

**School Council  
Expression of Interest (EOI)  
Outside School Hours Care (OSHC) service at  
Roxburgh Homestead Primary School**

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**Reference Number:** 5443012021

**Submission Details:**

Closing Time: 22<sup>nd</sup> October 2021 at 15:00

Place of Lodgement: All EOI submissions must be provided via email and received at the following email address before the Closing Date and Time:  
roxburgh.homestead.ps@education.vic.gov.au

Receiving Staff Member: Karen Sparks

Submissions must follow the format attached, including the completion of all Forms, plus supporting documentation and any additional requested information.

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**CONDITIONS**

**1. EOI Presentations**

Roxburgh Homestead Primary School ("the School") does not warrant the accuracy of the content of the EOI. The School will not be liable for any omission from the EOI document.

**2. Confidentiality**

The School may require persons and organisations wishing to access or obtain a copy of this EOI (or information relevant to this EOI) to execute a deed of confidentiality in a form required by, or satisfactory to, the School before or after access is granted.

Whether or not execution of a deed of confidentiality is required by the School, all persons obtaining or receiving this EOI and any other information in connection with the EOI must keep the contents of the EOI and such other information confidential and not disclose or use that information except as required for the purpose of developing a response to this EOI.

**3. EOI Documents**

All responses to the EOI and any accompanying documents will, upon submission, become the property of the School. The School will not return any of these documents.

By submitting a response to this EOI, the service provider licenses the School to reproduce the whole or any portion of the documents which it has submitted for the purposes of, or in connection with, its evaluation, notwithstanding any copyright or other intellectual property rights that may subsist in those documents.

**4. Enquiries**

Enquiries concerning the EOI must be made to the following Contact Person:

Name: Karen Sparks  
Title: Business Manager  
E-mail: roxburgh.homestead.ps@education.vic.gov.au

All enquiries concerning the EOI must be in writing and can only be made up to three (3) days prior to the Closing Time.

The School will respond to enquiries correctly lodged in accordance with the above conditions in writing and the response from the School will be provided to all parties that have requested a copy of the EOI document.

Should a service provider contact any person other than the Contact Person nominated above (including but not limited to: any parents and School Council member or office bearer, employee, school employee, departmental officer or an employee of the current provider) in regards to this EOI, it may be disqualified from the EOI process and may be ineligible for consideration.

## **5. Late EOI**

If an EOI is lodged after the Closing Time, it may be disqualified from the EOI process and may be ineligible for consideration unless:

- The service provider can clearly document to the satisfaction of the School that an event of exceptional circumstances caused the EOI to be lodged after the Closing Time; and
- The School is satisfied that accepting a late submission would not compromise the integrity of the process.

The determination of the School as to the actual time that the service provider's response is lodged is final. All EOIs lodged after the Closing Time will be recorded by the School. The School will inform service providers whose EOI was lodged after the Closing Time of their ineligibility for consideration.

## **6. Incomplete EOIs**

If an EOI does not include all the information in the format required by the EOI or is incomplete in any way as determined by the School in its sole discretion, it may be rejected.

## **7. Validity of EOIs**

An EOI will be valid for acceptance by the School for a period of 90 business days from the Closing Time. This period may be extended by mutual agreement between the parties.

## **8. Supplier Code of Conduct**

Bidders are required to meet or exceed the government's supplier code of conduct - <http://www.procurement.vic.gov.au/Suppliers/Supplier-Code-of-Conduct>

## **9. Unauthorised Communication and Improper Assistance**

Service providers are required to direct all communications through the Contact Person, unless advised otherwise by the Contact Person or the School. Unauthorised communication and/or seeking to obtain assistance of employees, agents or contractors of the School in preparation of their proposal may, in the absolute discretion of the School, lead to disqualification of an EOI submission.

## **10. Reservation**

The School reserves the right to, in its absolute discretion, refuse to consider or accept any EOI or all EOIs. The School will not necessarily accept the lowest priced EOI nor any other EOI. The School further reserves the right to:

- a) Reject all EOIs without giving reason for the rejection; and
- b) Accept a portion or the whole of any EOI at the price or prices quoted unless the EOI states specifically to the contrary.
- c) Negotiate with one or more service providers and allow any service provider to vary its EOI.

## **11. Preferred service provider**

Selection as a preferred service provider does not give rise to a contract (express or implied) between the preferred supplier and the School Council for the supply of Services. No legal relationship will exist between the School and the preferred supplier until such time as a binding agreement is executed by both parties.

## 12. Conflict of Interest

When submitting its submission, the service provider must declare any actual or potential conflicts of interest which may arise between the service provider and the School or the School and any subcontractor which the service provider proposes to engage in respect of the supply of Services.

