

Uraidla Primary School

Out of School Hours Care

Parent Handbook



Table of Contents:

	Page:
Our Philosophy	2
About our Service	2
Roles & Responsibilities	4
Fees & Payment	5
Child Care Subsidy	6
Bookings & Cancellations	6
Children's Wellbeing & Protection	7

The Uraidla Primary School OSHC exists to provide care to families within the Uraidla school community and wider community. We offer Before School Care (BSC), After School Care (ASC) and Vacation Care (Vac) programs.

Important Information:

We run BSC & ASC during all school terms as follows:

BSC: 7:00-9:00 AM.
ASC: 3:10-6:00 PM.

Vacation Care runs a full day program that starts at 7:30 AM and finishes at 6:00 PM.

Our Address:

Uraidla Primary School
17 Kidney Street, Uraidla 5142

Bank Account Details:

BSB: 105-079
ACC NUMBER: 048431740

Leadership:

Andrew Jenkins – OSHC DIRECTOR
Connagh McNeilage – CO-DIRECTOR
Margie Sarre – NOMINATED SUPERVISOR

Contact Details:

OSHC Phone: 0474 647 247
Email: oshc.director773@schools.sa.edu.au
School Phone: 8390 3209

The OSHC phone is contactable during the OSHC hours of service, 7:00-9:00am & 3:00-6:00pm.

For emergency bookings and out of hours communication, the OSHC phone can be called or messaged on WHATSAPP, a free application for your phone from the app store. Otherwise, email is our preferred method of contact.

Financial Officer:

Sara Rosenthal
Phone: 8390 3209
Email: sara.rosenthal489@schools.sa.edu.au

Our Philosophy:

Our service is driven by this philosophy, which we actively work into our everyday interactions with children, parents and teachers alike.

Uraidla OSHC is a service that supports the individual growth of each child through caring, communicative and community-minded relationships. We promote a culture of open-discussion, safe connections and confident independence. Furthermore, our staff aims to provide a holistic, nurturing and inclusive environment that promotes resilience and friendship in all interactions.

About Our Service:

Our OSHC is dedicated to providing essential care to students who utilise our out-of-school-hours and vacation care programs. We are open to students of pre-school age through to year seven and aim to provide activities for each age-group appropriately.

Kindergarten:

Once your child has begun their time at kindy¹, we can enrol them in OSHC. Our staff ensure a higher level of care is implemented with your child to ensure they have a healthy transition to OSHC and into OSHC routines. In the mornings, we escort your child to the kindy once it is open and OSHC is finished. We sign your child in and help them settle in for the morning activities. After school, kindy staff will escort children to OSHC and sign-them in, our OSHC staff will then greet and settle your child in for the afternoon's activities.

¹ Please note kindy children must have already attended at least one session of kindergarten before they can utilise our service.

School-Aged Children:

School children can be dropped off in the mornings from 7:00 am and can be picked up any time between 3:15 pm and 6:00 pm in the afternoons. When school is finished, OSHC students are to walk to the OSHC room and drop off their bags in a locker before beginning afternoon play. School teachers and OSHC staff work together to make sure enrolled OSHC students are signed-in at OSHC after school.

Programming & Activities:

We program weekly themes and activities for children utilising our service. This program takes into account the interests and needs of children within the service. We provide and plan for weekly themes for the term, rather than daily activities so that children can have a degree of say in how the theme can be utilised for daily activities. Flexibility is very important to our staff when it comes to the activities of the students and we work hard to use the program effectively. A typed rationale is produced every term that aligns the program to specific children's needs along with the appropriate curriculum body. For school aged children, we use the My Time, Our Place rubric and for Pre-School aged children, we use the Early Years Learning Framework. The program and rationale are available to any parent upon request.

Vacation Care is planned with a daily major theme or activity, based on seasonal events, games and children's requests.

Generally, every day, children can utilise our toys, board-games, craft materials and art materials. We make sure that all activities are accessible, and children can choose how they wish to spend their mornings and afternoons.

When weather permits, we make sure children have adequate outdoor play utilising our beautiful oval, playground(s), gym and sandpits. Our staff promote active, physical play as often as possible.

Before School Care:

We provide breakfast (or second breakfast!) for those who need a feed in the morning. We offer healthy cereals, oatmeal, yoghurt or toast every morning. This is generally available up until 8.20 pm.

Note: If your child has any special dietary requirements, please let us know in the enrolment forms as we are happy to cater for all needs. We are also a nut-aware environment.

