



Sheidow Park School Out of School Hours Care & Vacation Care

Family Information Handbook
2021

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 Service.

The following Family Information Handbook has been prepared by the Educators and OSHC Advisory Committee of Sheidow Park School to provide an outline of our services' policies and procedures for families using the service. Please take the time to read the following information and do not hesitate to contact the Director for clarification.

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 ensures that our service complies with the National Quality Framework (NQF) including the National Quality Standards (NQS), the Early Years learning framework, My Time our Place Framework and the National Regulations (Education and care services National Regulations),

Our service is regulated by the new national body for Early Education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in our state/territory.

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

The Sheidow Park School OSHC/Vacation Care provides quality care for school aged children and operates within all the regulatory and legislative requirements, including the National Quality framework and My Time Our Place framework.

We ensure that all experiences offered to children in our care meet these outcomes and guidelines.

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, whilst 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.

To ensure that we are tailoring activities to suit our children, Educators activities are programmed to engage with children, as well as, build and maintain positive, respectful and meaningful relationships.

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 safe, welcoming, fun and creative program that provides children with the opportunity to develop friendships, become effective communicators, experience life skills, and develop their self-esteem.

SERVICE INFORMATION

Our services caters for school aged children term time before and after school care, Pupil free days and during holidays for vacation care.

The OSHC is located in the School Hall adjacent to the School Office.

The OSHC program is eligible to provide care for:

Before school care:	7.00am - 9.00am	(30 children)
After school care:	3.10pm - 6.20pm	(50 children)
Tuesday Early finish:	2.20pm - 3.10pm	
Vacation care:	7.00am - 6.00pm	(50 children)
Half day (AM)	7.00am – 12.00pm	
Half day (PM)	1.00pm – 6.00pm	
Pupil free days:	7.00am – 6.00pm	

FEES

Our sessional fees before Child care subsidy (CCS) has been applied are listed below.

Before School Care \$19.00

After School Care \$29.00

Tuesday Early finish \$ 5.00

End of Term Early Finish \$ 5.00

Walk in fee - per child \$ 5.00
(NO PRIOR BOOKING)

Pupil free Day/
Vacation Care \$65.00

Early bird rate \$60.00
(Book within the specific booking
dates to receive this rate)

These fees are current from 1st July, 2020 and are subject to change.

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

The OSHC Service must be notified of any bookings prior to the session commencing

- **BSC before 7am daily**
- **ASC by 2.30pm daily**
- **No prior booking – A walk in fee of \$5.00 per child will be charged.
Bookings can be made in person, via mobile phone, txt and email.**

OSHC CANCELLATION POLICY

No refunds given on cancelled sessions.

Any cancellations can be advised in person, emailed, text or via the OSHC mobile telephone,

Two weeks written notice must be given when a child is withdrawn from the OSHC Service for period of time.

VACATION CARE BOOKINGS & CANCELLATION POLICY

Your child must be registered in OSHC to attend vacation care.

The vacation care program booking sheet is available in weeks 7 & 8 of each term.

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.

PAYMENT OSHC/VACATION CARE FEES

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

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 daily at the Sheidow Park OSHC office from 2.00pm - 6.20pm either by cash 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 been 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.

LATE COLLECTION AND FEE

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:

- Director will attempt to contact parents/guardians/emergency contacts as listed on the enrolment form.
- Educators 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 Educator 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.

CHILD CARE SUBSIDY

Child Care Subsidy (CCS) is means-tested subsidy and paid directly to the Service as a fee reduction.

There are 3 factors that will determine a family's level of Child care Subsidy, which include:

- Combined Family Income
- Activity Test for both parents
- Service Type

Transitioning to Child Care subsidy requires families to provide information and confirm current details by using your Centrelink online account through **myGov**. You will be asked to provide your combined family income estimate for the financial year, hours of recognised activity including work, training, study and volunteering and type of child care your family uses.

Allowable Absences

You receive 42 Allowable absences per child per financial year. This means your child can be absent and you still receive the CCS rebate. Additional absences beyond 42 days for certain reasons may be approved and paid.

You can access your child's absence record on your online statement by selecting **"view child care details and payments"** on your Centrelink online account or express plus families mobile app.

