



Hallett Cove East OSHC Family Handbook 2021

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SERVICE LOCATION

Can be accessed from Forresters Road look for the school's welcome sign.

OSHC is based in the Falie building and House 10 for the over 9 children. We have access to all the school's outdoor areas and the Pavilion.

PHILOSOPHY

Our aim is to provide quality care and recreational activities for children from Pre School to Year 7, in a safe, caring, nurturing and stimulating environment.

We believe in supporting the well-being of each and every child and working together with our families.

Everyone who enters our Service is welcomed and valued as an individual. We believe in encouraging children to develop a healthy self-image through social interactions, which involve co-operation, conflict resolution & relationship building.

We value and promote outdoor play in our Service.

We respect each child and his/her family needs and believe in promoting respect for all people by recognising and celebrating the similarities and differences, diverse backgrounds and abilities of everyone in our community.

The Hallett Cove East OSHC/Vacation Care Service operates within all Regulatory and Legislative requirements including the National Quality Framework and the My Time, Our Place Frameworks and ensures that all experiences offered to the children in our care meet these outcomes and guidelines.

We are a Sun Smart and Allergy Aware service.

Welcome to Hallett Cove East Out of Hours Care (OSHC).

Before School Care (BSC)

After School Care (ASC)

Vacation Care (VAC)

CHILD CARE BENEFIT PLACES

Currently we have the following Child Care Benefit Places:

Before School Care	75
After School Care:	75
Vacation Care:	75

HOURS

The service is open Monday to Friday during the following hours and charged by session:

Before School:	7.00am – 9.00am
After School:	3.05pm – 6.05pm
Early School Closure:	2.05pm - 6.05pm
Vacation Care:	7.00am – 6.05pm
Pupil Free Day:	7.00am – 6.05pm

STAFFING

Director:

Sally Mitchell - NNEB. Bachelor of Arts Bachelor of Education. Post Graduate Certificate in Education

Assistant Directors:

Linda McGrath - Diploma in Early Childhood Education and Care.

Maddison Govan - Bachelor of Education Studies & Bachelor of Arts

Educators

Alex Haynes (Qualified)

Kayne Sched-Carter

Cheryl Norman Sue Hawke Cook

Kim Chamberlin (Qualified)

Chloe Baker

Mikayla Curtis

Connor Vowles

Monique Charter

Elyse Cox

Nadine Tapley

Erin Mitchell

Nick Hayman

Frieda Gohl

Olivia Baker

Jen Dolan (Qualified)

Sophie Treleven (Qualified)

Jess Savva

Sue Smith

Josh McGrath

Tahlia McGrath (Qualified)

Kayla McGrath

Many of our Educators have worked with our Service for more than 5 years and the Director is coming up for her 10th year. This continuity supports strong relationships with our children Every Educator brings something special to our Service and the children enjoy knowing who will be in on particular nights.

Ratios

1:15 centre-based

1:5 water-based excursions

1:8 excursions

1:11 when Kindy children present

Or as required after completion of a risk assessment.

ENROLMENT

Families requesting care are required to fill in an OSHC enrolment form, which can be collected from OSHC, the front office of the school, or downloaded from the school website. All special needs, interests, custody issues and contact details should be addressed on this form. It is the responsibility of families to inform us of any changes to personal or medical details. Please fill out a booking sheet for permanent or casual bookings. Children who will attend on a casual basis must be booked in with a staff member before 8.30am on the day needing care for both After School Care. In an emergency a message and contact phone number can be left on our answering machine. A staff member will check the messages on the landline 83817577 prior to 2.30 pm. If necessary, children will be informed by an Educator whilst at their classroom of any changes. Our service is required to maintain appropriate staff child/ratios so please give us as much notice as possible if bookings change. The service must be contacted if someone different is going to collect your child. Please be aware the person collecting the child may be asked for ID as a safety requirement.

