OSHC FAMILY HANDBOOK

Revised August 2015

OSHC DETAILS

Physical Location – 40 Elizabeth Street, Tea Tree Gully SA 5091
Mailing Address – PO Box 647, St. Agnes SA 5097

OSHC Direct Phone: [08] 8360 6330
School Phone: [08] 8360 6300
Fax: [08] 8360 6327

Email: mia@stdavids.catholic.edu.au
Website: www.stdavids.catholic.edu.au
VISION STATEMENT

Saint David’s Parish School OSHC is grounded in the Josephite tradition of care and compassion. In partnership with our families, we at OSHC are committed to providing holistic and contemporary education and care underpinned by the Gospel values. We respect the dignity and uniqueness of each individual child and encourage lifelong learning to enable students to become contributors to their community.
Philosophy

Saint David’s Parish School OSHC adheres to and maintains the requirements set out by the Australian Children’s Education and Care Quality Authority [ACECQA] as stated in the National Quality Framework which includes the Learning Framework for Out of School Hours Care – My Time, Our Place [MTOP]. We provide a safe, healthy and play-based environment for children. We acknowledge diversity of culture, creed, race and gender. We are committed to providing an environment, including activities and experiences, which encourage ALL children to learn, extend their skills and have fun.

Aim – Belonging, Being and Becoming [MTOP Framework]
The OSHC Educators aim to assist each child in their spiritual, intellectual, cultural, physical and social development, regardless of their background. We are committed to supporting the families within our community and seek to offer an environment where children and their families feel they are safe and welcome.

Goals
- To support the learning outcomes of My Time, Our Place.
- To provide a play/leisure-based, warm, safe, challenging and enriching environment in which all children feel they are unique and partake in ownership of the program.
- “To always have fun in a safe way” [Jaqueline Butler, aged 12]
- To encourage children to treat each other, educators and visitors to the program in a respectful and friendly manner.
- To contribute to the growth and development of each child in conjunction with the wider community.
- To keep in mind the diversity of culture, creed, race and gender and treat all children with respect.

Objectives
To meet the provision of our aim we will ensure that our service meets the following objectives:

Providing a safe, stimulating, challenging, caring and enriching environment by:
- Orientation for children when new to OSHC.
- Ensuring appropriate supervision and facilitation of learning routines and rules of OSHC.
- Facilitating a ‘learning to play and playing to learn’ environment.
- Providing relaxing and comfortable surroundings.
- Offering a range of challenging, rewarding and enjoyable activities for children.
- Ensuring safe facilities and equipment.
- Improving social skills and interactions.
- Providing nutritious foods and catering for children with allergies.

Encouraging all types of communication and social/emotional development by:
- Promoting group activities while recognising individual needs.
- Collaborating with children, families and educators in relation to service planning, implementation and evaluation.
- Encouraging responsible behaviour, in line with OSHC and School policy.
- Building on children’s ability to listen and respect the opinion and feelings of others.
- Encouraging children to respect the values and cultural differences of others.
- Building and supporting resilience and wellbeing in all children – “Every Face Has A Place” at Saint David’s.
- Educators regularly reinforce positive attitudes and behaviours among students.

Offering an affordable, accessible service that addresses the needs of all families in the community by:
- Respecting the rights of all families by encouraging them to have an input in the decision making process.
- Make responsible decisions about income, expenditure and quality care provision.
- Being accountable and appropriately open in all management, financial and administrative matters.
- Allowing all prospective enrolling parents/caregivers to come and visit the program to familiarise themselves with the facilities, policies, procedures and the activities offered.

Employing appropriately qualified and skilled Educators who have the ability to be:
- Caring and supportive in their interaction with all children and families.
- Developing exciting, stimulating and age appropriate activities, whilst supporting emerging life skills.
- Consistently developing and improving their professional skills.
- Supporting the implementation of My Time, Our Place School Aged Care Framework and the National Quality Framework for OSHC children.

Review 2014
Next review 2016
HISTORY
Saint David’s OSHC was established in 1990 and provides Before School Care and After School Care including Pupil Free Days for students of Saint David’s Parish School. The service is accountable to the Saint David’s Parish School Board. We are an Approved Provider and work under the umbrella of the National Quality Standards and the My Time, Our Place Framework for School Aged Care.

