

EAST ADELAIDE SCHOOL

Out of School Hours Care
Family Handbook



DIRECTOR:
Assistant Director:
ADDRESS:

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Last Reviewed : November 2021

OUT OF SCHOOL HOURS CARE (2021 Fees)

Before School Care - \$9.00 per child per session

Monday to Friday
7.15am to 8.50am

After School Care - \$18.00 per child per session

Monday to Friday
3.10pm to 6.00pm

Pupil Free Days - \$50.00 per child per day

7.15am to 6.00pm

Vacation Care

\$50.00 Home Day

\$60 Incursion Day

\$65.00 Excursion day

Monday to Friday

7.15am 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 Subsidy, enrolment forms and/or any questions you may have.

Our Vision Statement

- To offer a safe, friendly environment where children develop their self-worth, nurture positive group relationships and further develop cooperative and collaborative behaviour.
- To develop crucial skills such as empathy, compassion, understanding and respect through relationship building and interaction.
- To build strong relationships with families and the school community based off effective communication to enhance learning outcomes.
- Aim for all children to meet the developmental needs of the developmental outcomes of the National Quality Framework:
 - Children have a strong sense of Identity
 - Children are connected with and contribute to their community.
 - Children have a strong sense of well-being.
 - Children are involved learners.
 - Children are effective communicators.

Our Philosophy Statement

East Adelaide Out of School Hours Care (OSHC) is committed to providing high quality care in accordance with the National Quality Standards (NQS) for primary school aged care.

We believe it is important for children to feel comfortable and confident so they can collaborate with children, educators and their families to support their wellbeing. Educators help children to self-regulate their emotions and nurture the building of social skills.

East Adelaide OSHC incorporates the philosophy and values of the school being Responsibility, Relationships, Resilience and Respect. We value diversity and cultural backgrounds of all our families.

The service recognises that the building of partnerships with families and communities in the development of the program will result in continuous improvement for the centre.

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 160 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.

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 program.

The program is written on a weekly basis for Before and After School Care. A special Vacation Care program 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 in a comfortable and play based quality centre. Programs for children are inclusive of the cultural and linguistic 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 such as the gym, library and performing arts room during both the term and vacation care periods. An OSHC staff member is always present in these areas and they have a walkie talkie and first aid kit

ENROLLING YOUR CHILD & BOOKINGS

An online enrolment form **MUST** be completed by parents/guardians before a child can attend the Out of School Hours Care Centre. An enrolment form can be submitted online through the Fully Booked Family Portal on the East Adelaide School website. All sections on the enrolment form must be completed before bookings can be accepted through the portal. Please contact the Director to discuss any issues with enrolment.

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. Families can manage bookings through the Fully Booked family portal on the school website. Please ensure you let the service know if your child is unwell or will not be attending a particular session.

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. This will be communicated through the school newsletter.

CANCELLATIONS

The service is aware that changes to circumstance may result in the need to cancel a booking with the service. Booking and cancellations can be made in electronic or written form or via telephone, however it is the preference of the service that the Fully Booked Family Portal is used to manage bookings cancellations.

Before and After School Care

Cancellations received after this time will result in the full charge applying, except in the instances described below.

~~Expected parents to arrive 15 minutes before the start of the service. Late arrivals will result in the full charge applying, except in the instances described below.~~

~~Late Cancellation on the day~~ will incur ~~the~~ full charge of the session unless a medical certificate is provided to the service ~~within 24~~ 7 days of the absence. If the service has been advised that a child has gone home from school with illness, fees will be waived for the child and for any siblings of the child.

Vacation Care Cancellations

- Over 7 days till the booking = no charge
- One week or less till the booking = \$10 fee
- Less than 2 days to the day of the booking = Full charge

~~Late cancellations will be charged the deposit fee only where~~ During Vacation Care, families ~~who~~ provide the service with a medical certificate within 27 days on the day will not be charged the full fee of the absence.

Other

The Director will use their discretion to waive fees based on individual circumstances. 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.