Pre School Children

If your child is attending kindergarten/childcare and is classified as being a pre-schooler your child can attend our Service once they turn 4. We have an arrangement with Karrara Kindy (only), where we will drop children to kindy from Before School Care in the mornings and or collect them in the afternoon. For the ASC session we send at least two educators in uniform with their badges on for identification A completed enrolment form is required and a signed permission form to collect and deliver to Kindy.

This arrangement has been working since 2012 and has been very successful. The children who attend whilst they are at kindy are so familiar with this service, our Educators and the school grounds that transition to school is a smoother process.

We fully understand the concerns Parents/Caregivers experience when leaving their young children with us, after the first couple of days all the children seem to settle in and just enjoy themselves. If this is not the case with your child, please, come and speak to the Director or assistant Directors. In their absence one of the other Educators who will listen to your concerns, ensure that the Director is aware of them, and we will then offer some strategies to assist your child.

RECORDING ATTENDANCE

This service uses an electronic signing in system. It is a provision of the regulations under the Children's services act 1985 that the attendance of every child is recorded. It is a Department of Human Services and Health requirement that parents sign an attendance sheet as a verification of attendance at the OSHC program for the purpose of payment of the Child Care Benefit. Should the service have a compliance check – parents who are not signing their child in or out could be penalised by having their Child Care Subsidy

cancelled.

Most importantly, in the case of an emergency this system will be used as a rollcall.

PRIORITY OF ACCESS

Process For When We Reach Capacity

1. Priority of Access will be followed:

- Priority 1 a child at risk of serious abuse or neglect
- Priority 2 a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test
- Priority 3 any other child

Within these main priority categories, priority should also be given to children in:

- Aboriginal and Torres strait islander families
 - Families which include a disabled person
 - Families which include an individual whose adjusted taxable income does not exceed the current lower income threshold or whose partner is on income support
 - Families form a non- English-speaking background
 - Socially isolated families
 - Single parent families.
2. Child will be placed on a waiting list (Priority of Access will still be applied)
- Then:
- Children attending our school
 - Kindy children with a sibling who attends our school ¹
 - Other Primary School children
 - Other Kindergarten children

Priorities for filling vacant places

The Priority of Access Guidelines must be used by approved services to allocate available childcare places where there are more families requiring care than places available.

When filling vacant places, a service must fill them according to the following priorities:

Priority 1 – a child at risk of serious abuse or neglect

Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy the work, training, study test

Priority 3 – any other child.

Within these main Priority categories, priority should also be given to children in:

¹As a general rule, when an OSHC service fills vacant places, it must give school children priority over children who have not yet started school. <https://www.sa.gov.au/topics/education-and-learning/schools/school-life/out-of-school-hours-care-oshc>

- Aboriginal and Torres Strait Islander families
- families which include a disabled person
- families which include an individual whose adjusted taxable income does not exceed the defined lower income threshold of the current year, or who or whose partner is on income support
- families from a non-English speaking background
- socially isolated families
- single parent families.

Note: Where a service is funded by an employer to provide childcare solely or primarily for the children of the employer's employees, the service may give priority to those children.

OSHC is available for all students

Fees:

Can be found on our website. <https://halcoveeps.sa.edu.au/services/oshc/>

Note: Ongoing fee increase will occur once a year to align with wage increases and C.P.I. These increases would normally occur as soon as possible after July the 1st.

An initial Registration Fee of \$25.00 per family is applied for the first year and then an annual registration fee of \$15.00 is applied every year thereafter.

OSHC/Vac care accounts are processed weekly on a Tuesday and emailed directly to your nominated address. Fees are due within 7 days of the date of invoice.

PAYMENTS

We are a cashless Service.

Payment of accounts can be made over the phone with a credit card.

In person using our EFTPOS machine

On your mobile phone using the Qkr! App.

Online via the school's website.

Overdue Accounts

Our service relies on the prompt payment of fees.