After School Care:

At 3:30, we run a circle time that outlines the afternoon activities and mark the roll. This is followed by a short 'quiet time' that allows students to rest or practise mindfulness before a busy night of play. We serve a fruit and vegetable platter around 3:45 and an 'afternoon snack' in between 4:00-4:30. This snack is based on a fortnightly menu that staff devise and can be anything from crackers and dip to baked muffins or soup. This is generally a small nutritious meal to maintain children's energy levels until dinner. After eating time, we often head outside for free play if weather permits. On rainier days, we might watch a movie or play the Wii after snack-time. However, we try and monitor screen time so that children have a chance to engage in educational play.

Vacation Care:

We run a vacation care and pupil-free day-care service, if bookings allow. Vacation Care is programmed to include lots of fun and educational activities, as well as the odd excursion. Vacation Care days normally begin at 7:30am and run till 6:00pm. You can enrol your child casually for any period of time within these hours at the same capped price. The vacation care program is normally published around Week 7 of the school term, and bookings open the week after.

Roles & Responsibilities:

Staff:

Our staff seek to provide a safe and caring facility that utilises the appropriate curriculum and care bodies to ensure that children have the best possible time while in our care. We seek to foster curiosity, self-esteem, self-efficacy and personal initiative. We monitor children's health and safety and are trained to provide first-aid should any health emergencies occur. Our staff hold all the regular compliance and police-checks to ensure that they can provide the highest level of professional care, always. All of our staff are local and deeply involved in the community. We believe it's important to have staff who know and love the community as well as understand its context.

Parents:

- We ask that parents take care to sign their children in and out of OSHC every session. The sign-in/out sheets are located in the staff office, adjacent the kitchen.
- Please ensure you read and follow our bookings and cancellations policy to ensure no extra fees are incurred for late cancellations.
- We also ask for your help by making sure fees are paid on time, or if you are in financial difficulty, chat to us about arranging a payment plan at any time.
- If your child has any change in health or mental health related needs – please keep us updated so that we can provide for their needs effectively.
- Please provide updated and timely contact details, so that we are able to contact you or your emergency contacts in time of need.
- Please label all clothing items, toys and lunch boxes brought into OSHC either during term or the holidays.

- **During Vacation Care**, we ask that you pack recess and lunch for your child like a normal school day and pack an extra hat and change of clothes for messy days. We provide a breakfast up until 8:30 am and a fruit-time and afternoon snack around 3:00 pm.

Parents/Caregivers are invited to contribute ideas and feedback to the running of the service. We also have parental representation on our OSHC advisory committee which reports to Governing Council. Please feel free to talk to our staff or leadership about any questions or concerns you might have about our service.

Children:

We encourage children to participate in OSHC activities, contribute ideas to our program and work with OSHC teachers to make our service happy, safe and educational.

We have a few expectations for students during OSHC sessions that are implemented for safety and wellbeing reasons. Feel free to go over these with your child(ren) and if you have any questions, let us know.

General Expectations:

- Walk at all times within the OSHC hall.
- Play respectfully and avoid 'play fighting'.
- Use your inside voices when inside the OSHC hall.
- Use respectful language at all times.
- Clean up the space you have been playing in before you leave.
- Make sure you put your plate and cups by the sink once you are finished with them.
- If you take your shoes off, keep them safe by your bag.

Circle-Time Expectations:

- Only bring yourself to the circle time without any toys.
- Make sure you raise your hand before you contribute.
- Respect any individuals talking or calling the roll.
- Practise your listening skills.

Behaviour and Social Development:

We believe that everyone has the right to feel safe and secure within our OSHC. This includes children, parents & staff. Our staff work to support these rights and focuses on developing a supportive environment in every aspect of our role. Wherever possible, staff work on conflict resolution with children implementing restorative justice measures through holistic communication.

For dangerous, unsafe or disrespectful behaviour, we implement a warning system to remind children about appropriate behaviour in OSHC.

First Warning: A quick reminder to reconsider your behaviour in light of the expectations.

Second Warning: A reminder that they may need time away from play activities if their behaviour continues.

Third Warning: A time away from the group, to consider behaviour and a chance to wind-down.

Fourth Warning: If continued behaviour warrants a fourth major warning, or seems to be escalating beyond a safe level, parents may be called for emergency collection in rare situations. For ongoing low-level behaviours parents can expect to hear updates at pickup time.