### EOI DETAILS

Roxburgh Homestead Primary School is in the North Region which services a large residential area. The school has a current enrolment of 540 students in years Foundation to 6.

Physical features of the school include 28 classrooms, 21<sup>st</sup> century learning lab, kitchen garden centre and a full size gymnasium. There are one shared oval and three student playgrounds.

The student population, assumed to be represented by a wide range of socio-economic backgrounds, is likely to be characterised by a reasonable percentage of families with both parents working.

The Outside School Hours Care (OSHC) Service is required to cater for the following approximate number of children of school age during both Victorian term periods and vacation periods.

- Before School numbers: 20
- After School numbers: 20
- Student Free Day numbers: 20
- Vacation Care numbers: 25
- Early school finishes/ End of term early finishes: 20

Site visit: The Principal of Roxburgh Homestead Primary School offers prospective providers an opportunity to view the school OSHC facilities on [insert dates and times]. Service providers are required to advise the Contact Person of their intention to attend by close of business [insert date]. No more than two (2) attendees from the same service provider may attend the same site visit. All attendees must sign the attendance record which will be provided at each site visit.

A current OSHC Service exists at the school.

Facilities available for use by the successful service provider to deliver the services required include entire school gymnasium complex, including wall space available for displays and any storage and areas around the school grounds including, covered areas and outdoor learning areas, outdoor basketball courts. There are one shared oval and three playgrounds.

The School wishes to advise that currently the following practices occur that may impact on the numbers attending the service: community facilities hire groups currently operating after school in the school gymnasium.

Further information regarding OSHC in schools can be found at:

[www.education.vic.gov.au/school/teachers/management/Pages/oshc.aspx](http://www.education.vic.gov.au/school/teachers/management/Pages/oshc.aspx)

## 1. Scope

### Length of Service:

To provide Outside School Hours Care to the School community for two year contract with an option for a one extension.

### Required Operating Hours:

- Before school care 06:30 – 08:45
- After school care 15:20 – 18:30
- Student free day 06:30 – 18:30
- Vacation care 06:30 – 18:30
- Early school finishes/ End of term Early finishes – As per school requirement – 18:30

The provider will be allowed access to the 30 minutes before 30 minutes after the required operating hours to provide opportunity to set up and pack up the area for OSHC use.

### School Council statement:

The School Council wants the OSHC to provide an education and care service to the school community.

The School Council believe that OSHC should be a place for growth, nurture and building long-term life skills.

The School Council believe that all employees that work in the OSHC service should be facilitators of positive development who provide a safe, engaging environment and intentionally support positive social, emotional, logical thinking, moral, and life skills development; that they teach social skills and nurture healthy interactions.

The School Council believe children should have the opportunity to:

- Engage in play and leisure activities.
- Learn new skills to further their development.
- Be safe and supervised at all times.
- Build relationships with educators in a community which is connected to but separate from the school community.
- Develop as happy, healthy and resilient individuals.
- Engage in indoor and outdoor play activities planned with and for the children.
- Participate in a range of developmentally appropriate options that cater for the needs and interests of all children including construction, drama, dress-ups, art and craft, cooking, quiet reading and games.
- Experiences and programs delivered by external educators and organisations coming into the service such as language, performing arts, sports etc.

The School will license the following facilities

- Outdoor ovals / basketball courts and playgrounds.
- Toilets (M/F) for both staff and students.
- Kitchen (canteen).
- Indoor hall and foyer.
- 1 indoor classroom

### Required regulatory compliance:

It is the responsibility of the selected service provider to comply with the *National Law and National Regulations* at all times. Any updates or changes to the facilities to meet these requirements will be the cost/ responsibility of the service provider. Particular attention should be paid to the following:

- 3.25 square metres of unencumbered indoor space per child (r.107)
- 7 square metres of unencumbered outdoor space per child (or additional unencumbered indoor space with approval of the Victorian regulatory authority) (r.108)
- outdoor spaces must provide adequate shade and allow children to explore the natural environment (r.113—4)
- the availability of areas that can be used to support children to rest if needed (r.81)
- the accessibility of toilets (r.109)
- the provision of adequate heating/cooling, ventilation and natural light (r.110)

- the availability of administration space and space for conducting private conversations (r.111)
- whether the area promotes visibility and facilitates effective supervision (r.115)
- the cleanliness and safety of the premises, furniture and equipment (r.103)
- prescribed information required to be displayed (r.173)

#### Child Safe Standards:

As of 2016, all early childhood services (including OSHC) and schools are required to comply with Child Safe Standards; they include seven standards designed to ensure organisations that work with children take steps to create a culture of child safety and protect children from all forms of abuse. The standards are as follows:

