



Parents' Handbook

OSHC 2026

We welcome
your family to the
Concordia College
**Out of School
Hours Care** (OSHC)
community.

The OSHC provides care for school-aged children that are currently enrolled and attending Concordia College.

We aim to provide a nurturing and inclusive environment for all children. We adopt a play-based approach to learning that enables meaningful opportunities for the development of children's autonomy and agency.

We look forward to caring for your family in 2026!

Welcome

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Leadership Team



I commenced at Concordia in June of 2025 as the Head of OSHC Services across St John's and St Peters campuses. I have been in the OSHC space for almost a decade and am excited to continue the journey here at Concordia. It has been great working alongside a growing team to provide quality care for the children and families.

I have a strong passion for health and wellbeing and also enjoy reading and the time spent with my family. I believe in high professional standards and enjoy seeing both the children and educational team develop their capabilities within the environment.

As a parent of two young children I can understand the challenge of balancing full-time work, family priorities and other activities and commitments. The demand for care and support outside of the school day is higher than ever. Therefore, we see it as a great responsibility to create assurance for parents that they are leaving their children in a safe and nurturing environment.

Here at Concordia OSHC we provide the spaces, resources and opportunities for children to thrive, while under the guidance and care of qualified educators.

Welcome to Concordia OSHC.

Stephen Calio

Head of Out of School Hours Care Services



I have been part of the Concordia College OSHC Team since 2023, beginning as an Educator and progressing into the Assistant Director role. I feel privileged to be part of such a supportive and welcoming community of children, families, and staff. I have a strong passion for health and sport.

I enjoy incorporating active, engaging and wellbeing focused experiences into our OSHC program. I am committed to fostering a culture, building strong relationships with families and creating a safe, inclusive and enjoyable environment for all children. I look forward to continuing to support our OSHC community and welcoming more families to the Service in the future!

Bailey Knowles

Assistant Director (St John's Campus)



I have worked in OSHC services for 2 years, starting at Concordia College in May 2025. Through my role as an Educator, I developed a strong passion for supporting children and building their confidence through play-based learning. I recently progressed into the role of Educational Leader, where I am able to assist in quality program planning and creating intentional and engaging learning experiences for children. I bring a positive attitude, strong communication, and a genuine passion for creating an environment where children feel valued and supported. I am excited about what 2026 will bring for Concordia OSHC!

Mia Lloyd

Educational Leader



I commenced at Concordia towards the end of 2025 as a Qualified Educator across both St John's and St Peters Campuses. At the beginning of 2026 I moved into the Assistant Director role at St Peters OSHC. I have a background in teaching and have been working across the school as a TRT and also supporting the ELC. This has allowed me to build genuine and meaningful relationships throughout the community. As an old scholar of Concordia, I have a deep personal connection here and a genuine investment in the growth of all children that attend. I am committed to fostering a safe, engaging, and supportive environment where all children can thrive. I am excited to be working alongside a developing team of educators to work towards an exceeding service and program for our families.

Tyson Emery

Assistant Director (St Peters Campus)

Values & Philosophy

Concordia OSHC is aligned with the wider College community, incorporating the same values and philosophy in our approach to education and care.

As educators it is our responsibility to example strong values so that the children in our care can develop with good foundations for life beyond the school environment.



Key Contacts

St John's Campus (Highgate)

08 8273 0425

sjoshc@concordia.sa.edu.au

Head of OSHC Services

Stephen Calio

Assistant Director

Bailey Knowles

St John's Campus (Blackwood)

