

# EAST ADELAIDE SCHOOL

## Out of School Hours Care Family Handbook



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## **OUT OF SCHOOL HOURS CARE**

### **Before School Care - \$7.00 per child per session**

Monday to Friday  
7.30am to 8.50am

### **After School Care - \$16.00 per child per session**

Monday to Friday  
3.10pm to 6.00pm

### **Pupil Free Days - \$50.00 per child per day**

7.30am to 6.00pm

### **Vacation Care**

**\$50.00 per child centre-based day**

**\$55 Incursion Day**

**\$60.00 excursion day**

Monday to Friday  
7.30am to 6.00pm

**\$10 Non Refundable Booking Fee**

*Please feel free to contact the Director or Assistant Director, by phone on (08) 8362 6585 or by dropping into the Centre between 8.40 am to 2.45 pm for further information, help with Child Care Benefit, enrolment forms and/or any questions you may have.*

### **Our Vision Statement**

*To offer a safe, friendly environment where children can develop their identity and well-being. We aim to nurture positive relationships and promote cooperative and collaborative behaviour*

### **Our History**

**EAST ADELAIDE OUT OF SCHOOL HOURS CARE (OSHC)** has been operating since the early 1980's. It has since grown into a dynamic program catering for up to 135 primary school children per day in the renovated facility, "The House", on the school site.

**The center has been approved by the Education and Early Childhood Services Registration and Standards Board of South Australia.**

### **OUR PHILOSOPHY**

East Adelaide Out of School Hours Care (OSHC) is committed to providing high quality care in a safe, secure learning environment for school aged children. We believe it is important for children to feel comfortable so they can develop confidence in their interactions with educators and their peers. Educators collaborate with children and support their well-being, learning and development. East Adelaide OSHC supports and incorporates the philosophy and values of the school **Responsibility, Relationships, Resilience and Respect** and we use this in our planning and day to day running of the program. We value diversity and cultural backgrounds of all our families at this service. We embrace opportunities for incidental learning and enhanced living skills while having a fun and recreational program.

We will strive to do this by ensuring all children to meet the needs of the outcomes of the National Quality Framework:

- Children have a strong sense of Identity
  - Children are connected with and contribute to their world.
  - Children have a strong sense of well-being.
  - Children are involved learners.
  - Children are effective communicators.
- Maintain children's sense of belonging at OSHC by encouraging their involvement in programming for a wide range of activities.
  - To welcome families from culturally and linguistically diverse backgrounds. We promote an understanding of diversity in an enriched inclusive and welcoming environment.
  - Adhere to and follow the schools vision and values, Responsibility, Relationships, Resilience and Respect.
  - Cater for dietary and individual nutritional needs by adhering to the DECD 'Right Bite' Policy and with Australian Dietary guidelines for Children and Adolescents.
  - To collaborate with East Adelaide OSHC Advisory Committee to attend to families' needs and requests wherever possible.

### **AIM**

Our aim is to provide:

- High quality recreational care for primary aged children (5-12 years), in a warm, comfortable and safe environment that will foster the child's sense of self worth, nurture positive group relationships and foster cooperative and collaborative behavior.
- A convenient and cost effective service to support families during Out of School Hours and School Holiday periods.

### **TRANSLATION SERVICE**

The centre has the ability to access translation services if necessary. The centre, through Diversity Directions, and the Migrant and Ethnic Services can obtain translations for families if the need arises. Please feel free to talk to staff relating to this.

### **ACTIVITIES AT THE CENTRE**

The Centre's Vision statement and Aim underpin the programme.

The programme is written on a weekly basis for Before and After School Care. A special Vacation Care programme is prepared and advertised three weeks before the end of each term.

East Adelaide out of School Hours Care believes that it is important to create an environment that allows for challenging, fun and child initiated activities. We aim to provide a quality program that meets the children's varying developmental stages and ages of children in a comfortable and play based quality centre. Programs for children are inclusive of the cultural and linguistic and inclusive diversity of all families using the service and support children to explore a range of experiences in an environment free from prejudice and harassment.