- Strategies to embed an organisational culture of child safety
- A child safe policy or statement of commitment to child safety
- A child safety code of conduct
- Screening, supervision, training and other human resources practices that reduce the risk of child abuse
- Procedures for responding to and reporting suspected child abuse
- Strategies to identify and reduce or remove risks of child abuse
- Strategies to promote child participation and empowerment

#### Capability of provider:

A person's capability to operate an education and care service is of critical importance. Updates in the national law as of 2017 have been identified to address this through specifying:

- Either the approved provider, a nominated supervisor, or a Person in day to day charge must be present when a service is operating
- Services will be able to have more than one nominated supervisor
- The approved provider will be responsible for ensuring the person they appoint as a nominated supervisor must be fit and proper and have suitable skills to supervise the service
- A nominated supervisor will need to consent in writing to appointment to the role
- Each nominated supervisor and person in day to day charge will have to undertake child protection training

The service provider must advise as part of the EOI submission how they have implemented, operate and comply with the Child Safe Standards.

#### Food and drink:

The successful service provider will be required to provide food and drink to students as a part of the OSHC Service. Canteen equipment is available for the provision of food and drinks.

Any food and drink supplied must be nutritious, in adequate quantity and take into account the child's growth and developmental needs and cultural, religious and health requirements (r.79). An accurate weekly menu must also be displayed (r.80).

#### Cleaning

The service provider will be responsible for cleaning all aspects of the main room, store room, staff toilet (located in kitchen area) kitchen and microwaves. As the kitchen is a shared space between the school and the service provider, a cleaning roster will be put in place. All cleaning consumables including but not limited to paper towel, soap, toilet paper, rubbish bags are to be supplied by the service provider.

#### Maintenance / Repairs:

Any maintenance or repairs required, beyond reasonable wear and tear, must be prepared by the service provider. If these are not rectified in a timely way, the School Council may do so, and any costs will be invoiced direct to the service provider.

#### Transition / Implementation Plan:

The successful service provider, if not the incumbent, is required to provide a transition plan, which includes but is not limited to an outline of the hand over process, appropriate handling of children details and data, removal of the outgoing service provider's equipment and cleaning/maintenance requirements.

#### Referees:

Service providers are required to nominate three (3) customers (preferably schools) to whom they currently provide similar services. The School reserves the right to also contact known customers of the service provider to seek customer feedback. Feedback will be sought in respect of, but not limited to, the service provider's performance, charges, responsiveness and complaint resolution.

## 2. Important Dates

- School site visit date(s): 11th October 2021 – 22nd October 2021 (current COVID-19 restriction advice from the health department, schools are required to strictly limit school access to outside visitors. A photo tour of the facility would be more fitting.)
- EOI Closing date: 22<sup>nd</sup> October 2021 at 15:00
- EOI proposals shortlisted by: 29<sup>th</sup> October 2021
- Shortlisted service providers invited to present to School Council: 8<sup>th</sup> November 2021
- Decision made regarding preferred service provider: by 12<sup>th</sup> November 2021
- Preferred service provider informed of decision and beginning of contract negotiations: 15<sup>th</sup> November 2021
- Commencement of service to the School: 1<sup>st</sup> January 2022

## 3. Reporting and meeting requirements

The service provider's representative is required to meet, where requested, with a nominated representative, School Council or subcommittee once per quarter to review vacancies, complaints and waiting lists, at a minimum.

The service provider will be required to report to a nominated representative, School Council or subcommittee as follows:

Quarterly on the following items:

- National Quality Standard (NQS) assessment and rating reports provided by regulatory authority, relevant to the service
- Any breaches or non-compliance with the National Quality Framework (NQF) requirements
- Programming changes
- Staffing
- Policy changes
- Incidents
- All complaints received, and action taken to resolve complaints and timeframe for resolution
- Service usage and vacancies
- Waiting lists

Within 30 days of commencing, and then on an annual basis a copy of the following:

- NQF Audits
- Current Suitability Notices for all specified employees
- Copies of any new or renewed Insurances

An ad hoc basis, which would be required to be responded to within ten (10) business days:

- Average utilisation rate for each session of education and care provided
- Details of children enrolled in the OSHC Service including their attendance
- Copy of educator rosters
- All complaints received and any action taken to resolve these complaints and the timeframes for resolution
- Child, parent and staff feedback
- Details/results relating of any National Quality Framework audit conducted in connection with the OSHC Service

Report the following within two business days:

- Incidents, injuries or issues that have impacted in the health, safety or wellbeing of any child
- Occupational health and safety matters
- Any Formal Compliance Directive issued to the Licensee by the Regulatory Authority in connection with the OSHC Service
- Where the service provider has been charged with a criminal of regulatory matter, found guilty by court, cautioned, or otherwise pursued by either the Police, Local Authority or other regulatory body or subject to enforcement activity.