Late payment of fees for any of the services (Before/After School Care and Vacation Care) will incur a late payment surcharge each week the account is overdue.

more than seven days \$10.00

more than fourteen days \$15.00

Failure to pay fees after twenty-eight days will result in access to the service being withdrawn and the process for debt collection being instigated. All fees incurred for debt recovery process will be added to the outstanding debt.

Late Collection of Children

The service closes strictly at 6:05 pm so if unforeseen circumstances arise whereby, you will be late to collect your child(ren) please notify the service as soon as possible. Late fees will be charged as follows:

- Between 6.05 pm and 6.15 pm - \$50.00 per child
- After 6.15 pm \$30.00 per child for every 15 minutes thereafter.

When a parent is continually late arriving at the service to collect their child, the Director will discuss other Out of School Hours Care options with the parent.

Cancellations

Bookings received are considered as final. Changing or cancelling a booking is permissible; however, two weeks' notice needs to be given or you will be charged for the two weeks bookings cancelled. If a child does not attend a booked session the usual fee will be charged unless a medical certificate is produced within the same week of the absence. Five medical certificates per child per year will be accepted.

Please note that no cancellations can be accepted for excursion days in Vacation Care – medical certificates will not be accepted for excursions days. Non-attendance of children on Excursion Days with no notice given will incur a penalty of \$20 per child as this disadvantages our other children who are on the waiting list to attend.

CHILD CARE SUBSIDY

Child Care Subsidy is available to all families who are Australian Residents if the child meets immunisation requirements and parents meet eligibility requirements. Entitlement is determined by an activity test which determines the number of hours of subsidised care to which families are entitled. Combined family income is used to determine the subsidy percentage. Income thresholds change each financial year. Current thresholds are available from the Department of Human Services website. See servicesaustralia.gov.au/ . See 'Activity Level and Subsidised Care.'

<i>Hours of activity per fortnight</i>	<i>Maximum number of hours of subsidy per fortnight</i>
8 hours to 16 hours	36 hours
More than 16 hours to 48 hours	72 hours
More than 48 hours	100 hours

A broad range of activities meet the activity test requirements, including paid work, self-employment, unpaid work in a family business, active job hunting, volunteering, or studying. You can also include reasonable travel time to and from a place of activity to the centre. In two parent families, both parents must meet the activity test, and subsidy hours are calculated on the lower number where parents have different levels of activity.

There are exemptions for parents who legitimately cannot meet the activity test requirements.

Low-income families who do not meet the activity test can access 24 hours of subsidised care per fortnight under the Child Care Safety Net. Families who do not meet the activity test but have a preschool-age child attending preschool are eligible for 36 hours of subsidised care per fortnight.

People with disability or impairment, including those who receive Disability Support Pension or an invalidity service pension or who have been diagnosed by a registered medical practitioner or clinical psychologist as impaired to a significant degree may be exempt from the activity test.

Families who need more than their available hours of subsidised care per fortnight due to exceptional circumstances can also apply to Centrelink for additional hours.

The Additional Child Care Subsidy may be available to help support:

- families needing help to support their children's safety and wellbeing
- grandparents on income support who are primary child-carers
- families in temporary financial hardship
- families moving to work from income support

Families can claim Child Care Subsidy or Additional Child Care Subsidy online by signing into their MyGov and completing a claim. If eligible, the Subsidy will be paid directly to the service on families' behalf, and we will reduce the fees owed. This can occur after our service enters families' enrolment information online, and

families confirm their enrolment information through their MyGov account. Until Child Care Subsidy details are available, families will need to pay full fees.

Child Care Subsidy may not be paid by the Government in certain situations and families will be required to pay full fees for the period involved. These include:

- non-attendance for 14 weeks in a row
- for any days before a child attends the service for the first time.
- for any days in the final attendance period after a child last physically attends the service.