BEFORE SCHOOL CARE (BSC)

General information

- Bookings are essential - a booking must be made prior to attendance **(6pm the night before)**
- Children must be signed in on arrival by an OSHC educator.
- Breakfast is available for children and includes toast, cereal, fruit juice, yoghurt and a special breakfast on occasion. Breakfast closes at 8:20 to support the transition from OSHC to school.
- 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 educators, which ensure 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 **(6pm the night before)**

A nutritionally balanced afternoon tea is provided – 3:10pm - 3:30pm as well as 5pm – 5:30pm.

Children must be signed out before leaving the Centre

The service completes a head count of children at 5pm to ensure all children are either still at the service or have been signed out for the afternoon.

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.

Families must make the service aware of any after school sport/music etc. to ensure their whereabouts is known at all times.

The procedure for children attending ASC:

Children attending ASC go to the veranda at OSHC and are signed in by an OSHC educator. Reception and Year 1 children will be walked over from the Vines or Heysen building and ticked off on the role before being officially signed in electronically. 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 signed in via walkie-talkie 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. Educators may check with classroom teachers.

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- 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 two weeks before the end of term.
- Bookings are essential for Vacation Care. Bookings must be made through the Fully Booked online portal.
- Children must be signed in on arrival and out on departure
- Morning and afternoon tea is provided for children
- 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 or a service educator. This is to ensure your child's safe arrival at the program and in the event of an emergency all children have been signed in or out. You are also required to follow this procedure as an accountability requirement if you are receiving Child Care Subsidy. The service uses an electronic iPad system for signing children in and out at the beginning and end of a session and families are expected to use this signing in and out. An educator will be present to help families who need assistance with this.

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

Statements of account are available through Fully Booked each fortnight and an email will be sent out once a statement is available. Each statement will reflect the previous two weeks of attendance at the service. Please contact the Direct if you have any issues understanding the statement. Families who set up Direct Debit through Fully Booked will have this amount deducted on the Thursday of each fortnight. This will allow families to view statement on the Tuesday to ensure they are aware of the amount due to be removed.

Payments must be made regularly directly into our Bank account, through the QkR app or Direct Debit. (Please complete Direct Debit section on Fully Booked to set this up) .

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 credit card during the normal operating times of the centre.
2. Accounts are calculated fortnightly in arrears and statements sent out on a Tuesday each fortnight 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 fortnightly 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 SUBSIDY

The Commonwealth Government offers assistance to reduce the cost of care for families. Please contact the Family Assistance Office at your nearest Centrelink or call Family Assistance Office [13 61 50](tel:136150) 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 during the online enrolment process. Please see the Director if you require further information or assistance with applications.

Whether you choose to receive Child Care Subsidy 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 Working with Children Check. All staff have Responding to Abuse and Neglect training and are all aware of their obligations in relation to child protection. All qualified educators are required to have First Aid to be employed at the service.

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.

Group 1's (Reception – Yr2)

Children in Reception through to Year 2 are encouraged and supported to place their bags inside the OSHC room followed by washing their hands before sitting down for snack. Older and younger children are split up at this time to assist the younger children so that they feel safe at afternoon teatime allowing them to build friendships with their peers and trust with older children. An educator will support children by outlining what activities will be on the program throughout the afternoon by directing attention towards the smart-screen.

ACTIVE AFTER SCHOOL SPORT

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

The service has a range of policies which can be accessed on the school website. The Centre is part of the East Adelaide School and supports all general School Policies; however, it is necessary to adapt some policies because of the role of the Out of School Hours Care Program. The information provided below are summarised policies for the service.

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 authorisation 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.

The service requires the following updated documents if a child has been identified as requiring medication:

- Medication Agreement Form
- Action Plan
- In date medication

Your child will not be able to attend the service if the above are not within date and/or in the possession of the service

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 service sun smart 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 on a First Aid form. 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 families will be expected to pack an appropriate Sunsmart hat for children attending the program.

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. *The service uses Coles Ultra Sunscreen – SPF 50+.* Children are welcome to bring their own sunscreen if they have additional requirements.

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 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 DfE 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 behavioral 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 for Education.

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

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

6.10– 6.20pm SET FEE: \$20.00 per child

6.20pm onwards HOURLY RATE OF \$ 60.00 per child

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 - 6.10pm:

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

6.10- 6.20 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.

Police Assistance will be called to advise the next steps which may include:

Phone a taxi to transport the child/dren and staff member to the nearest 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.