OSHC service, for example medical records etc.

For further information about the requirements of enrolment records can be found in the Education and Care Services National Regulations, 160-162.

### B. PARENT/CARER INFORMATION PACK

An information pack/parent handbook for enrolled students may include:

* relevant policies and procedures, including those related to the payment of fees, pick up and drop off, complaints management etc.
* requirements for children in attendance, including clothing to be worn, food provided etc.

Please note that all policies and procedures must be made available to parents/carers upon request and best practice is for services to consult users in the development and review of these documents. These can be used as a starting point for your service to develop the required policies and procedures and should be adapted to contain information specific to your school/service context.

**Set-up and Service Delivery**

**KEY ACTIONS**

Prior to the service being approved by the Quality Assessment and Regulation Division, you may need to ensure that you meet the National Quality Standards and provide an environment that is safe, suitable and provides a rich and diverse range of experiences promoting children’s learning and development.

|  |
| --- |
| * Prior to the service commencing you will need to check that your service meets the National Regulations (visit the [ACECQA website](https://www.acecqa.gov.au/nqf/national-law-regulations/national-regulations) for more detail). In summary you will need to ensure that:   + there is 3.25 m2 of unencumbered indoor space available per child, with adequate heating, cooling, ventilation and natural light   + there is 7 m2 of outdoor space per child with adequate shade and allowing children to explore the natural environment   + the service (and furniture) is arranged so that the educator has line of sight and ability to supervise all the children in care   + the premises, furniture and equipment are clean and safe   + toilet and hygiene facilities are appropriate and adequate   + there is sufficient play equipment, considering the number and age of children in attendance (noting that if the service enrolments increase, additional equipment must be purchased)   + there is a private space (separate from the spaces used to look after children) for general administrative work and confidential discussions between staff and/or with parents   + hard copy or digital records are kept securely for both enrolled children and staff (including those working with children and in roles of responsibility) and only released to authorised persons)   + the service meets [Food Safety Standards](https://www.foodstandards.gov.au/industry/safetystandards/pages/default.aspx) in areas where food is being prepared (see pg. 14) * the programming meets requirements (see pg. 14) After a service is approved, you must communicate renovations and improvements to service premises (using form SA12) via [NQAITS](https://www.acecqa.gov.au/resources/national-quality-agenda-it-system) * Continue to fulfil ongoing School Council responsibilities * Establish [Quality Improvement Plan](https://www.acecqa.gov.au/assessment/quality-improvement-plans) within 3 month of service operating |

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### A. PRIOR TO APPROVAL

Note that prior to approval:

* QARD may in some cases request photos of the premises as set up for the OSHC service or may perform a pre-approval service visit.
* You may wish to check with the Victorian School Building Authority or Procurement if you have any questions about procurement or renovations.
* You can contact [schools.procurement@education.vic.gov.au](mailto:schools.procurement@education.vic.gov.au) if you have a query about any large purchases required for the service to operate, to ensure proper processes are followed.
* Your school should select a CCMS-compatible software package to track attendances for the purpose of reporting to CCS. Most of these packages are also suitable for day-to-day administration of bookings and attendances. A list of compatible software is available [at this link.](https://www.education.gov.au/early-childhood/child-care-subsidy/it-system/list-registered-child-care-software)
* Schools must obtain the permission of the regional director if they wish to purchase a motor vehicle or arrange transport. For further information, schools should contact the Student Transport Unit (FSB) on 9637 2200 or [student.transport@education.vic.gov.au](mailto:student.transport@education.vic.gov.au).

### B. FOOD SAFETY STANDARDS

* Ensure all food can be stored and served hygienically and water is always available.
* Consider the information on children’s enrolment records to determine if any special dietary, cultural or religious needs are relevant before buying ingredients.
* Information on healthy choices for food and drink in OSHC can be found at the [Healthy Eating Advisory Service](http://heas.health.vic.gov.au/early-childhood-services/menu-planning/OSHC/guidelines) website. Resources such as a sample menu, food and drink checklist and template healthy eating policy are available for your school council lead OSHC. Free online training modules about promoting healthier food and drinks for OSHC staff are also available [here](https://aus01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fheas.health.vic.gov.au%2Ftraining&data=04%7C01%7CEdward.Okulicz%40education.vic.gov.au%7Cd5322ceeb7494bafa58108d918c41920%7Cd96cb3371a8744cfb69b3cec334a4c1f%7C0%7C0%7C637568052777563529%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=Xjz%2BOFsZ%2FDDYBfDSTLQX5z1GlMyV04XwMrTl7XPx0LE%3D&reserved=0).
* Ensure that the service is complying with local council guidelines around food handling, which can be found on your local council website.

### C. REQUIREMENTS FOR PROGRAMMING

* The Educational Leader should be given sufficient non-contact hours for programming prior to the service commencing, and sufficient hours for critical reflection and incorporating children’s interests into the program once the service commences.
* The school, as the approved provider, is responsible for ensuring that the program is aligned to the approved learning framework. Some links that may provide assistance with programming using the [My Time Our Place](https://www.acecqa.gov.au/sites/default/files/2023-01/MTOP-V2.0.pdf) framework:
  + [Victorian Department of Education](https://www.education.vic.gov.au/childhood/providers/regulation/Pages/planningschoolagecare.aspx)
  + [Gowrie](https://gowriesa.org.au/docs/OSHC-Programming-Resource-with-cover.pdf)
  + [ACECQA](https://www.acecqa.gov.au/sites/default/files/2023-01/MTOP-V2.0.pdf)

### D. ONGOING SCHOOL COUNCIL RESPONSIBILITIES

Where the School Council manages the service as the approved provider, its key responsibilities include:

* quality and compliance of the service as required by the NQF including the development and implementation of the quality improvement plan for the service
* all financial management (revenue sits within school budget)
* determining fee structure, which includes setting and adjusting fees and imposing fines (for example, a fine for late pick up by parents and carers)
* all management responsibilities, which may involve an OSHC subcommittee
* record keeping
* policy development and review
* developing and upholding a vision and goals for the service
* staff recruitment, retention and backfill
* staff professional development, support, and supervision.

School Councils are also required to acquit expenses yearly and provide evidence of the expenditure that supported the establishment and delivery of the program (see below).

### E. QUALITY IMPROVEMENT

National Regulations require preparation of a Quality Improvement Plan (QIP) for the service within 3 months of being granted service approval. The QIP helps a service self-assess performance in delivering high quality education and care and to plan future improvements.

It is important that educators, children, families, and the community are all involved in the assessment and ongoing review of the QIP. The QIP must:

* include an assessment by the approved provider of the quality of the practices of the service against the NQS and the regulations
* identify any areas that the provider considers may require improvement
* contain a statement of the philosophy of the service

A template can be found [here](https://www.acecqa.gov.au/media/23156)

Once developed, the QIP must be reviewed at least annually.

### F. ACQUIT GRANT EXPENDITURE

* The Principal should ensure that expenditure is kept in line with the budget submitted through the grant application (note that if there is an underspend against this budget, additional expenditure within the same category is allowed).
* Schools are required to acquit expenses yearly and provide evidence of the expenditure that supported the establishment and delivery of the program.