Under the Childcare Subsidy System, the parents supply us with their own and children's CRN numbers and date of births, the information regarding care used will be lodged with Centrelink. It is the parents' responsibility to ensure they are registered to receive childcare subsidy.

Families will only be eligible for Childcare Subsidy if Out of School Hours Care attendance records are accurately completed and signed by the parent.

All documentation relating to Childcare Subsidy will be kept for the specified period of time and made available to Commonwealth Department Officers on 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 Childcare Assistance.

BEHAVIOUR GUIDANCE MANAGEMENT

As educators we work at creating an environment that will limit conflict by giving the children choices. Conflicts are handled in a constructive way that will guide children to develop skills in problem solving and independence. We acknowledge the uniqueness and potential of every child, and aim to engage in practices that are respectful, provide security, and in no way degrade, endanger, exploit, intimidate, or harm them physically or psychologically.

Please note if there are any factors that may affect the behaviour of your child/ren (problems at home, school, health considerations, etc) it is very helpful to let the Director know so that we as a team can modify our expectations and the way we are dealing with situations. However, it is necessary to manage children's behaviour at times and the following Behaviour Code will be put into practice.

RESTORATIVE PRACTICES

Educators utilise the principles of Restorative Practices. The aspects of fair process, teaching children to accept responsibility for their behaviour, repairing relationships and reducing hurt and harm, are at the heart of our response to situations where behaviour is causing conflict or interfering with the rights of others.

Restorative conversations are based on the following questions:

What happened?

What were you thinking of at the time?

What have you thought about since?

Who has been affected by what you have done? In what way?

What do you think you need to do to make things right?

CONSEQUENCES FOR INAPPROPRIATE BEHAVIOUR

LEVEL 1 BEHAVIOURS are considered to be minor inappropriate behaviours.

Examples of Level 1 Behaviours may include:

- running through someone's game
- minor arguments
- not sharing equipment
- not wearing a hat
- unsafe movements around the school
- being in out of bounds areas

Consequences for minor inappropriate behaviours are at the discretion of the Educator.

These may include:

a brief discussion between Educator and child/ren involved.

LEVEL 2 BEHAVIOURS are serious behaviours that will usually result in Time Out or Removal from the Area.

Examples of Level 2 Behaviours may include:

- fighting with other students
- using abusive language towards others
- disobeying a staff member's instructions
- arguing with or being rude to a staff member
- harassing other children
- behaving in a dangerous manner
- Failure to follow staff instructions after already being given a warning.

Children who choose to participate in Level 2 Behaviours will be removed from the play area to spend 15 minutes reflecting their behaviour – Time Out. This Time-Out/Reflection time will also be used as an opportunity for children to calm down, divert and/or distract inappropriate behaviours.

LEVEL 3 BEHAVIOURS are very serious behaviours for which the Director will manage.

This may include advising and involving the School Principal.

Parents/Caregivers being informed immediately of the severity of the behaviour

will result in the child being restricted to an area that does not isolate him from other children in the centre but will restrict his access, to further prevent any escalation of behaviours. This is in the interest of all of the children involved in the situation.

Level 3 behaviours depending on the nature of these severe behaviours could result in

- Suspension from program for between one and five days on any one occasion, with a maximum of 4 weeks in any one year, followed by a parent conference in consultation with senior school staff to develop a Child Development Plan. And/or:
- Expulsion from the program.

Note: these steps are sometimes modified depending on the seriousness of the incident that could include behaviour contracts developed for individual children.

Please note if there are any factors that may affect the behaviour of your child/ren (problems at home, school, health, dietary considerations, etc.) it is very helpful to let the Director know so that we as a team can modify our expectations and the way we are dealing with situations. However, it is necessary to manage the children's behaviour at times and the Behaviour Code will be put into practice.

ACCIDENTS AND ILLNESS

In the event of your child becoming ill during school hours, he/she will not be permitted to attend OSHC. However, if your child becomes ill whilst in our care, then you will be notified.

