



**Sheidow Park School
Out Of School Hours Care & Vacation Care**

**Family Information Handbook
2018**

OSHC Phone: 0418 814 057
Email : oshc.director766@schools.sa.edu.au

OSHC Director : Judy Jones



Welcome to Sheidow Park School Out of School Hours Care Program.
The following Family Information Handbook has been prepared by the Educators and OSHC Advisory Committee of Sheidow Park School to give families using the service an overview of how the service operates.

The Sheidow Park School OSHC is operated under the direction of the Sheidow Park School Governing Council. The Governing Council acts on the advice of the OSHC Advisory Committee. The Advisory Committee comprises of parent representatives, School Governing Councillors, the OSHC Director and the Principal of Sheidow Park School. This committee meets twice a term. The Advisory Committee will ensure that all relevant guidelines, Acts and Regulations are adhered to in the management of the Service (eg – funding guidelines, relevant industrial awards).

All matters pertaining to the service are considered to be confidential. Your privacy will be respected at all times. No information will be given out without authority from the parent or legal guardian. The only exceptions will be for legal reasons such as the Police or Department of Community Services.

OUR SERVICE PHILOSOPHY

Our program provides quality, Out of School Hours Care and Vacation Care for school aged children.

Our commitment is to meet the needs of individual children in our care, their parents, caregivers and the community, through a continuous improvement plan.

The program is set in a safe and supported environment, encouraging the learning and development of individual children, while encouraging positive attitudes, value of play, self-esteem, respect for others and responsibility.

We encourage appropriate behaviour of children by helping them connect to their world through collaborative learning opportunities, discussion and positive reinforcement.

Through our diverse program, we aim to meet and respect the cultural and individual strengths and capabilities of all children in our care, by reflecting and evaluating their learning and development.

Our goal is to offer a fun and creative program that provides children with the opportunity to develop friendships, become effective communicators, experience life skills, and develop their self-esteem.

OSHC

The Sheidow Park School OSHC is located in the School Hall adjacent to the School Office. The OSHC program is eligible to provide care for up to 30 children per AM session and up to 50 children per PM session and 50 children per day during Vacation care. One of the Educators collects the Reception to

Year 2 children from the designated meeting spot each afternoon, to ensure they arrive safely at OSHC.

At 3:30pm each day children are provided with an after school snack. This snack is in accordance with our healthy eating guidelines which are displayed in the hall for your viewing. Water is readily available throughout the session from both drinking fountains and water containers.

Each session children are provided with a wide variety of activities to participate in; these include daily fitness, arts and crafts, board games, card games, cooking and outside play. During Vacation Care we offer limited use to the Pool table, Wii, laptops, play station 2 and movies. If children wish to participate in outside play during the OSHC/ Vacation Care, they must be wearing a school hat as per guidelines stated in our OSHC Sun Policy.

We provide a quiet area and encourage the children to do their homework while at OSHC. No hand held electronic games/MP3 players/ mobile phones are to be brought to OSHC and NO responsibility will be taken for personal non-essential items brought to OSHC if they become damaged or lost.

The service's Policies and Procedures are available for your perusal during session times; if you have any questions regarding the Service's Policies and Procedures, please see the Director.

We work together with the school and incorporate the schools values in OSHC.

The values are :-

Respect	Togetherness	Responsibility	Achievement
Honesty	Trust	Acceptance	Caring

The Director is usually available during the afternoon sessions and can be made available by appointment to discuss any queries, concerns or issues you may have regarding the program any time during the day, and outside operating times if required.

All children attending our Service are encouraged to be involved in the program planning, implementation and evaluation process of our OSHC Service.

Parents/caregivers : your active participation, ideas, donations and support in our OSHC Service, is valued and greatly appreciated.