0429 727 143

sposhc@concordia.sa.edu.au

Assistant Director

Tyson Emery

ELC and Primary School

Principal - St John's Campus

Paul Bannister

principalstjohns@concordia.sa.edu.au

Principal - St Peters' Campus

Alison Ronoastro

principalstpeters@concordia.sa.edu.au

Operations Manager

John Dinan

jdinan@concordia.sa.edu.au

OSHC Educators

Maya Butcher

Tom Castledine

Charlotte Heeson

Tiannah Kondylas

Mia Lloyd

Ella Maloney

Gabriela Maldari

James Nussio

Charlotte Oster

Lilly Phillips

Will Turner

Dates for 2026

- + **Term 1:** Thursday 29 January - Friday 10 April
- + **Term 2:** Wednesday 29 April - Friday 26 June
- + **Term 3:** Monday 10 July - Friday 25 September
- + **Term 4:** Monday 12 October - Wednesday 9 December

Vacation Care is offered between term dates

OSHC is closed on Public Holidays

St John's Campus

Christmas closure dates: 21 December 2026 - 4 January 2027

(OSHC is closed for 2 weeks over Christmas each year)

St Peters Campus

Christmas closure dates: 17 December 2026 - 10 January 2027

Key Details

Operations & Session Times

- + **Before School Care (BSC):** 7.30am to 8.30am
- + **After School Care (ASC - St John's Campus):** 3.15pm to 6.00pm
After School Care (ASC - St Peters Campus): 3.05pm to 6.00pm
- + **Vacation Care (VAC):** 7.30am to 6.00pm

*Early Finish (EF): from 12:30pm to 6.00pm

*Early Finish sessions and times vary based on the College calendar.

These sessions generally occur on the last day of each school term. Exact times will always be communicated in advance via the Parent College app.

Fee & Accounts

Cost per Student per session

	Permanent Booking	Casual Booking
Before School Care	\$20	\$22
After School Care	\$35	\$37
Vacation Care	\$90 per day	

Eligible families will receive Child care Subsidy. Concordia OSHC use a Child Care Management System called Fully Booked to manage our bookings/ accounts.

This is a completely online system which gives parents the ability to easily manage all Before and After School, and Vacation Care bookings. Fully Booked in turn uses a simple debit system called Ezidebit to take payments.

- + A permanent booking is considered as any booking made 7 days, or more, prior to the required day of booking (ie. An ASC booking required for Tuesday would need to be made by close of business on the preceding Monday).
- + A casual booking, therefore, is considered as any booking made less than 7 days prior to day of the required booking.
- + Cancellations for Before or After School Care bookings should be made by close of business the previous day, to avoid being charged full session fees.
- + Cancellations for Vacation Care bookings should be made by close of business three days prior, to avoid being charged full session fees.
- + Late fee of \$1 per minute for the first 10 minutes and \$5 per minute thereafter will apply after 6pm.
- + Enrolment Fee of \$30 per child upon their enrolment into OSHC. This fee will cover the child for their entire primary school life.

Overdue Accounts

Families with accounts in excess of \$1,000 can be refused care.

Accounts

Concordia OSHC utilises a Child Care Management System called FullyBooked. This online system gives parents the ability to easily manage all bookings and accounts. FullyBooked uses a simple debit system called Ezidebit to take payments. Signing up for Ezidebit will occur when creating a FullyBooked account. Your nominated bank account/ credit card will be automatically debited on a fortnightly basis.

Absences

If your child is unable to attend a booked OSHC session, please ensure the bookings are cancelled via FullyBooked.

If you experience any difficulties cancelling your booking online, contact the service via email or phone for assistance.

Phone: 08 8273 0425

Mobile: 0431 820 029

Email: sjoshc@concordia.sa.edu.au

Child Care Subsidy

Families are able to claim the Child Care subsidy for OSHC fees.

The Fully Booked system is linked to Centrelink and will calculate and deduct the subsidy prior to your fees being debited.

<https://www.servicesaustralia.gov.au/child-care-subsidy>

Queries about childcare subsidy can be directed to OSHC Director;
Stephen Calio scalio@concordia.sa.edu.au

Programming

Concordia OSHC operates in alignment with the 'My time, Our Place' learning framework. Our team of educators consistently work to develop a program that is engaging and educational while being inclusive of the diverse needs, interests, ages and abilities of children attending the Service.

