

OSHC

(Out of School Hours Care)

Family Handbook

Mission Statement

Inspired by Our Lady Queen of Peace, we are an OSHC service committed to life-long learning and active community participation. Following Jesus' example and in partnership with families, parish and the community we celebrate our gifts and strive for peace, justice and reconciliation.

The Outside School Hours centre is a child focused place where:

- * Children, families and staff are treated as equal and valued individuals.*
- * The value of play is important and children have opportunities for challenges.*
- * Children are encouraged to develop to their full potential within a safe, caring and supportive environment.*

The centre operates according to a philosophy of open management and aims to reflect the local community by encouraging participation and discussion about all issues relevant to the running of the centre.

Contact

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Centre link: 13 61 50

Customer Reference Number CRN: 407 327 460T

Service Goals

- Provides a Nurturing community of positive partnerships which recognises each person's uniqueness and embraces diversity
- Recognises and promotes the value of play.
- Provides a caring environment in which children, staff and parents feel confident and safe.
- Provides a balance of a home like environment and structured programmed activities and experiences that foster and develop all areas of child development.
- Encourages active parent participation in the management of the centre and with the activities of the centre.
- Recognises and meets local community needs by encouraging community participation in the operation of the service.

Administration

The service is now located in the school hall and we have access to the playground, oval and library. We have approved places for before school care, for after school care and vacation care.

The Selth Street entrance at the rear end of the school is available for all arrivals and collection of children.

The Service is overseen by the Principal and the School Board through the OSHC Committee which comprises a mix of Parents, School board Representation, OLPQ School Principal and the Service Director. Together they ensure the service is meeting the national quality standards and following the Legislative requirements for delivering a quality service.

OSHC committee meetings are held once a term. Parents are encouraged to attend and join the committee.

Fees

2018

Morning Session:	7.00 am - 8.30 am	\$10.00
Afternoon Session:	3.05 pm - 6.00 pm	\$22.00
School Pupil Free Day:	7.00 am - 6.00 pm	\$55.00
Vacation Care, per day:	7.00 am – 6.00pm	\$55.00
Vacation Care Excursion Day	7.00 am – 6.00pm	\$60.00
Vacation Care half day:	7.00am – 12.30pm or 12.30pm – 6.00pm	\$35.00 (non excursion days only)
Late Fees:		\$1.00 per 1 minute

Under no circumstances will children be accepted prior to 7.00am.

Bookings and Cancellations

- **All** bookings and cancellations must be made with OSHC staff at the service or by phoning the OSHC mobile 0417840700. *Please leave a detailed message including your contact number if you require a call back.*
- Parents should tell the service of their child's inability to attend as soon as this is known. A message bank is available on the OSHC mobile.

Permanent Bookings: Parents must nominate on a booking / enrolment form the days they require care. Booked days where children are absent will be charged as days attended unless a full 24 hours notice is given. There is no charge for Public holidays or school closure days.

Casual Bookings: Are subject to availability, booked days will be charged regardless of attendance.

Children brought to OSHC at 3.25pm: Parents will be charged for the session as casual bookings.

Allowable absences: Childcare Benefit is paid for a child's absence from care up to 42 days per calendar year. Allowable Absences are for permanent days booked but not attended, and once all of the allowable Absences are used the full fee will need to be paid by the parents for days booked but not attended.

Sign in/out procedures

Before School Care Sign in Procedures

- On arrival, all children must be signed in by a parent/guardian.
- At 8.30am, children will be signed out by an Educator and handed over to the teacher on yard duty.

After School Care Sign in and out procedures

- All children will be signed in by an Educator.
- All children will be collected and signed out by a parent or approved person (as listed on enrolment form). If your child is to be collected by any other person, they will need to provide the service with ID. Please inform the Director of their full name prior.
- Children may not go home unaccompanied without prior written permission from a parent or guardian.
- If a child booked in for the program has not arrived 10 minutes after school has finished, the Director will investigate the reasons for the child's non-attendance by:
 - ❖ contacting the school front office
 - ❖ contacting the child's parents or emergency contacts
 - ❖ If unsuccessful with the above, the Director will ensure that the child's parents and the police are informed.