HOURS OF OPERATION
- Normally, the OSHC program is open only on days that the school is open. Any alteration will be notified in advance via the School’s fortnightly newsletter to parents / caregivers or on the noticeboard outside the OSHC Room.
- The OSHC program may be extended in the case of Early School dismissal. OSHC will also be made available on Pupil Free Days.
- Normal hours of operation are;
  - Before School Care session 7:15am – 8:30am
  - After School Care session 3:00pm – 6:00pm
  - Early Finish session 12:30pm – 6:00pm
  - Pupil Free Day session 7:30am – 6:00pm

ACCESS TO THE SERVICE
Saint David’s OSHC Program is open to all students of Saint David’s School. All families need to enrol their children in OSHC by filling out the enrolment forms supplied in their “Enrolment Pack” which is obtained from the OSHC Office – this is separate from the school enrolment. Enrolment forms are to be updated as needed. Bookings are essential. Enrolment is conditional upon the Priority of Access Guidelines as stated by the Australian Government.

CHILD CARE BENEFIT [CCB] & CHILD CARE REBATE [CCR]
Every family using approved OSHC is eligible for support under Child Care Management System [CCMS] the CCB is dependent on their income; the CCR is available to all parents who are registered with the Family Assistance Office. For further information phone Family Assistance Office on 13 61 50. It is the parent’s responsibility to have their eligibility for Child Care Benefit [CCB] and Child Care Rebate [CCR] assessed by the Family Assistance Office [FAO]. CCB and CCR will be deducted for fees in accordance with Department of Education, Employment and Workplace Relations [DEEWR].

It is the parent’s responsibility to notify FAO of any changes which include:
- Family income
When a child commences school
When a child leaves school
Our Organisation Number is 1_60S_16

CCMS cannot be passed onto families unless the OSHC office receives a notification from parents / caregivers indicating CRN numbers. Parents / caregivers with siblings attending other services on any given day need to convey this information to the OSHC Office.

All documentation relating to the CCB / CCR will be kept for the specified period of time and made available to Commonwealth Department officers on request.

SIGNING IN AND OUT
All students must be signed in and out of both Before and After School Care by the child’s parent or a person nominated by the parent on their Enrolment Form. If there is a change from the usual person/s picking up the student, please advise OSHC educators. The person/s must also be noted in the appropriate section on the OSHC enrolment form. It is preferable that written authority be sent prior to the session at which the student is attending. In an emergency, a phone call will suffice, however the person collecting your child must provide us with appropriate identification [for example, driver’s licence].

In accordance with the Duty of Care Policy, any student dropped off prior to 8:15am or not collected by their parent / caregiver by the end of school, i.e. 3.15pm, will be sent to OSHC and the appropriate fee charged.

NO CHILD WILL BE ALLOWED TO WALK OR RIDE HOME ALONE FROM OSHC

The OSHC Program must be notified of any ‘custody orders’ in place at any time and a copy of the order supplied for our files.

TELEPHONE NUMBER
All booking and cancellation enquiries must be made by the specified time by calling 8360 6330. A message may be left on the OSHC Program answering machine. Please do not call the school and leave a message.

ENROLMENTS AND BOOKINGS
1. Enrolments
Enrolments will be accepted only if places are available. This also applies to casual users of the program. Families enrolled may use the program on a permanent or casual basis.
• Families must enrol in the program each year and a $10 per child / $15 per family annual fee is payable upon first booking.
• On enrolment, parents are required to complete appropriate medical information and other relevant forms.
• Please notify OSHC when collecting a sick child/ren during the school day. Charges will still apply.
• Please notify OSHC of any alteration to booking arrangements as soon as possible to ensure the safety of all students.

It is a condition of enrolment that the contents of this handbook are understood and accepted.

2. Booking Requirements
Families are required to notify educators of bookings. We accept permanent or casual bookings. Casual booking will be accepted provided we have the places available and the correct staff/child ratio.

3. Booking and Cancellation Notification Times
• **Before School Care** – to book or cancel by 6:00pm of the night before attendance.
• **After School Care** – to book or cancel by 9:00am on the day of attendance.

• Allowable absences will be charged if cancellations are made after this time. Our answering system is automatic, set to SA Central Standard Time and will be the time in which we note messages [Refer to OSHC Fees].

**OSHC FEES**
OSHC fee levels are normally assessed annually at the end of the financial year. *A flat fee shall be set by the Board, with recommendation from the OSHC Governance and Management Committee, to meet the needs of the service, including financial self-sustainability, and information will be distributed to all families registered in the OSHC service.*