Concordia OSHC encourages play-based learning programs where children can freely participate in a safe, indoor and outdoor environment. Concordia OSHC is a non-profit organisation operated in our Wirrkuta Building at our St Johns Junior Campus. We are located adjacent the Junior Primary Playground on the North end of the oval.

Service Approval Number SE-00011796.

What to bring

- + Backpack
 - + Drink bottle (water only)
 - + Fruit, lunch and a healthysnack (no nuts)
 - + Hat
 - + Spare Clothes
- During Vacation Care children must have a packed lunchbox sufficient for the day. Refer to the next page for information regarding meals provided by the Service.

Please ensure that all belongings are labelled.

Meal Times & Nutrition

OSHC provides a healthy and nutritious option for breakfast and snack each day. During Vacation Care the Service may provide a lunch meal on occasion and this will be advertised on the Vacation Care program when available.

Please do not pack your child's lunch boxes with lollies or any food items containing nuts (e.g. peanut butter, nut spreads like Nutella, nut muesli bars etc.) as we have children with very serious nut allergies. We also advise against meals that require 'heating'. Due to health and safety regulations we cannot provide boiling water to children for noodles or soups.

Ensure that your child's dietary information on FullyBooked remains current so that the Service is well informed of allergies, intolerances and other specifications.

Sun Protection

Concordia College is a 'Sunsmart' school, and consequently, hats are required to be worn by students who are outdoors whenever the UV index reaches 3 or above. This includes excursions.

Please remind your child to bring their hat to OSHC during the school term. You are welcome to pack an additional hat for OSHC use.

The use of sunscreen is mandatory, and a sunscreen container is available in OSHC. If your child requires specific sunscreen (e.g. sensitive), please pack this and advise our friendly team to ensure they apply regularly.

OSHC staff encourage 'shaded' play as much as possible and will keep children indoors during extreme heat days that surpass 36 degrees.

Arrival & Collection

All children must be signed in/ out by an authorised adult contact that is listed on your Fully Booked account.

Any of the following arrangements are NOT permitted:

- + children signing themselves in/ out of OSHC
- + a sibling that is younger than 18 years of age signing a child in/out of OSHC
- + any person that is not listed as an authorised contact signing a child in out of OSHC

An adult must record the child's arrival and departure times on the Fully Booked app via the iPad located near the OSHC Kitchen.

OSHC Staff reserve the right to request proof of identification and refuse the collection of a child if the situation is deemed unsafe and there is potential threat to the welfare of the child.





Behaviour Level Interpretation Matrix (ELC-12)

IMPACT ASSESSMENT	Low <ul style="list-style-type: none"> In breach of College and classroom expectations that have minimal adverse impact(s) to self, others or the community. Age/developmentally appropriate behaviours that require addressing 	Level 1	Level 1	Level 2A
	Concerning <ul style="list-style-type: none"> Potential adverse impact to self, others or the community that requires a response to prevent. Disengagement from learning or peers 	Level 1	Level 2A	Level 2B
	Problematic <ul style="list-style-type: none"> Actual adverse impact to self, others or the community that requires an explicit management response. Intentional disengagement or disconnection with community expectations 	Level 2A	Level 2B	Level 3
	Serious <ul style="list-style-type: none"> Serious adverse impact to self, others or the community Illegal or unlawful actions Violence & Physical Assault Sexual Harassment & Sexual Assault 	Level 2B	Level 3	Level 3

Behaviour Management

OSHC educators follow the same Behaviour Matrix that is utilised by the rest of the College from ELC-12.

The response level for a behaviour is determined by assessing the impact of the behaviour alongside the assessment of other factors such as frequency, intentionality and prior education and intervention.

The Service will liaise with College leadership and families to manage behaviour in the environment.

Please refer to the Behaviour Level Interpretation Matrix above.