We also access a range of school facilities eg. the gym, library and computer room during both the term and vacation care periods. An OSHC staff member is always present in these areas and they have a mobile phone and first aid backpack.

### **ENROLLING YOUR CHILD & BOOKINGS**

An enrolment form **MUST** be completed by parents/guardians before a child can attend the Out of School Hours Care Centre.

It is essential to make a booking before your child/ren attend OSHC. Permanent and Occasional bookings are available. It may be necessary to place your child on a waiting list. If this occurs we will contact you when a space becomes available for the days that you have booked. We also encourage you to keep in regular contact with us regarding your permanent or occasional waiting list bookings.

Phone (08) 8362 6585 or leave a message if the Centre is unattended.

**Separate and advanced bookings for Vacation Care and Pupil Free days are essential, as numbers for these programs are strictly limited and it may not be possible to accept children at the last minute. Vacation Care Programs are available three weeks before the end of term and bookings are taken two weeks before.**

## **CANCELLATIONS**

It is expected that parents/guardians will cancel their child/ren's bookings for Before and After School Care the **school night** prior to their booking.

Cancellation on the day will incur full charge of the session. The exception is Monday after School Care in which we must be notified by 8.50am on the Monday morning for that ASC session.

Cancellations for Vacation Care or Pupil Free Days must be received **by 9.00am the previous Vacation Care Day**. To cancel Monday we will need to be notified by 9.00am on Friday. Public Holidays and weekends are not considered a Vacation Care Working Day, as we are not present in the building. Failure to cancel within the notified time will result in full fees being charged.

**Any cancellations to your child's booking that can be filled by a child on the waiting list will not incur any charges.**

You will not be charged the full rate for any cancellations made to any bookings if you have informed us on the day and if you can provide a sick certificate for your child.

If the day is cancelled even if enough notice is given you will still be charged a \$10 booking fee.

## **BEFORE SCHOOL CARE (BSC)**

General information

- Bookings are essential- a booking must be made prior to attendance
- Children must be signed in on arrival
- Breakfast is available
- Children stay in the care of the OSHC staff until 8.50am. The upper primary children may make their way over to school at 8.30am. The junior primary children are then walked over to school by OSHC Staff, which ensures that children arrive at their classroom and settle in ready for their day at school.

## **AFTER SCHOOL CARE (ASC)**

General information

Bookings are essential - a booking must be made prior to attendance

A nutritionally balanced afternoon tea is provided – at 3:30pm as well as 5pm.

Children must be signed out before leaving the Centre

Children are not permitted to leave the Centre's boundaries until they are collected by an authorised person or written permission by a parent or guardian is given to staff

### ***The procedure for children attending ASC:***

Children attending ASC go to the veranda at OSHC 'The House' and have their name marked on the attendance sheet. A staff member collects the younger children at the OSHC bus stop in yard A. If a child is booked into ASC and has not had their name marked off by the second bell, then the **Centre staff will:**

- Call out any child's name that has not been marked off, to check if they have been missed or their peers may know their whereabouts.
- If the child has still not been located a call is made to the school office to check if the child is waiting there or has gone home sick or absent.
- If the child is not located a phone call is made to the parent /guardian to inquire whether the child is expected to be attending ASC.
- The OSHC staff will then work with the parent/guardian/school in locating the child if necessary.

## VACATION CARE AND PUPIL FREE DAYS

### General information

- Programs are available three weeks before the end of term and bookings are accepted three weeks before the end of term.
- Bookings are essential for Vacation Care. No booking can be taken without a completed and signed booking sheet. **(We are unable to accept bookings over the phone)**. Pupil free days do not require a booking form.
- Children must be signed in on arrival and out on departure
- An excursion consent form will need to be signed on or before the day of an excursion.
- Morning and afternoon tea is provided
- Except on specified occasions all children are **required to bring their own lunch**.
- Children should be dressed appropriately in accordance with the days planned activities and the sun smart policy.
- As with After School Care, children are not permitted to leave the Centre without parental/guardian permission.
- Accounts must be up to date prior to booking for Vacation Care.