- All short term or long-term medication to be given to children requires a prescription or Medication / Action plan signed by a medical practitioner.
- Medications must be given to staff and the medication day sheet filled in.
- No medication including Panadol can be administered to your child without consent from a medical practitioner.
- Medication must be in its original container, complete with Doctor's label with the child's name, as staff members are unable to administer prescription drugs unless they are prescribed for that specific child.

In an emergency the service will take the child to the local Medical Clinic, or Flinders Medical Centre. The service will not be liable for any medical expenses.

If your child has a minor accident, (e.g., scrapes his/her knee) staff trained in first aid will deal with the problem. A note will be left on the electronic signing in

SUN PROTECTION

We are a Sun Safe Service and advocate sun protection for all children and adults. We do this by encouraging children and adults:

- To wear legionnaire or wide brimmed hats.
- To apply broad-spectrum sunscreen regularly. (We supply sunscreen but if your child is sensitive to some sunscreens, please provide your own).
- To wear appropriate sun safe clothing.

A copy of the services Sun Safe Policy can be requested from the service

This also applies when children are out of uniform i.e., pupil free day, school closure day, and Vacation Care

SLIP: Please pick lightweight loose clothing during vacation care period. Clothing needs to cover most of your child's body, including arms and legs.

SLOP: It is recommended that sunscreen be liberally applied to all areas of skin that is difficult to cover with clothing.

SLAP: A legionnaires or broad brim hat needs to be supplied for your child every day they are at the service. Caps are not acceptable, as they do not shade the back of the neck and the ears.

BASEBALL CAPS ARE NOT DEEMED SUNSMART THEREFORE CANNOT BE WORN OUTSIDE OF THE OSHC BUILDING.

BEFORE SCHOOL ROUTINE

Before School Care is a quiet relaxed time for children to participate in supervised free time before heading off to school. Children must be brought to the service each morning and signed in by a family member/caregiver. Breakfast is available between 7.00am and 8.15am with a choice between cereals and/or toast with spreads. Children are most welcome to bring in their own breakfast. All food provided will fall into the Healthy Eating Guidelines and our Nutrition policy. Children are dismissed from Before School Care at 8.30am.

- The Receptions and Year 1 children are taken to their classrooms by an Educator after 8.30am.
- If a child needs to be taken to the kindergarten this is done after the children have been taken to the classroom. Two Educators will take the child/children to the kindergarten. They will then return to the Service and be available to talk to parents.

Educators are still present to talk to parents/carers or receive payments until 9.00am.

AFTER SCHOOL CARE

All children are expected to go straight to the OSHC room following dismissal from school. Over 9 children go to House 10. As they arrive a staff member will sign them in. Children new to the service can be collected by a staff member until they are used to the service.

All Reception and Year 1 children are collected by OSHC staff from the classroom in the afternoons. Please speak to the Director if you require this service. Afternoon tea is then served, and sunscreen is applied if required. We encourage outdoor play activities, and most children choose to go outside after afternoon tea. However, there are always indoor activities programmed we support an emergent (child led) curriculum.

If your child has not arrived at OSHC by roll call the following procedure will occur:

- The front office will be notified.
- Drop off/pick up zone will be checked.
- OSHC staff will contact you as a parent / guardian.
- If Educators are unable to contact parent/guardian an emergency contact for that child will be called.
- Please ensure if your child is absent from school, sent home sick from school, or if there are any changes of plans notify us at the OSHC program. This is for the safety and welfare of your child.

VACATION CARE

Vacation care is offered every school holidays. A simple version of our booking sheet is sent out in week 5 for families who know they will require care and do not need to see our program. In week 7 a more comprehensive booking sheet is emailed out along with our program this is to our school community only. In week 8 it will be released to non-school families. Bookings for Vacation Care can only be confirmed with a deposit and if all the necessary consents have been signed. You may pay for Vacation Care prior, in full or in

part during the term to spread out payments of your fees. We close for two weeks over Christmas and closing dates of the service will be advised by the beginning of Term 4 annually. We hope this will provide families with time to organise alternative arrangements during this period.