SESSION TIMES & FEES

The session fees (per child) without Child Care Benefit for 2017 are:-

OSHC

AM Sessions

Full Session – 7:00am – 9.00am \$ 15.00

PM Sessions

Full Session – 3:10pm – 6:20pm \$ 25.00

Tuesday Early finish 2.20pm – 3.10pm \$ 5.00

End of Term Early Finish 2.10pm – 3.10pm \$ 5.00

Walk in fee (notification after 2.30pm) \$5.00 per child, per session

VACATION CARE

Early bird Rate 7.00am-6.00pm \$55.00

(book within the specific booking dates to received this rate)

STANDARD RATE 7.00AM-6.00PM \$60.00

AM Part session 7.00am-12.00pm \$30.00

PM Part session 1.00pm-6.00pm \$30.00

(part sessions not available on excursion days)

These fees are current from 1st July, 2017 and are subject to change.

All fee changes are ratified by the OSHC Advisory Committee & School Governing Council.

Bookings are required prior to your children attending OSHC & Vacation care session.

A walk in fee of \$5.00 per child, per session will be charged if your child has not been booked in prior to attending a Session. Bookings can be phoned through, emailed, sms text or in person at the OSHC Office.

Our Educators are rostered on according to the number of children attending each session. It is crucial that we adhere to the correct Commonwealth legislative requirements regarding Educator/child ratios.

OSHC ENROLMENTS

All families attending Sheidow Park School are eligible to attend OSHC. Families wishing to enrol in the program can collect an Enrolment Package from the OSHC office. An OSHC registration fee of \$20.00 per family annually and is debited to your OSHC account at the time of enrolment.

Sessions requested will be permanent bookings for the year, unless the OSHC service is notified otherwise. Those families who require casual bookings, as their required days and sessions vary week to week, are also provided access to care.

At the end of each school year, registered families will be asked to re-new their enrolment in order to access care for the following school year. Parents must complete an enrolment form and any relevant medical forms annually, however if family circumstances, contacts, or any other information should change during the year, families must advise the Director immediately.

PAYMENT OSHC/Vacation Care FEES

OSHC invoices are issued weekly, for the previous weeks care, usually on Monday and can be emailed to you or collected from OSHC.

Vacation Care invoices are issued at the end of Vacation Care, and payment is required within 14 days.

All fees can be paid in person at the Sheidow Park OSHC office between 7.00am 9.00am or 2.00pm 6.20pm by cash, cheque or EFTPOS. Payments can be made via telephone using a Visa card or you may prefer to use the QKR app.

If you have any difficulties paying your account, please make an appointment with the Director to discuss an alternative payment plan.

All **OSHC fees** must be paid in full by the end of each school term.

OUTSTANDING FEES

If fees have not been paid within the 14 days, a friendly reminder of overdue account is advised by telephone or text message, followed by a written request for the outstanding fees. If the account remains outstanding for a further 7 days, another written request will be sent. If the outstanding fees have not be paid in full within 7 days of third and final notice being issued, the account will then be given to a Debt Collecting Agency and your child's care will be suspended until account is paid in full. All fees incurred from the Debt Collecting Agency will be the parent/guardian's responsibility to pay.

CHILD CARE BENEFIT (CCB) /CHILD CARE REBATE (CCR)

To apply for CCB and CCR contact the Department of Human Services (formally known as Family Assistance Office and Centrelink) between 8am and 8pm Monday to Friday or visit their website for more information –humanservices.gov.au/families

PRIORITY OF ACCESS GUIDLINES

The Commonwealth Government regards children at risk of abuse or neglect as a Priority group for access to quality childcare. Families in crisis should also have support and assistance from child care services to maximum extent possible. The Commonwealth Government resources childcare with a major purpose of meeting the childcare needs of families with recognised work or work-related commitments.

When demand for care exceeds supply, it is important for services to allocate available places to those families with the greatest need for childcare support.

First Priority	A child at risk of serious abuse or neglect
Second Priority	A child of a single parent, who satisfies, or of parents who both satisfy, the work/training/study under section 12 of the Family Assistance Act.
Third Priority	Any other child.

Within each category the following children are to be given priority:

Children in Aboriginal and Torres Strait Islander families

Children in families which include a disabled person

Children in families which include an individual whose adjusted taxable income does not exceed the lower threshold or who or whose partner are on income support

Children in families with a non-English speaking background

Children in socially isolated families

Children of single parents

ARRIVAL AND DEPARTURE OSHC & VACATION CARE

Children MUST be signed in and out of the program upon arrival and departure by an authorised adult.