## SIGNING IN AND OUT OF OUT OF SCHOOL HOURS CARE

It is essential for your children to be signed in to Before School Care, Vacation Care and Pupil Free days and out of After School Care, Vacation Care and Pupil Free Days by a parent/guardian. This is to ensure your child's safe arrival at the program and in the event of a fire all children have been signed in. You are also required to follow this procedure as an accountability requirement if you are receiving Child Care Benefit.

## COLLECTION OF CHILDREN

For safety and security, children will only be released to authorised adults as named on the enrolment forms. Their parent or an authorised person must sign a child out before they leave the Out of School Hours Care centre.

Children must be collected by 6.00pm. If, because of an emergency situation, you are late, then please notify the Centre as soon as possible so that appropriate arrangements can be made.

Late fees apply after 6.00pm (Refer to late fee policy - policy section).

Parental consent is required for a child to leave OSHC without an authorised adult or from BSC before the regular time.

## ACCOUNTS

Accounts are calculated weekly in arrears and are distributed via email, these are emailed weekly between Monday and Wednesday.

**Payments must be made regularly directly into our Bank account, through the QikR app or Direct Debit. (Please complete the form, located on the sign in/out desk). We also take payments via EFTPOS or cash however this is not preferred.**

## PAYMENT POLICY

The Centre requires prompt payment of accounts to ensure that the delivery of a quality service can be maintained and the following conditions apply:

1. Payments can be made either by cash or or credit card during the normal operating times of the centre. Cash payments cannot be made after 9.00am on Fridays.
2. Accounts are calculated weekly in arrears and invoices reflect fees up until the previous Sunday.
3. All accounts must be paid in full before Vacation Care Bookings can be taken.
4. Invoices are sent out weekly and reflect the account up until the previous Sunday.
5. Payment in full is required by the due date shown on the account (14 days from the end of the billing period).
6. Parents 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 will apply:
  - Fees outstanding 28 days after the due date may result in:
    - ACCESS TO CHILD CARE SERVICES BEING SUSPENDED UNTIL THE DEBT IS PAID IN FULL; and
    - RECOVERY ACTION MAY BE COMMENCED WITHOUT FURTHER NOTICE.

**If you are experiencing difficulty in making payments please contact the director.**

## **CHILD CARE BENEFIT**

The Commonwealth Government offers assistance to reduce the cost of care for families. All families are entitled to the minimum 16.80%. Please contact the Family Assistance Office at your nearest Centrelink or call Family Assistance Office 13 61 50 to register your family with East Adelaide OSHC and your eligibility to receive Child Care Benefit can be assessed.

If you are already registered with Centrelink you will need to provide your CRN (Centrelink Reference Number) to the Director and this can be entered into our system. This can be recorded on your enrolment form. Please see the Director if you require further information or assistance with applications..

Whether you choose to receive Child Care Benefit as a fee reduction off your weekly account or as a lump sum at the end of the financial year, you will need to register with Centrelink.

## **OSHC ADVISORY COMMITTEE**

East Adelaide Out of School Hours Care, is managed by a sub committee of the Governing Council of East Adelaide School. It is comprised of parents of children attending the Centre, a representative from the School Governing Council, a representative of the Senior School Staff, and the OSHC Director and Assistant Director.

The advisory committee encourages parents of children attending the centre to be active participants in the consultative process, which enables them to be a part of the decision making process and impacts on the quality of service to which they and their children have access.

Every attempt is made to ensure that adequate information regarding all activities and any other information relevant is passed onto parents via the parent notice board, email, the newsletter or verbally.

## **EDUCATORS**

The Governing Council believes in the importance of staff in the operations of the centre and aims to employ the best available staff for the positions offered. All educators are required to have a police clearance. All staff has or is being trained in Child Safe Environments and are all aware of their obligations in relation to child protection. All staff have or are being trained in first aid.