Indigenous Connections

OSHC educators respect all Aboriginal and Torres Strait Islander people and recognise they are the First People of Australia. Educators acknowledge the Kurna people as the traditional custodians of the land on which the OSHC sits. The OSHC educators support children to become more knowledgeable about Aboriginal Australia and embed meaningful and respectful experiences and practices in the Centre.

“Kurna miyurna, Kurna yarta, ngadlu tampintha” (We recognise Kurna people and their land). The College has an active Reconciliation Committee, of which OSHC staff are representative members and contribute to the College’s active Reconciliation Action Plan.



Vacation Care

Parents will be informed via the College App when the Vacation Care program is available. Please ensure that you have subscribed to the 'OSHC' tag on the College App in order to receive notifications. When making a booking parents will have to confirm authorisation for their child/ren to participate in the activities provided by the Service; which includes bus transportation to off site excursions. It is highly recommended that parents familiarise themselves with the programs, bus times and activities so that children are well prepared.

Tours & Transitions

The OSHC team collaborates with the Early Learning Centre to support the transitions of preschool aged children that are moving into school and OSHC in the following year. Transitions occur towards the end of Term 4.

Children of all ages that are looking to enroll into OSHC for the first time will also be invited to visit the Service with their family. This will involve a brief tour of the learning spaces, meeting educators and a conversation with the Director around routines, operations. and any other important matters.

Policies & Procedures

OSHC Policies and Procedures are available upon request from OSHC administration. Policies are reviewed annually to ensure that our Service is up to date with the current laws and regulations.

Photography

Children's photographs are used to support the documentation and observation of learning outcomes. The Service follows policies and regulations related to confidentiality, storage of information, and digital media. Parents will have to give their 'consent' via Fully Booked accounts for the use of their child's photograph.

Medication

Qualified OSHC educators have relevant training in managing asthma, anaphylaxis and Diabetes. OSHC educators administer medication only within strict guidelines. Medication must come to the OSHC in its original container with the child's name, dosage and expiry date clearly visible on a pharmacy label. Medication must be accompanied by a Medical Action Plan and Risk Minimisation & Communication Plan.

A child cannot attend OSHC without their prescribed medication and documentation. OSHC Educators will not administer medication that does not meet the above criteria.

First Aid and Incident Management

All OSHC Educators have basic first-aid training for education and care settings.

OSHC Educators will provide First-Aid for low level injuries such as bumps, knocks and grazes. A First-Aid report will be completed by the administering educator and the report will be emailed to the parents for review and signature. We kindly ask that reports are returned to the Service in a timely manner via email or in person.

An Incident Report will be completed for higher level injuries such as high impact head knocks, large cuts, potential fractures and breaks. The Service will contact the emergency services if required and an ambulance may be called to transport a child to the closest medical centre. Parents will be contacted immediately to inform them of the incident and their child's condition.

Parents will always be contacted via phone for a head knock injury.

Infectious Illness

The OSHC reserves the right to exclude a child when they are infected with a medical illness that is contagious and pose risk to themselves and other children and staff in the environment.

Parents will be contacted for immediate collection when:

- + a child is unwell on arrival
- + symptoms suggest the child may be contagious
- + the child becomes unwell at OSHC

Emergencies

The OSHC collaborates with the College operations department to ensure that emergency protocols and processes are adhered to. Every OSHC space contains an emergency map with procedures for evacuation, lock-down and shelter-in-place.

The OSHC will practice drills for the above emergency situations each term and during each session of care.

Grievance Procedures

Families are encouraged to discuss concerns with the campus Director and provide feedback in writing via email. If grievances are unresolved parents are invited to contact the Principal of the respective campus.

- + **Paul Bannister** (Principal - St John's Campus)
principalstjohns@concordia.sa.edu.au
- + **Alison Ronoastro** (Principal - St Peters Campus)
principalstpeters@concordia.sa.edu.au

Firm in Principle, Gentle in Manner

Fortiter in Re, Suaviter in Modo