<table>
<thead>
<tr>
<th>Session</th>
<th>Time</th>
<th>Fee</th>
</tr>
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<tbody>
<tr>
<td>AM Session</td>
<td>7.15am – 8.30am</td>
<td>$10.00 per child</td>
</tr>
<tr>
<td>PM Session</td>
<td>3.00pm – 6.00pm</td>
<td>$15.00 per child</td>
</tr>
<tr>
<td>After 6.01pm</td>
<td></td>
<td>$10.00 for every 10 minutes or part thereof</td>
</tr>
<tr>
<td>Pupil Free Day</td>
<td>7.30am – 6.00pm</td>
<td>$50.00 per child</td>
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</tbody>
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Whenever possible, the parent should ring the service to advise they will be late to collect the child. A parent is regarded as being late when they arrive to collect their child after 6.00pm – closing time. A late collection fee of $10.00 per child for every 10 minutes or part thereafter will be charged when parents arrive after closing time. This will be added to their account as a ‘Miscellaneous Charge’ and Child Care Benefit will not apply. ‘Special Circumstances' such as traffic accident or a car breakdown will be given consideration in relation to collection of late fees. When a parent is continually arriving late at the service to collect their child, the Director will discuss the OSHC option with the parent / caregiver. Any change in booked times need to be arranged beforehand with the Director.

Parents should notify the service of their child’s inability to attend as soon as this is known.

- Late Notification $5.00 fee
- No Notification $10.00 fee
- No Booking $5.00 fee per child

All of the above fees [★] will not have the Child Care Benefit. [Refer to ‘Allowable Absences’ guidelines in Outside School Hours Care Handbook DH&FS 1998]. These charges are in addition to normal session fees.

Accounts are processed weekly and can be emailed or collected from the OSHC Room between BSC and ASC sessions during the work week.

All accounts are required to be settled by the end of each term.

Fees may be paid to the OSHC office [EFTpos available] / school office or BPAY, weekly or as arranged with the Director. BPAY details are recorded on your invoice and each family has an unique reference number.

Sessions of care will be recorded in accordance with Commonwealth requirements.

Casual emergency care is to be paid for in full at the time of care.

Fee payments will be banked daily.

Fee payments will be recorded according to Commonwealth Department of Health and Family Services guidelines. Details of a family’s fees and accounts will be confidential and stored appropriately.
Families may access their own records at any time, or particulars of fees will be available in writing to parents upon request.

Families who cannot afford fees, due to sudden unforeseen expenditure or short-term financial difficulty, will be assisted where possible and / or provided with information on other possible avenues of financial support, including Special Child Care Benefit [SCCB]. Parents / caregivers with overdue fees will be encouraged by the Director to discuss any difficulties they may have in meeting payments and to make suitable arrangements to pay. If this is not done, or the agreed arrangements are not kept, the following procedure may apply:

- After 1 week overdue – a polite verbal reminder and advice that an account marked ‘URGENT’ will be forwarded to the parent.
- After 2 weeks overdue – First letter from the Deputy Principal re ‘account outstanding’.
- After 3 weeks overdue – Final Letter from the Principal, notifying that the OSHC place for the child has been cancelled due to unpaid fees.

SUN SMART POLICY
The OSHC program supports the school’s ‘NO HAT – NO PLAY’ policy. Students are given a red hat to wear whilst in OSHC. These hats need to stay in the student’s bags for when they come to OSHC. If this red hat is lost, parents will need to pay $7.00 for a new hat. Hats are required to be worn from 1st September until the 31st May.

EMERGENCY EVACUATION AND LOCK-IN DRILLS
The Emergency Evacuation and Lock-in Drills are conducted alternatively once per term as required by Regulations. The procedures are displayed on the foyer wall at OSHC.

FOOD AND HYGIENE
Every week a menu is compiled with suggestions from the students and their families. We take into consideration the medical needs of the students, while maintaining the healthy aspect. Then the shopping is completed based on the menu and the food is stored hygienically, in accordance with the Food Safety Regulations. The students are required to wash their hands before eating food, which is served to them while maintaining a safe and social environment. If your child/ren has any specific dietary requirements, please ensure that they are clearly stated on the enrolment form. If dietary requirements cause any medical issues, please ensure a Medical Care Plan is completed and lodged with the Director.
VOLUNTEERS
Volunteers are welcome at the OSHC Program. However the Catholic Education Office Volunteers Guidelines, as required for the school, also apply to OSHC. If someone is already a registered volunteer with the school they are able to volunteer at OSHC.

INTERPRETING AND TRANSLATION
Interpreting and translation of these documents is available through the 'Interpreting and Translation Centre' who can be contacted on the following phone number – 8226 1990. A fee payable by the requesting party will be incurred.

GOVERNANCE AND MANAGEMENT COMMITTEE
- Principal [or nominee]
- Director
- Assistant Director
- Board Representative
- Parent Representative

The role of the Governance and Management Committee is to ensure all relevant guidelines, acts and regulations are adhered to in the management of the program. Decisions about the overall management of the program will be made in negotiation with the Governance and Management Committee and ratified by the School Board.