Before commencing employment with East Adelaide Out of School Hours Care all staff are required to sign an Employment Agreement

### **AUSTRALIAN NATIONAL QUALITY FRAMEWORK:**

*The Australian Governments and state and territory governments recognise the importance of increasing their focus on the early years to ensure the wellbeing of children throughout their lives and to lift the productivity of our nation as a whole. The drive for the change is based on clear evidence that the early years of a child's life are very important for their present and future health, development and wellbeing.  
(Guide to the national Quality Framework, 2001)*

*There are 7 areas that the Framework covers these are:*

- QA1: Educational program and practice.
- QA2: Children's health and safety.
- QA3: Physical Environment.
- QA4: Staffing Arrangements
- QA5: Relationships with children.
- QA6: Collaborative partnerships with families and communities.
- QA7: Leadership and service management.

## **WILD CATS CAFÉ**

The Wild Cats Cafe is an initiative aimed at Receptions/year 1's to ensure that the "wild cats" are taken into the front room and served afternoon tea.

Our aims for this program are to assist the younger children to feel safe at afternoon teatime allowing them to build friendships with their peers and trust with older children.

## **ACTIVE AFTER SCHOOL COMMUNITIES**

The Federal Government, through the Australian Sports Commission (ASC) have funded a package for 'Building a Healthy, Active Australia' for Out of School Hours Care and interested primary schools. East Adelaide OSHC has been accepted as an 'Active After School Communities' School and commenced the program in Term 2, 2005.

We will be offering all After School Care children the opportunity to become involved in a sport or activity for a nominated term. This opportunity is at no cost to families and will be integrated into the After School Care program. It is expected that the children participating will not be picked up before the sport or activity has concluded.

### **CENTRE POLICIES**

***A folder of Centre Policies is located in the parent sign in & out area of the OSHC centre.*** The Centre is part of the East Adelaide School and supports all general School Policies, it is necessary however to adapt some policies because of the role of the Out of School Hours Care Programme. The Information provided below are summarised policies found in the Policy Folder.

### **MEDICINES:**

Staff will administer medication as required provided written parental permission is granted via the medication folder and when:

- A medical practitioner prescribes the medication to the child and signs a medical authorization form.
- The prescribed dosage matches the information written in the medication folder.
- Medication must not be left in the child's bag. It must be handed to the Director or other staff member. Any medication administered by staff will be checked by two staff members to ensure correct dosage and time. This will be recorded in the medication folder and a parent/guardian will be asked to sign to indicate they acknowledge that the medication has been given to their child.

***Information about regular medication, health conditions, disabilities or medication provided for allergies such as bee stings must be recorded on the enrolment form so that staff are able to provide appropriate care.***

### **HEALTH, PHYSICAL AND SAFETY POLICY**

This policy has been developed to promote the health of all families and staff utilising the centre. To encourage safe and hygienic practices by all children and staff.

#### ***CHILDREN will be encouraged to:***

- Maintain a high level of personal hygiene
- Wash and dry their hands before engaging in any activity involving food and to maintain a clean environment.
- Wear a hat and sun block during outdoor play in accordance with the School Sun Care Policy.

#### ***STAFF will be expected to:***

- Contact families to collect their child if they become unwell and unable to cope with normal activities.
- Ensure individual health plans, allergies and other health needs are displayed and communicated appropriately to all staff members.
- Ensure that no nut products will be purchased and provided to children attending OSHC.
- Display or communicate allergies and medic alert bracelet needs.
- Take preventative measures with regard to personal health and hygiene.
- Encourage developmentally appropriate physical activity for children
- Protect their own and others health and safety in the way they utilise their working environment.
- Maintain the premises to a standard, which will help protect against the occurrence and transmission of disease.
- Obey reasonable instructions and comply with centre policy by monitoring their work systems.
- Display information relating to symptoms and exclusion periods when a contagious disease or condition is present within the centre eg chicken pox and head lice.
- Follow the guidelines set out from the resource 'Staying Healthy in Child Care' provided by the National Health and Medical Research Council or information provided by the Health Department.
- Not attend the centre during periods of illness with communicable symptoms.
- Manage and use equipment provided in a healthy and safe manner.
- Take appropriate sun safety measures when supervising outdoors.
- Maintain high standards of cleanliness and hygiene during food preparation.
- Wear gloves when administering First Aid.

