

EAST ADELAIDE SCHOOL

Out of School Hours Care Family Handbook



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OUR VISION

- 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 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.

OUR PHILOSOPHY

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 known as our OSHC building, on the school site.

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

OUT OF SCHOOL HOURS CARE (OSHC) (2025 Fees)

Before School Care (BSC) - \$13.50 per child per session

Monday to Friday

7.15am to 8.50am

After School Care (ASC) - \$25 per child per session

Monday to Friday

3.10pm to 6.00pm

Pupil Free Days - \$50 per child per day

7.15am to 6.00pm

Vacation Care

Home Day: \$50

Incursion / Excursion: \$60 - \$80

(based on running costs to the service)

Monday to Friday

7.15am to 6.00pm

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 be applied for children who are not picked up by 6pm.

6:00 – 6:10pm: \$10.00 per child based on regularity of lateness and whether contact has been made by parent/guardian **(at discretion of leadership member in charge)**

6:10 – 6:20pm: \$20.00 per child

6:20 – 6:30pm: \$30.00 per child

6:30pm or later: \$60

ACTION TO BE TAKEN BY STAFF:

6:00 – 6:10pm:

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

6:10 – 6:20pm:

Continue to supervise and reassure the child/ren.

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

6:30pm – onwards

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/ren and staff member to the nearest police station, ensure a service approved iPad with access to the child's details and information via FullyBooked is brought. 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.

ACTIVITIES AT THE CENTRE

The Centre's Vision, Aim and Philosophy underpin the program.

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

EAS OSHC believes that it is important to create an environment that allows for challenging, fun and child-centered 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.

ENROLLING YOUR CHILD & BOOKINGS

An online FullyBooked account **MUST** be completed by parents/guardians before a child can attend the Out of School Hours Care Centre. A FullyBooked account can be created via the 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. Bookings can be made and updated all year round to the discretion of the parent / guardian. 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. 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 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 three weeks before.

Keeping your Child and our Service Safe

At East Adelaide School OSHC, the safety and wellbeing of your child is paramount. Therefore, if your child requires any medication or dietary needs it is important that we are informed immediately. The service creates medical packs and keeps them safe on site at all times. These medical packs are also taken on excursions in case of an emergency.

The service will not be able to care or continue care for any child who requires but is missing the following from their medical packs:

- Medication Agreement
- Action Plan
- Risk Management Plan
- Required Medication

The above documents are all available on our OSHC page of the School Website for families to download, fill out and bring into the service.

CANCELLATIONS

The service is aware that changes to circumstance may result in the need to cancel a booking with the service. Booking and cancellations need to be made by parents & guardians online using FullyBooked. Bookings close at **6pm the night before a session** and will incur an additional \$5 Late Booking Fee for any bookings made after this deadline. If required, families can contact OSHC to solve a booking or cancellation issue.

BEFORE & AFTER SCHOOL CARE

Cancellations for Before or After School Care received **prior to 6pm the night before** will result in no charge. Cancellations received after this time will result in the full charge applying, except for compassionate grounds negotiated with the Director or assistant. Fees can be waived if families provide a medical certificate within 7 days after absence.

A 'Last Minute Booking Fee' of \$5 (per child) will be added to your account if requesting care on the day where there is not an existing booking.

VACATION CARE CANCELLATIONS

- 7 > days till the day of the booking = no charge
- 7 - 3 days till the day of the booking = \$10 charge
- 2 - 0 days to the day of the booking = Full charge

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 provide a sick certificate within 7 days.

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. **Please ensure children have had breakfast before attending OSHC if they are being dropped off at 8:20am or later.**
- Children stay in the care of the OSHC staff until 8.50am. Group 2 children (Years 3-6) They may make their way over to school at 8.30am after being signed out by an educator. Group 1 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 and 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.
- 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 OSHC

It is essential for your children to be signed in to BSC, ASC, Vacation Care and Pupil Free days, by 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.

Signing In:

- Parent / guardian walks child to the OSHC gate or front door.
- Parent / guardian and sign-in educator see and acknowledge one another
- Educator signs child in.

Signing Out:

- Parent / guardian **MUST** exit vehicle and approach sign-out educator
- Educator checks child's account for the parent / guardian's name
- Educator asks parent / guardian to sign-out child(ren) via iPad
- Educator hands over child(ren)

If parent / guardian is not listed within the account, the primary contact person will be called by a service leader to authorise the collection. Only with this authorisation will any child(ren) be handed over.

COLLECTION OF CHILDREN

For safety and security, children will only be released to authorised adults as named within the families FullyBooked trusted contacts. Their parent or an authorised person must view their child being signed 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 **per child**:

- 10 minutes late = \$10 charge
- 20 minutes late = \$20 charge
- 30 minutes late = \$30 charge
- 30> Minutes Late = \$60 charge

Parental consent is required for a child to leave OSHC without an authorised adult. You can add more authorised personnel in your FullyBooked Accounts.

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 Director if you have any issues understanding the statement. **Families are required to set up Direct Debit** through Fully Booked and will have no more than \$300 deducted, unless negotiated, 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.

Other payment options will need to be negotiated with the director

Payments must be made regularly direct 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:

- Payments can be made by credit card during the normal operating times of the centre.
- Accounts are calculated fortnightly in arrears and statements sent out on a Tuesday each fortnight reflect fees up until the **previous Sunday**.
- Invoices are sent out fortnightly and reflect the account up until the previous Sunday.
- Payment in full is required by the due date shown on the account (14 days from the end of the billing period).
- 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 aids 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 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 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 – Year2)

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.

Group 2's (Year 3 – Year 6)

Children in years 3 through to 6 are encouraged to take ownership of their safety and actions by ensuring they are signed into the service by an educator. Older children must also wash hands before snack times as well as be responsible for OSHC property. Children in these years are also encouraged to role model desired behaviors that reflect the East Adelaide School Values being: Respect, Responsibility, Relationships & Resilience.

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 additional 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.

FAMILIES will be expected to:

- Manage their bookings
- 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)
- **Meningococcal:** (Highly contagious)
- **COVID19:** Must notify the service and abide by government requirements (Highly contagious)

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 SMART HATS

OSHC supports the School's "NO HAT NO PLAY" modified policy of no hat no play is necessary between terms 1 & 4. Children must be provided with a school-approved hat for outdoor play outside for this time period. Children without hats will be directed indoors.

During Vacation Care families will be expected to pack an appropriate Sun-smart 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. **It is important that children understand that the application of sun block is not optional when asked.**

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.
- **Adhere 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 policy, children are not to use personal mobile phones whilst at the centre. If a child needs / wants to contact their parent / guardian, they must ask an educator for permission first. An educator may allow the child to make contact in the OSHC Office under supervision. Any prohibited personal electronic devices being used without permission in OSHC will be confiscated.

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 children 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 child wellbeing and child 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.

Children 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 children of their rights and empower them to take responsibility for their learning and behaviour.

Children 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.

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

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

Resilience:

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

Children 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 processes are introduced when the expectations are not being followed:

Process 1: Reminder of expectations and values

Process 2: Moderate consequence (In alignment with *'Responding to Behaviour'*)

Process 3: Reflection sheet in office + Behaviour slip

Process 4: Time out in office (Behaviour report to be completed by educator and signed by parent)

Process 5: Meeting with parent and child (Behaviour management plan to be created)

Process 6: Suspension (Consultation with school leadership)

ANY ACTIONS DEEMED VIOLENT WILL LEAD STRAIGHT TO 'PROCESS 6'.

For more details, please view the *'OSHC Behaviour Policy'* within the OSHC section on the school website.