Fees & Payment:

OSHC accounts can be paid in numerous ways. They are generated through our booking system, SPIKE, and we issue email or paper invoices weekly during the term and

generally one week after vacation care has finished.

The email address you include on your child's enrolment form is generally the email we will use to send invoices, unless otherwise stated. Sometimes these invoices can be auto directed to your 'junk' folder due to the nature of the email's layout, so make sure you check there if you haven't received an invoice for a while.

We encourage payment through direct debit, which can be set up by talking to leadership. Alternatively, you can pay through Sara at the front office, or you can also transfer directly into the OSHC account, using the details below:

Account Name:
Uraidla Primary School Inc.
BSB: 105 079
Account Number: 048431740

Please remember to type in your name and OSHC for payment reference number.

We update invoices weekly, based on the deposits made into the account, so if you make a payment and don't see that reflected immediately on your account – do not be alarmed.

All fees are included here less Child Care Subsidy, which you can apply for through Centrelink. This generally takes a large percentage off the total cost.

\$27.00 from 3.10pm – 6.00pm.

\$18.00 from 7.00am - 9.00am.

Vacation Care:

Each day is \$58.00 per child, or \$73.00 on the day of an excursion or incursion.

During the term, we apply a late booking fee of \$5 a session if parents book their children in after 12:00pm on the day of the required after school session or after 6:00pm on the night before a morning session.

There is a late collection fee also applied both during the term and vacation-care. If you pick up your child later than 6:00pm during any session, there is a \$5.00 blanket fee as well as a \$1.00 charge for every minute past 6:00pm that your child is not collected.

Please note that if your account accrues an amount of over \$500, without regular payments being made, we may review your situation and withhold service until a payment plan or large-scale contribution is made to reduce your overall account debt.

Child Care Subsidy:

As mentioned above, most families qualify for the Child-Care Subsidy. This is provided through Centrelink, which can be accessed via MyGov.

In order to receive the CCS, you must make sure you have included both your Centrelink CRN (customer reference number), and the CRN of your children on your enrolment forms. Often, if you have been approved for CCS and you are not receiving it, an administration issue has occurred with your enrolment details, namely DOB (date of birth) or CRN digits.

If you are new to our service or have not utilised our service for a gap of over six weeks, you may need to re-enrol your child in our service through Centrelink, or you may not receive the CCS. This can be done through a window prompt that automatically arrives in your Centrelink notification centre once we have finalised your child's attendances for that week. You just click into it and check 'yes' to your child attending URAIDLA PRIMARY SCHOOL OSHC. You will not automatically receive any subsidy until this step is completed.

<https://www.servicesaustralia.gov.au/individuals/online-help/centrelink/confirm-your-childs-enrolment-details-child-care-subsidy>

Below are some more useful links around the subsidy and how to apply for it through The Department of Human Services:

- <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>
- <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim>
- <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim/confirm-enrolment#howtoconfirm>

Bookings & Cancellations:

In order to be stringent with ratios and staffing we maintain a tight bookings and cancellations policy.

If you need to cancel a BSC or ASC session during the term, we ask that you make the cancellation by the end of the prior OSHC session, so that leadership can organise staffing for the upcoming shift. That is to say, if you need to cancel a day's after-school session, you let OSHC staff know before the end of that morning session (9:00am). If you need to cancel a morning session, you let staff know before the end of the after-school session the night before (6:00pm). If you do not cancel within this given timeframe, you will be charged the full fee of the session, minus any CCS rebates you are entitled to.

Vacation Care:

Due to the fact that planning for vacation care includes the development of incursions and excursions, we require 3 business days' notice for cancellation of enrolment for Vacation Care. **Should you cancel with less than 3 business days' notice, you will still be charged for the session, minus any CCS rebates you are entitled to.**

Examples:

1. You quickly realise that your child is actually being picked up tonight by

grandparents, but it is 11:00am, and OSHC staff have already gone home after the morning shift. You cancel via WhatsApp because it is technically out of OSHC hours, but you are still charged the full fee for the upcoming afternoon session, because you have not alerted staff before the close of the previous session (9:00 am, that morning).