When signing a child in or out the adult must state the time and sign on the day sheet next to the child's name. Only adults who have been authorised on the child's enrolment form will be allowed to sign children out of the program.

If parents wish other adults to collect their child/children from the program they must contact the OSHC Director either by telephone, email or by signed note on the day of collection authorising the other adult to sign their child/children out of the program.

Please note that CCB payments cannot be claimed if a child is not signed out correctly.

SCHOOL SPORT

Should your child need to leave the program during care for sporting practice please complete a release form. These forms are available from OSHC on request.

Once a completed release form is returned to the OSHC Director, an educator will sign the child out of care on the specified day and time thus allowing your child to attend practice. If the child is returning to OSHC after practice an educator will then sign them back in on their return. Please note that normal OSHC fees will still apply if the child/children returns to OSHC.

OSHC CANCELLATION POLICY

No refunds given on cancelled sessions.

Any cancellations can be advised in person, emailed or via the OSHC mobile telephone, Two weeks written notice must be given when a child is withdrawn from the OSHC Service for a period of time.

VACATION CARE CANCELLATION POLICY

No refund given on booked days

Changes and cancellations to your bookings can be made 1 week prior to the holidays commencing at no charge.

LATE PICKUP OSHC & VACATION CARE

Children must be picked up from OSHC by 6.20pm and in Vacation care by 6.00pm If a child/children is at the centre after closing time, the following procedure will take place:

After closing time the Director will attempt to contact parents/guardians/emergency contacts as listed on the enrolment form.

Staff will continually attempt to contact parents/guardians/emergency contacts until 20 minutes after closing time.

If no contact has been made after this 20 minutes, the staff will proceed to contact the Police and the child/children will be handed over to their care.

A notice about this will be posted on the service's entrance with the relevant contact numbers.

If children are present after the stated closing times, a late fee of \$10.00 per child per 20mins or part thereof will be incurred.

ABOUT OUR EDUCATORS

Our Educators have current criminal screening checks, Responding to Abuse and Neglect training and First Aid training. They attend regular training and development workshops to keep up to date with the changes in the OSHC sector.

Our educators are fit and proper persons and are capable of providing an adequate standard of care to teach in an OSHC environment. Some educators are qualified and some are unqualified

EDUCATORS AND FAMILY COMMUNICATION

At Sheidow Park School OSHC we encourage positive and open communication with families. We feel it is essential that educators and families work together to develop positive and trusting partnerships to provide high quality care to children. We will help to achieve this by being friendly and approachable with families at drop off and pick up times, by sharing information in a variety of ways and by getting to know families and their diverse parenting styles in a relaxed and informal way. Communication is made through the new Team App notifications, school website, emails, face book, surveys, feedback sheets notice boards and OSHC suggestion box.

REGULATORY AND QUALITY REQUIREMENTS

Our programs are required to meet Commonwealth and State Government regulations. These include the National Quality Framework, National Law and the My Time, Our Place Learning Framework for School age Care in Australia.

National Quality Framework (NQF)

- A National legislative framework
- A National Quality Standard
- A National Quality rating and assessment process
- The Australian Children's Education and Care Quality Authority

National Legislative framework

- The Education and Care Services National Law
- The Education and Care Services National Regulations

National Quality standard consisting of seven Quality areas:

1. Educational program and practice
2. Children's Health
3. Physical Environment
4. Staff arrangements
5. Relations with Children
6. Collaborative partnerships with families and communities
7. Leadership and service management

Our service underwent the assessment process during 2016. We received a rating of Meeting the standards with an Exceeding rating in area 5.

National quality rating and assessment process through which services are assessed against the National Quality Standard by Regulatory Authorities and provided with a rating from one of the five rating levels.

A Quality Improvement Plan has been developed at OSHC against the National Quality Standard.

Belonging, Being and Becoming: The Early Years Learning Framework for Australia describes the early childhood pedagogy required to support and enhance young children's learning from birth to five years of age, including their transition to school.