ENROLMENT INFORMATION

All families attending Sheidow Park School are eligible to attend OSHC and Vacation care. 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 is debited to your OSHC account at the time of enrolment. We have combined the OSHC & Vacation care enrolments into one format, for your convenience. Vacation care booking forms will be available in week 7 of each term and can be collected from OSHC.

Families are required to complete an enrolment form, at the commencement of each school year attaching any relevant information and medical forms. However, if family circumstances, contacts, or any other information should change during the year, families must advise the Director immediately.

The children are provided with a red hat, for a small fee, \$2.50 which is kept at OSHC for their personal use.

PRIORITY OF ACCESS GUIDELINES

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.

ARRIVAL AND DEPARTURE OSHC & VACATION CARE

Children **MUST** be signed in and out of the program upon arrival and departure by an authorised adult using the electronic sign in system. Each authorised person will be given a 6 digit code to use, this code is not to be shared with anyone.

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.

OSHC

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

Children are provided with a healthy snack at 3.30pm each afternoon.

This snack is in accordance with our healthy eating guidelines which is displayed in the hall for your viewing. Water is readily available throughout the session from both drinking fountains and water containers.

The Director /Assistant director are available during the afternoon sessions and appointments can be made 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.

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.

Our OSHC values are as follows:

Acceptance Caring Honesty Respect Responsibility Togetherness

EDUCATIONAL PROGRAM

Our educational program is designed around our children's' interests, needs and the curriculum- My Time Our Place (MTO). We strive to provide exceptional care and this is achieved through ensuring our program is extensive and inclusive of all. To ensure we are tailoring activities to suit all of our children, educators actively engage with children, ask questions, as well as, build and maintain positive, respectful and meaningful relationships.

Each morning and afternoon we have a set programmed activity that the children can choose to engage in. This activity is usually centred on our weekly focus, which targets one or more of the MTO outcomes. This activity can involve; cooking, crafting, construction or even outside games. Alongside this programmed activity we offer a wide variety of spontaneous activities which the children can immerse themselves in, such as; home corner play, reading, colouring/ drawing, dress ups, board games, LEGO, box construction and much more. By offering our children such a diverse range of activity options, we are able to provide exceptional care and ensure they are developing at their optimum.

VACATION CARE AND BOOKINGS

Vacation Care bookings are taken in week 7 & 8 of each term. Booking dates and program is advised via the OSHC/school newsletters, Team App, email to current families and notices around the school. To receive the Early Bird rate of \$60.00 per day, you must book within the advertised specific dates, outside of the booking dates the fee of \$65.00 will be charged per day/per child. Your CCS entitlements will be allocated and this will be shown on your weekly invoice. The program and booking sheet is available from OSHC, and from the school website, www.sheidowps.sa.edu.au, it can be emailed to you on request. Parents are required to complete the booking sheet, indicating dates required. A \$50.00 deposit is required at the time of booking to secure your place. This amount will be deducted from your fees at the completion of the school holidays.

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

During Vacation Care we provide incursions/excursions, plus daily fun & fitness, arts/crafts, Home corner and more. Our program is child focused and we encourage spontaneous play. We have limited use on electronics, such as the Wii, play station 2 & 4, these games are G or PG only. Movies are only available when programmed, children are welcome to bring in their own G or PG rated movies to watch on this day.

Children participating in outside play during OSHC/ Vacation Care, must wear a hat as per guidelines stated in our OSHC Sun Policy.

No personal hand held electronic games/iPad/ 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.

VACATION CARE EXCURSION DAYS

Children must arrive no later than 9:00am as we aim to leave for excursions around 9.30am and we aim to return to the school by 3:30pm.

You are required to provide morning and afternoon snacks, lunch and a drink bottle on excursion days. On school based days, lunch is supplied and you are required to provide morning and afternoon snacks. Please refer to the current Vacation Care program for daily information, regarding lunches and excursions.

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 hall door, email, Team app, telephone or in person.

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.

We have introduced the See Saw app at our Service which gives parents and caregivers access to their children's journal and can comment on items uploaded by the OSHC Team. This journal is only visible for registered parents, caregivers and the OSHC Team: this keeps your children's information safe, secure and private.

Photos and videos of your children will be stored using the application, this eliminates photos being saved on services devices. For more information please see one of the Educators, who

will be happy to explain in detail or you can access the Seesaw app at <http://app.seesaw.me>

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.