If an OSHC account is overdue by twenty-eight days or more on the Tuesday of the last week of Term Vacation Care bookings will be removed and offered to children on the waiting list.

VACATION CARE ROUTINE

On centre-based days children may be signed in at any time that suits parents/carers, but on excursion days please check the program for arrival times. Children will be required to follow our sun smart policy and apply sunscreen regularly throughout the day as well as wear appropriate clothing and footwear.

Please pack recess, lunch, and a water bottle we will provide afternoon tea. If there is a 'special lunch' day advertised on the program you are not required to supply lunch. We find during Vacation Care children are more active and may need more food packed for them than they usually would.

PUPIL FREE DAYS/SCHOOL CLOSURE DAYS

Our service provides care on Pupil Free Days for families needing care. Pupil Free Days are charged at the same rate as Vacation care. A booking is essential. These days are advertised in advance notifying the details of special craft, cooking and other activities happening on the day.

These days are charged at the Vacation Care rate.

EARLY DISMISSAL

OSHC is open from 2.05-6.05 on early dismissal days. These occur on the last day of each term.

LOST PROPERTY

Lost property will be kept on the trolley next to the bag area for two weeks. After this time it will be sent to the school's Lost Property Box in the front office. We regret that we are unable to take responsibility for children's toys, electrical items and personal items and these are best left at home.

PARENT INVOLVEMENT

This is your service to enjoy with your children.

We encourage you to talk to our staff about your child/ren's time with us. We welcome feedback positive and negative – negative feedback gives us a focus to work towards and positive feedback lets us know we

are on the right track please do not hesitate to contact us. Meeting the needs of all children and their families is the focus of our service.

You are also welcome to become a valued member of our OSHC Advisory committee. We meet twice a term and have a representative who takes our recommendations to Governing Council.

If you have any concerns about your child at OSHC please feel free to give us a call, or come and speak to either Sally Mitchell, Director or Maddi Govan and Linda McGrath who are our Assistant Directors.

COMMUNICATION BETWEEN OSHC AND FAMILIES.

At this Service we use a range of communication methods. We send out regular emails, we place a message on the accounts, we send text messages and use the SKOOLBAG APP and Storypark platform to communicate with the school and OSHC community.

We aim to assist all families where needed. We understand the needs of the working parent and fully support where we can. We can assist with organising uniforms etc if you find it difficult to get to the school during operating hours, just ask us if we can, if we can't be able to advise you of where you can get assistance.

Advisory Committee/Governing Council

The Service is operated by the H.C.E.P.S School Governing Council. The OSHC Advisory Committee is a subcommittee of the School Governing Council. The OSHC Advisory Committee meets twice a term and ensures the Service operates according to all legal requirements. If you are interested in joining us and would like further information about specific roles and responsibilities, please let the Director know.

POLICIES

Are available on request

Program

The Hallett Cove East Out of School Hours Care and Vacation Care Program operates under the requirements of the National Quality Framework and the My Time Our Place and Early Years Learning Framework guidelines.

More information about approved learning frameworks can be obtained at this Service. The information provided here is an overview of what each Quality Area, standard and element covers.

THE NATIONAL QUALITY FRAMEWORK

The *National Quality Standard* comprises quality areas, standards and elements.

Quality areas

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

We hope your children enjoy their time at OSHC 😊

Useful Websites

The following links will assist you when you have queries regarding your child and their needs.

<http://www.sahealth.sa.gov.au/wps/wcm/connect/Public+Content/SA+Health+Internet/>

<http://www.marion.sa.gov.au/>

<http://www.cyh.com/>

www.health.gov.au

www.education.sa.gov.au

www.education.customers@sa.gov.au

www.acecqa.gov.au/famiies