2. You are taking your child out for afternoon tea after school, and so you call or text the OSHC phone during the morning session to make the cancellation. You are not charged the fee of the upcoming session because you have cancelled before the close of the prior session (9:00 am, that morning).
3. You are going away on a holiday with your family in 3 weeks' time, so you make a cancellation via the OSHC phone or WhatsApp 3 weeks in advance. You are not charged for those upcoming cancelled sessions because you have given 3 weeks' notice.
4. You realise that you are not working tomorrow morning, so you do not need to drop your child off at OSHC, because you can do the school-drop off yourself. You message the OSHC WhatsApp at 8:00pm to cancel tomorrow's morning session. You are still charged the full fee of tomorrow's session, because you did not let leadership know before the end of the prior session (6.00pm that night).

Note: If you need to cancel your child's booking due to health or sickness at the last minute you will still need to pay, however you are still entitled to CCS rebate.

Children's Wellbeing & Protection:

Allergies, Asthma and Health Conditions:

We are committed to catering for children with diverse health related conditions. If your child is diagnosed with asthma, anaphylaxis

or any other health-related condition, please let us know via your child's enrolment form.

If your child is asthmatic, we ask that you provide us with an asthma plan, provided by or approved by your GP. We also ask for your completion of a risk management plan, which we provide you after enrolment. This is a collaborative document, which OSHC staff complete half of, before asking for your assessment and input. We ask you to provide medication for your child, but we do have a spare service puffer for asthmatic emergencies

If your child is anaphylactic, we ask that you provide the service with an EpiPen, which we will keep safely in the case of an emergency. If you are able to provide us with a GP approved anaphylaxis action plan, we will keep that accessible for our staff, alongside the EpiPen. We also ask you to help us complete a risk management plan, which is a collaborative document signed by parents and OSHC leadership.

We maintain a 'nut-aware' space at OSHC and avoid purchasing foods or snacks that contain nuts. Children are reminded to avoid bringing nut-based foods during OSHC and vacation care from home.

If your child is in need of specific medication outside of emergency administering requirements (puffer, antihistamine, EpiPen), we are happy to assist administering in particular circumstances – per parent's and doctor's request. You will just have to help us complete a risk management plan and other related forms for the medication register.

Incidents and health accidents:

We have policies in place to handle incidents and health accidents that could happen whilst playing in the OSHC environment. Generally, we will administer first aid and contact the emergency contacts the instant that something deemed 'serious' occurs.

It must be noted that in the event of a serious health emergency, we will call an ambulance.

Toilet Reminders:

Often, new starters at our OSHC from kindy or reception may have toilet related needs. Staff are happy to assist or remind these children about 'toilet times' if needed, but we also ask that you pack a spare pair of clothes just in case an accident happens during OSHC hours.

Child Protection:

All our staff are trained in Reporting Abuse & Neglect and hold it as our upmost responsibility to ensure the safety of each child in our service. We work to enforce appropriate interactions with children to promote their autonomy, but we are also trained to look out for the safety and wellbeing of all our enrolled students. Staff are encouraged to support each child's emotional and physical needs, following the guidelines of our RAN training and the Early Childhood Australia Code of Ethics.

Sun Safety:

We believe it is important to have fun in the sun, particularly when we have such lovely outside play areas in the school grounds. During terms 1 and 4, we ask that children wear their hats whilst we play outside. We also enforce sunscreen application on days where the UV rating is moderate or higher. We have plenty of sunscreen at OSHC, including sensitive for those with sensitive skin, and are happy to help your child apply it.

Screen Time:

We understand the importance of distancing children from screen-time in order to support outdoor and indoor practical and creative play. However, we sometimes include movies and Wii playtime in our program during holidays and the term as a 'wind-down' activity. As a general rule of thumb, we only do a movie screening once a week, potentially on busier nights, and only turn on the Wii from 5:30pm in the afternoons.

We do not encourage the use of personal devices at OSHC, and ask that children leave their devices at home, minus any themed vacation-care days where they might be relevant. However, if your child is older and needs to complete homework, they are welcome to use their school device to complete any tasks their teacher requires during OSHC hours.

Inclusivity:

Our service prioritises inclusivity on all fronts, both of children and families. We try to include activities which help to educate children on diversity and the importance of individuality, particularly in regard to race, religion and sexuality.

We work hard to acknowledge the First Nation people who were the original custodians of the land and implement program topics that encourage children to consider the importance of Aboriginal and Torres Strait Islander people groups.

Complaints:

Please direct any concerns or complaints to OSHC leadership in the first instance. If you are not satisfied with our response, the school Principal will be happy to meet with you. If you would like to lodge a formal complaint through the Education Standards Board, you can contact them on (08) 8226 0077.