#### ***FAMILIES will be expected to:***

- Collect their child if it is considered by OSHC staff that the child is unwell and unable to cope with normal activities.

- Advise the OSHC staff when their child is suffering from an infectious disease and seek alternative care if they are contagious..
- Follow the exclusion periods as communicated by OSHC staff.
- Advise the OSHC staff of any physical or medical condition, including but not limited to individual health and medication plans, allergies and medic alert bracelet information.,
- Grant the centre staff permission to seek emergency medical care.
- Update OSHC with contact emergency details and medical information.

***Below are some common illnesses, which may cause your child to be excluded from the Centre***

- **Conjunctivitis:** Children do not attend until the discharge from the eyes has ceased (highly contagious).
- **Head lice:** Wherever people gather, head lice are likely to spread, even in the most careful homes, schools and institutions. When head lice are detected in a class, a note explaining eradication procedures is sent home to every family so that any infected children may be treated and isolated if necessary (highly contagious).
- **Worms** (contagious)
- **Chicken pox, Mumps and Rubella:** Children do not attend school until cleared by a medical practitioner (contagious).
- **Measles:** Children do not attend school for at least seven (7) days from the appearance of the rash **or** until a medical certificate of recovery is produced (contagious).
- **Scabies** (highly contagious)
- **Impetigo or School sores:** Children do not attend until the sores have fully healed. The child may be allowed to return to school provided the appropriate treatment is applied and that the sores on the exposed areas are covered with a dressing (highly contagious).
- **Vomiting** (may be contagious)
- **Diarrhea** (may be contagious)

The Out of School Hours Care staff can provide further details on any of the above illnesses including details of exclusion periods

**FIRST AID:**

Centre staff will administer First Aid to your child as required. It is Centre policy that where an accident involves blood that a staff member will instruct and guide the child to clean their own wound. Staff will not directly handle bloodied wounds or First Aid materials without the use of gloves.

**Any assistance your child receives will be noted in the First Aid folder. Parents/Guardians will be informed and asked to sign the First Aid sheet to indicate their acknowledgment of the treatment.**

**SUN CARE HATS**

*OSHC supports the School's "NO HAT NO PLAY" modified policy of no hat no play is necessary between June and September. Children must be provided with a school-approved hat for outdoor play outside for this time period. Children without hats will be directed indoors or shaded play areas.*

During Vacation Care a school-approved hat will need to be purchased for any child without an approved hat during an excursion. The cost will be added to the account of the family.

Staff will be required to wear an approved hat at all times when outside and on an excursion as consistent with the policy.

**SUN BLOCK**

Out of School Hours Care will supply sun block as required. For Vacation Care and Pupil Free days children should apply sun block before they arrive. Staff will supervise the application of sun block, as required, throughout the day.

**FOOD AND NUTRITION**

OSHC will provide children with balanced foods that meet the recommended nutritional needs of children. Information on nutrition, food handling and storage is displayed at the centre.

**Families** are encouraged to:

- Advise staff of food allergies and culturally sensitive dietary needs.
- Update OSHC with contact emergency details
- Provide extra snacks for children attending full day care
- Provide their children's lunch and drinks during full day care except when otherwise stated on the program.
- **Adheres to a nut free environment.**

To store children's foods/snacks appropriately (insulated food storage bags) during full day care.

**MOBILE PHONES**

In line with the school's mobile telephone policy. Children are not to bring personal mobile phones to OSHC, unless parents/caregivers have given permission for their child being in possession of a mobile phone, via the **Mobile Phone Agreement Form**.



All phones are to be named and stored in a lockable cupboard in the OSHC office as soon as they arrive at OSHC, and collected when the child is picked up from OSHC.

## **BEHAVIOUR GUIDANCE POLICY:**

**RATIONALE:** East Adelaide OSHC follows East Adelaide School's Guiding values of Academic, Respect, Responsibility, Relationships and Resilience. We aim to create safe conditions for children to interact socially, physically and emotionally. These guidelines contribute to developing a community of learners and sense of belonging. We promote guidance, positive reinforcement and positive behaviour which are built on mutually respectful relationships.