EDUCATOR RATIO AND QUALIFICATIONS

We meet all legal requirements in relation to child to educator ratios and the qualifications of our educators. All Educators hold first aid qualifications, Working with Children checks and Responding to Abuse and Neglect.

Our educators are fit and proper persons and are capable of providing an adequate standard of care to teach in an OSHC environment. We have Qualified and unqualified Educators, who attend professional training and development.

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.

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, surveys, feedback sheets notice boards and OSHC suggestion box.

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 an Educator.

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.

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.

A incident, injury, trauma and illness record sheet will be completed and a parents signature is required.

In case of serious injury, arrange transport of child by ambulance to Hospital. An educator must accompany any child to hospital taking all the child's records.

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.

EMERGENCY/FIRE EVACUATION PROCEDURE

During an emergency, School guidelines are adhered to. An Emergency/Fire evacuation Plan is in place and is regularly practised with the children over the year.

These are carried out in a well-organized manner and Educators will be trained in using the fire extinguishers that are in the service. The emergency evacuation plan is displayed in the hall.

PARTICIPATION OF PARENTS 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.

GRIEVANCE 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.

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.

SUN PROTECTION POLICY

We are a Sun Safe Service and advocate sun protection for all children and adults.

We do this by encouraging children and adults to do the following when the UV is 3 and above:

- To wear legionnaire or wide brimmed hats.
- To apply SPF 30 or higher broad-spectrum sunscreen. Sunscreen supplied By OSHC, but if your child is sensitive to sun screen, please provide your own.
- To wear appropriate sun safe clothing
- Seek shade when outdoor

SLIP: Please pick lightweight loose clothing with collars and sleeves and longer style shorts, dresses and skirts for your children during vacation care period.

Clothing needs to cover most of your child's body, including arms and legs.

SLOP: It is recommended that SPF 30 or higher, broad spectrum, water resistant sunscreen be liberally applied to all areas of skin that is not covered with clothing.

SLAP: A legionnaires will be supplied for your child to wear when attending the service. Caps are not acceptable, as they do not shade the back of the neck and the ears.

SLIDE: on sunglasses, if practical, encourage children to wear close fitting, wraparound sunglasses that meet the Australian standard.

SEEK: children are encourage to use available areas of shade when outside.

As per the Cancer Council recommendations Children must use a combination of sun protection measures during after school care in terms 1, 3 and 4. Children are not required to wear hats and sunscreen during after school care in term 2 unless the UV rating is 3 or above according to the Bureau of Meteorology website. On other days where the UV rating is lower than 3, it is optional to wear a sun safe hat.

To ensure children attending the service are protected from skin damage cause by over exposure to ultraviolet rays of the sun, the following will apply when the UV is 3 and above:

- Children must wear a hat which protects their face, neck and ears whenever they are in direct sunlight outside. To minimise the spread of infections such as head-lice, impetigo and ringworm, children are encouraged not to share hats.
- **NO HAT NO PLAY!**
- SPF 30+ or higher broad-spectrum water resistant sunscreen will be provided for Educators, children, and applied 20min before going outside and reapplied every 2 hours. It is recommended that sunscreen is used only on exposed skin that cannot be protected with clothing.
- When children arrive at OSHC in the afternoon in term 1, 3 and 4, sunscreen will be available and Educators will remind children to apply sunscreen and then wash their hands before having afternoon snack.
- Educators will be responsible to check the expiry date to ensure sunscreen is not out of date. In the event children have sensitive skin/allergies to sunscreen, families will be asked to provide SPF 30+ broad spectrum, water resistant sunscreen suitable for the child's personal use.
- Discussion about skin and ways to protect it from skin cancer will be included in the children's program.
- When enrolling their child, parents will be informed about the sun safety policy. OSHC will provide a red Legionnaires hat, for a small fee, for use while the child is attending OSHC & Vacation care. This hat will remain at OSHC at all times and be kept in their own named pocket.
- Educators will be aware of the proper application of sunscreen and model the practices including wearing sun protective hats and clothing, sunscreen, sunglasses and seeking shade. Activities will be set up in shaded areas and children will be encouraged to seek shade. All children must wear a hat during vacation care. During Vacation care, where possible, outdoor activities will be scheduled outside the peak UV times of the day.

Note: OSHC Hats are to be worn during Vacation Care while attending excursions as it helps to make the children easily identifiable when we are out of the school.

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)
& the OSHC Team