My Time, Our Place: Framework for School Age Care in Australia. It exists to ensure that children in OSHC

have opportunities to engage in leisure and play-based experiences that are responsive to the needs, interests and choices of all, while contributing to their ongoing development. It is strongly linked to the principles, practices and outcomes in the Belonging, Being and Becoming framework.

- Outcome 1: Children have a strong sense of identity.
- Outcome 2: Children are connected and contribute to their world
- Outcome 3: Children have a sense of well being
- Outcome 4: Children are confident and involved learners
- Outcome 5: Children are effective communicators

Children attending OSHC have their own personal profile folders, where educators can record their Progress and development through observations, goals, learning stories and art work. These folders can be viewed at any time by the children and encourage families to take the time to view these folders with your child. We welcome any feedback on these profiles or information that may help to enhance your child's development.

VACATION CARE

The Vacation Care program runs for the entire duration of the Term 1, 2 and 3 school holiday periods. During Term 4 school holidays care is provided for 4 of the 6 weeks. The children will be taken on one or two excursions per week, with other planned incursions to entertain the children on School-based days.

VACATION CARE ENROLMENT

Vacation Care bookings are taken in week 7 & 8 of each term; dates will be advised in the OSHC newsletters, school website, Team App, Facebook, flyers around the school and the School notice board, plus a notice to the OSHC sign in table.

These enrolment forms can be collected from OSHC, or found on the school website www.sheidowps.sa.edu.au or can be emailed to you on request. Parents are required to complete the form and indicate which days they require care. A \$50.00 deposit is required at the time of booking to secure your place.

The Vacation Care program is open to all children in the community, however, priority will be given to those families currently using the OSHC program

VACATION CARE EXCURSION DAYS

Children must arrive no later than 9:00am and we aim to return to the school by 3:30pm.

You are required to provide snacks, lunch, a drink bottle and hat on excursion days. Please refer to the current Vacation Care program for daily information.

All (outdoor) excursions will be cancelled by 9am on the day or, depending on the excursion, 24 hours' notice may be given if the weather is forecasted to be over 36 degrees as per our Sun Policy.

You will be advised of any unexpected changes to the excursions or the program, via a note to the OSHC/Vacation Care sign-in table, in person where possible, telephone, email or via the Sheidow Park School Facebook page and Team app.

No hand-held electronic games/MP3 players/mobile phones are to be brought to Vacation Care and NO responsibility will be taken for any personal non-essential items brought to Vacation Care if they become lost or damaged.

POLICY ON BEHAVIOUR MANAGEMENT

In order for Sheidow Park School OSHC Service to operate successfully, parents and children, together with educators, need to support acceptable behaviours within our centre. Children have the right to feel safe and be safe.

They have the right to care, attention and support from the educators. They have the right to be treated with

dignity and respect - to be treated fairly and thoughtfully by others. They have the right to play, to enjoy their recreational time and to be involved in the activities of our program.

The service enforces a 'No Bullying or Harassment' environment.

If a situation arises where guidance of a child's behaviour is required then educators will talk with the child about the choices they have made and give the child time to calm down (if needed) and think about their actions.

Children who behave in a manner that is considered unsafe or detrimental to themselves, other children, the environment and educators will be removed from the program, until an appropriate re-entry modified behaviour guideline plan has been developed with parents, OSHC educators and the Principal.

EQUAL OPPORTUNITY

The Sheidow Park School OSHC service is committed to the principles of Equal Opportunity in relation to community access to the service and the appointment of staff. Individuals will be treated with respect regardless of their gender, race, religion, age, impairment or disability, marital status, pregnancy, sexuality, political conviction, family responsibility or family status.

The service will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences.

INCLUSION AND DIVERSITY

It is the policy of the Sheidow Park School OSHC to make every effort to include all children into the service and to provide a program that caters for their individual, physical, cognitive, social and emotional needs.

CHILD SAFETY

Children are to be supervised at all times.

Children must inform staff before leaving the OSHC Hall if they wish to go to their school bags or the toilet,

Children are not to return to classrooms, unless in an emergency and accompanied by a Staff member.