We guide children in a democratic and creative approach and we promote the value of both individuals and the group. We focus on developing effective communication, collaborative problem-solving and inclusion of all children in our care. Learning to behave appropriately is a developmental task and with guidance students are encouraged to make responsible behaviour choices.

East Adelaide OSHC Behaviour Education Guidelines define the responsibilities of all members of the school community who are expected to conduct themselves in a lawful, ethical, safe and responsible manner that recognises the rights of others.

Creating a supportive and connected school culture by:

- Adhering to DECD policies and procedures – Anti-bullying, Child Protection, School Discipline, Behaviour Education, Cyber Safety
- Monitoring positive behaviour education
- Focussing on student wellbeing and student ownership of their behaviour
- Early intervention and application of targeted support
- Building partnerships with families and the community

## **OUR GUIDING VALUES**

### **Respect**

**Staff** model and teach appropriate behaviours outlined in the National Safe Schools Framework, and the Child Protection Curriculum through the possible use of Restorative Practice and other intervention approaches.

**Students** show respect for themselves and others by following the negotiated behaviour expectations.

**Parents** follow appropriate school processes and respect the Director/ Educators' professional decisions.

### **Responsibility**

**Staff** inform students of their rights and empower them to take responsibility for their learning and behaviour.

**Students** are involved in setting goals and learning plans with support of staff and parents.

**Parents** support their child in making responsible decisions about their behaviour.

### **Relationships**

**Staff** develop democratic relationships through honest effective communication with the school community.

**Students** are involved in decisions about their class and school through meetings, circle time, student personal behaviour plans and team work.

**Parents** foster positive partnerships with staff and students through communication and participation in OSHC events.

### **Resilience**

**Staff** empower students in understanding what they need to learn, why the learning matters, what is expected of them and how they learn.

**Students** take risks with their learning, embrace failure and have a growth mind set to move forward.

**Parents** learn about qualities that allow children to bounce back from adversity and how to nurture that type of resilience in their child.

The following steps are introduced when the expectations are not being followed:

1. The child is reminded of the expectation with restorative questioning.
2. Reflection time for the child and removed from the area of play, or a logical consequence.
3. Repeated inappropriate behaviour will result in consultation with families. At this time, the child, parent/caregiver and director may negotiate and formulate a behaviour plan.
4. If parental consultation and behavioural plan does not improve behaviour, the child will be suspended from the OSHC program.

## **LATE PICK UP FEES**

**East Adelaide Out of School Hours Care (OSHC) closes at 6.00pm in line with operating requirements set out for the centre by The Department of Education And Children's Services (DECS)**

The following charges will or maybe applied for children who are not picked up by 6pm.

**6.00-6.10pm** Director Discretion \$10.00 decisions based on regularity of lateness and whether contact has been made by parent/guardian

**6.10– 6.25pm** SET FEE: \$15.00

**6.25 – 6.40pm** SET FEE: \$20.00

**6.40pm onwards** HOURLY RATE OF \$ 25.00

### **ACTION TO BE TAKEN BY STAFF:**

Parents who are late to collect their child will be required to sign their children out in a separate late book.

#### **6.00 - 6.15pm:**

Supervise and reassure the child/dren, if they are feeling anxious. Staff will attempt to contact parent/guardian.

#### **6.15- 6.30 pm:**

Continue to supervise and reassure the child.

Staff will attempt to contact all emergency people recorded in the child's file so that the child/ren can be collected.

#### **6.30pm-**

If no resolution by 6.30pm, Staff will take the following action:

Report the situation the service staff can then contact Crisis Care then the South Australian Police.

#### **The Norwood Police station will be informed of the intention to bring the child into the police station.**

Phone a taxi to transport the child/dren and staff member to the Norwood Police Station, take a copy of the child's enrolment form containing relevant details. It is up to the staff member involved whether they remain with the child, or once the child has settled, leave the child with the police.

Contact the school principal to inform them of the action taken.