GRIEVANCES OR COMPLAINTS
If at any time, parents / caregivers have grievances, suggestions or complaints regarding the OSHC Program, they are able to communicate this to the Director or the Parent Representative and action will be taken to remedy the situation.

In the event that a resolution cannot be found, the issues will be brought to the School Deputy Principal / Principal. Should an impasse still exist the issues will then go to the Catholic Education Office and the Parish Priest. For further information, please see the 'Compliments, Complaints and Concerns' brochure. [see OSHC Adult Grievance Policy]

STUDENT GRIEVANCE PROCEDURE
Please see Policies & Procedures Folder [This policy is the same as the school policy]
INTERACTIONS WITH CHILDREN
The OSHC Program follows the school’s Personal Responsibility Policy which works on supporting positive behaviour. Folders on this process are available for your perusal.

The students are encouraged to:

1. Respect yourself
2. Respect others
3. Respect property
4. Respect the environment

Students are expected to follow the program’s rules. In the case of disruptive behaviour, the Director and / or the Principal will discuss the situation with the child’s parents. Our Policy includes provision for appropriate consequences in cases of serious or continued inappropriate behaviour.

Please see Interaction with Children Policy for further details.

MEDICAL PROCEDURES
Prescribed medication for students can only be administered after the Medication Log is completed and signed by a parent / caregiver. Medication required for anaphylaxis or ongoing conditions must have a Medical Plan completed and signed off by a doctor.

NO PARACETAMOL / ANALGESICS WILL BE ADMINISTERED BY EDUCATORS

EMERGENCY AND ACCIDENT PROCEDURES
In the event of a serious accident, the educators will notify parents / caregivers immediately.
In the event of an accident, educators will provide first aid treatment.
In the event of a serious injury or illness, educators will seek the nearest medical assistance.
The cost of the ambulance will be incurred by Saint David’s Parish School.
The educators will complete the first aid record sheet detailing the incident and action taken.
The Principal or Leadership Team will be notified as soon as practical in cases of serious illness, injury or accident.

In the case of a Regulatory Board Notifiable Event the appropriate paperwork is completed and passed on the Regulatory Board and the Catholic Education Office.
NATIONAL QUALITY FRAMEWORK
There are 7 Quality Areas which need to be met by our program. These are:

1. Educational Program and Practice
2. Children’s Health and Safety
3. Physical Environment
4. Staffing and Qualifications
5. Relationships with Children
6. Collaborative Partnerships with Families and Communities
7. Leadership and Management

This is a continual cycle, ratings and assessment visits will occur every 2 ½ years.

POLICIES
The Program has two Policies and Procedures Folders which are available for educators, families or children to read at any time. It is located in the OSHC Office. One folder contains all relevant policies from the Catholic Education Office and the other contains OSHC specific policies and procedures.

RESPONSIBILITIES OF PARENTS / CAREGIVERS CHECKLIST

☐ Ensure your details are up to date - in case of an emergency, you need to be contacted.

☐ Ensure OSHC is advised of any changes to health plans for your children, if applicable – please do not rely on the school to pass information on.

☐ Ensure Family Assistance Office [13 61 50] is advised on any changes;
  o If your child has started school.
  o Changes to your financial circumstances.

☐ Ensure OSHC is advised if;
  o Siblings attend another registered service, so entitlements may be received.
  o Your child is starting school.

☐ Ensure children are booked or cancelled for BSC sessions by 6:00pm on the day prior to attendance and for ASC sessions before 9:00am on the day of attendance - to avoid extra costs.

☐ Ensure accounts are paid regularly – to avoid your child’s care being cancelled.
CHILD DOCUMENTATION PROCEDURE

Why we keep documentation

- Further educator’s understanding of children’s learning, development and wellbeing
- Reflect on the ways children develop relationships with peers and others
- Share and discuss ideas to support children’s wellbeing in our service
- Support and extend our planning and decision making within the service’s program
- Enable educators to build up a picture of the whole child and support children as members of all their communities they belong to
- Allow for multiple perspectives
- Identify children that need additional support or inclusion

Types of documentation

- Photos
- Travelling Journal
- Child Observation Folder
- Display Boards [My Time, Our Place, OSHC Rules, Timetable, Routines]
- Staff Journal [Reflective and Critical Practice]
- My Strengths Sheet
- ISS Funded Children Folder

Regular evaluation

Children who attend regularly will have more detailed and regularly updated files than children attending part time or casually.

Recording responsibilities

- Educators are responsible for their focus group and individual children
- The Director and Assistant Director are responsible for the documentation of ISS funded children

THIS PROCEDURE IS UNDERPINNED BY THE CONFIDENTIALITY AND PRIVACY POLICY