CHILD PROTECTION

The Sheidow Park School OSHC has an obligation to all children attending the service to defend their right to care and protection. To support this right, the service will follow the procedures set down by the Department of Family and Community Services under the Children's Protection Act 1993 section 11 (1) & (2), when dealing with any allegations of abuse or neglect of children, to ensure the child's and other children's protection.

EMERGENCY/FIRE EVACUATION PROCEDURE

During an emergency, School guidelines are adhered to. An Emergency/Fire evacuation Procedure is in place and is regularly practised with the children. The procedure is displayed on the noticeboard.

ACCIDENT PROCEDURE

All educators hold a current First Aid certificate and, in the event of an accident, the following procedures will be implemented by OSHC educators:

Assess the injury

Attend the injured child and administer First Aid.

Contact parent (depending on the nature of the injury). If the parent is not contacted at the time of

the accident they will be informed about the incident when they arrive to collect the child. In case of serious injury, arrange transport of child by ambulance to Hospital. A educator must accompany any child to hospital taking all the child's records and complete the relevant documentation.

MEDICATION

We do not have access to medication or relevant documentation stored at the school.

You are required to supply all documentation & medication required for your child when they are attending OSHC /Vacation Care. All medication must be supplied in the original container with the pharmacy label and the child's name clearly marked on the container.

A permission to administer medication form must be signed by the parent/doctor before medication can be administered by OSHC staff or self-administered by a child over 8 years of age.

GRIEVENCE PROCEDURE

Any issues or concerns that you as parents may have regarding your child's care should be:- raised with the OSHC Director as soon as possible

If the issue remains unresolved please make an appointment with the Sheidow Park School Principal.

PARTICIPATION OF PARENT, CAREGIVERS AND FAMILIES

We welcome parents, caregivers and family members to participate in the programming process by sharing their ideas on activities/experiences with educators.

Parent/caregivers and family members can provide feedback on all aspects of our program by notes, suggestion box, surveys and by speaking to educators.

We encourage you to share your child's strengths, capabilities, culture interests and experiences with us so we can work together to develop a program for your child.

Every child attending OSHC has a profile folder of their work and experiences are also displayed in the OSHC sharing book. Please take the time to look through your child's folder and the OSHC sharing book, please make comments in our sharing book as your feedback is very important to us.

POLICY ON SUN

The Sheidow Park School OSHC aims to provide healthy environment in which children will grow and be safe. Preventative measures, through sun protection control, will be followed by all people in the Out of School Hours Care services at all times.

To ensure all children attending the service are protected from skin damage caused by harmful ultraviolet rays of the sun, the following will apply:

Term 1, 3 and 4 children attending OSHC are required to wear an 8cm wide brim or Legionnaires school hat.

During term 2 children must wear a sun safe hat when the UV reading is 3 or more according to the Bureau of Meteorology Website.

No hat – No play; children without hats will remain inside or shaded area.

A spare hat can be kept at OSHC for your child/children, to enable them to be able to participate in outside activities.

SPF 30+ broad-spectrum water-resistant sunscreen will be supplied to students or, if you prefer, you can supply sun screen, clearly labelled for your child's usage while in care.

If the scheduled forecast is higher than 36 degrees on a day then all outside excursions during Vacation Care will be cancelled by 9am on the day or, depending on the excursion, 24 hour's notice may be given. Outside play during Before and After School Care will not occur if the weather is forecasted to be over 36 degrees.

Note: We require school hats to be worn during Vacation Care as it helps to make the children easily identifiable while out on excursions.

Useful Websites

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

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

http://www.decd.sa.gov.au/eatwellsa/files/links/Easy_Guide_Updated_June.pdf

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

www.health.gov.au

www.decd.sa.gov.au/childrensservices

www.acecqa.gov.au/families

www.decd.sa.gov.au/oshc

www.decd.sa.gov.au/familydaycare

www.deewr.gov.au/earlychildhood/Pages/default.aspx

We look forward to getting to know your child/children and your family.
Please feel free to contact me at any time regarding any issues that may arise.

Regards,
Judy Jones (Director/Nominated Supervisor)
and the OSHC team