Report any instances where the service provided, in relation to the licensed premises, have been assessed and rated as Significant Improvement Required under the National Quality Framework within five business days.

A report prior to the commencement of any new specified personnel detailing name, contact details and a copy of the Working with Children Check.

Upon occurrence immediately report:

- Damage to or an accident in the licensed area
- Any notice or report received in relation to the licensed area, and provide a copy of the report

#### Key Performance Indicators (KPIs)

KPI	Performance Target
NQF Rating	NQF ratings to remain at Meeting or Exceeding the National Quality Standard (NQS) for all 7 quality areas.
User Satisfaction	85% of children users to respond either at or above expected satisfaction levels based on a satisfaction survey, if requested by School Council.
Customer Service	85% of adult users to respond either at or above expected satisfaction levels. This would be based on a survey devised in consultation with the School Council.
Reporting	100% of reports to School Council are delivered within the nominated timeframes.

Submissions must address the service provider's provision of quality management systems and key KPIs used to track the performance of the contract.

#### 4. Licence Fees & Amounts Payable

If applicable, the successful service provider will be required to pay the following Licence Fee:

Annual License fee paid to the school based on average annual children per afternoon payable per annum (+GST) PLUS \$0.75 PER CHILD PER SESSION FOR BOTH BEFORE AND AFTER SCHOOL CARE

15	\$1500	50	\$35,000
20	\$5,000	55	\$40,000
25	\$10,000	60	\$45,000
30	\$15,000	65	\$50,000
35	\$20,000	70	\$55,000
40	\$25,000	70+	scale will continue to rise
45	\$30,000		

Licence fees will be payable within 14 days of the commencement of the school term, ie. Term 1 fee to be paid in the first two weeks of Term 2.

Licence fees will be reviewed annually, prior to the anniversary of the contract.

The successful service provider will be required to pay a security deposit of NIL prior to commencement of the service.

#### 5. Insurance

Minimum insurances the service provider are required to hold include:

##### a) Public Liability Insurance

\$10 million per event.

## **b) Property Insurance**

Insurance cover for the reinstatement or replacement value of the Licensees' own property against the destruction of or damage of such property which is housed, stored, kept or used in or at the Licensed Area.

## **c) WorkCover Insurance**

Insurance in accordance with the requirements of the *Accident Compensation Act 1985 (Vic)* and the *Accident Compensation (Work Cover Insurance) Act 1993 (Vic)* which provide the Associates of the service provider (including equivalent cover for volunteers) with cover against personal injury or sickness arising from provided goods or services or working in or on the Licenced Area.

## **6. Selection Criteria**

The selection criteria for rating responses received from service providers are as follows:

### **1. Quality:**

- Demonstrated experience as an approved provider of OSHC service(s). This may include evidence of overall assessment and rating(s) against the National Quality Standard of at least Meeting for similar service(s) operated by the approved provider.
- Demonstrated ability to plan, deliver and monitor an education program that reflects the needs and values of a school community.
- Commitment to the appointment and retention of suitably qualified staff and their ongoing professional development.
- Demonstrated knowledge and understanding of the process to develop a Quality Improvement Plan and ensure continuous improvement.

### **2. Value for money:**

- A proposed fee structure that offers value for money for families and allows all children to participate.
- A proposed fee structure that considers how all children may participate in activities that incur an additional cost.
- A transparent process for revising fees, including those for cancellations and late pick-up fees.
- A proposed licence fee that provides good value to the school community and gives a clear outline of all costs that may fall to School Council. This may include any income shortfall situations, advertising, utilities and maintenance.

### **3. Financial viability:**

- The provider must be financially viable and have the capacity to apply sufficient financial and other resources to a new service.

### **4. Policies and processes:**

- Demonstrated experience in engaging families in the policies and programs of an OSHC service.
- Demonstrated commitment to enacting policies and processes that reflect the needs and values of a school community.
- Demonstrated understanding of compliance and regulatory requirements in operating an OSHC service and commitment to Child Safe Standards.

### **5. Information sharing:**

- Commitment to the information sharing detailed in the Department of Education and Training's OSHC Licence Agreement.

The above selection criteria are not presented in any particular order or ranking.

## **7. Contract Documentation**

The successful service provider will be required to enter into an agreement with the School Council under the terms and conditions of the DET OSHC Licence Agreement, as attached to this EOI.

Special conditions may be included subject to the agreement of the School Council.