Accounts

OSHC accounts can be paid at OSHC; we can accept cash, credit cards and cheques.

You can also pay your account at the front office 8am – 4pm via EFTPOS or by direct transfer over the internet. School banking details are on your weekly account. Please be sure to note OSHC in the memo section so that your payment can be correctly allocated.

Accounts are generated on Wednesdays and are sent out in class boxes; please check your child's school bag. If you would prefer to collect your account from the OSHC please let us know.

Accounts need to be **paid in full weekly**. These payments are vital in the planning and implementation of a high quality OSHC service. If you are experiencing difficulties or need to make a different arrangement please speak to the Director. ***“Communication is the Key”***.

- Details of a family's fees and accounts will be confidential and stored appropriately. Families may access their own account records or particulars of fees; these will be available in writing to parents upon request.

Childcare Subsidy

Child Care Subsidy apply. For **before** and/or **after** school and Vacation Care, to check your eligibility, please phone Centre Link on **13 61 50**.

- It is parents' responsibility to have their eligibility for Childcare Assistance assessed by Centrelink.
- The enrolling parent must supply **the children's and their own** birth date and customer reference number (CRN). Without this information we can **not** apply childcare Subsidy to your account. Enrolments without this information will be charged full fees.

Late Fees

- Whenever possible, the parent should ring the service to advise they will be late to collect their child.
- A parent is regarded as being late when they arrive to collect their child 1 minute after closing time. (6.10pm) or (6.00pm during Vacation care)
- A late collection fee of \$1.00 per 1 minute or part thereof will be imposed when parents arrive later than the closing time.
- Special circumstances, such as a traffic accident or vehicle breakdown, will be given consideration in relation to collection of late fees.
- 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.

Non-Payment of Fees:

- Any accounts left outstanding for more than 28 days must be paid in full before use of the program can continue.
- After one week overdue - a written reminder will be forwarded to the parent.
- After two weeks overdue - a letter will be forwarded to the parent, advising that their child's place may be cancelled if the account is not paid. The letter will include a reminder that parents are encouraged to discuss payment difficulties and make suitable arrangements to pay with the Director.
- After three weeks of non-payment, the place will be cancelled.

Behaviour Education

To assist in maintaining a positive, safe and caring environment the staff and children will have the following responsibilities.

The Children will be encouraged to:

- Accept and value every child and adult regardless of race, cultural background, religion, gender or ability.
- Treat each other with respect, courtesy and understanding.
- To maintain positive communication and relationships between Educators, children and other adults.
- Ensure that appropriate language is used at all times.
- Address conflict in a peaceful manner.
- Use communication to resolve difficulties.
- Develop skills in regulating their behavior through positive example and guidance.
- Develop an understanding that behavior results from choice made by the individual and that all behavior has consequences.

Accidents

- Parents are required to provide written authority (included in the Enrolment Form) for staff of the Service to seek medical attention for their child, if required.
- When a minor accident occurs at the Service, Educators qualified in senior first aid will render assistance in accordance with that qualification. They will:
 - ❖ assess the injury
 - ❖ attend to the injured child and apply first aid
 - ❖ Contact the 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 their child.
 - ❖ write full details about the incident and the treatment given in the Accident / Illness Record

If a child is injured at OSHC or on an OSHC activity and the supervising Educator considers that the child's condition is sufficiently serious to warrant attendance by an ambulance, an ambulance must be called. Educators are advised not to transport a sick or injured child unless an ambulance is not readily available or the child's injury or illness indicates that immediate action is required.

- If an ambulance is called, please note:

Ambulance/Medical cover is provided for all OSHC/Vacation care children who are enrolled at Our Lady Queen of Peace.

Children with pre-existing conditions i.e. Asthma, Anaphylaxis, Diabetes are not covered by the schools ambulance cover.

- An Educator will comfort and calm the child at all times
- An Educator will accompany the child
- the child's medical record will be taken with the child
- The Director or another Educator will:
 - ❖ Contact the child's parents or emergency contact person to advise them of the incident and where their child has been taken. Every effort will be made not to panic the parent at this stage.

First Aid

- At least one Educator with a current first-aid qualification including approved anaphylaxis management training and emergency asthma management training, will be on duty at the Service at all times.
- First aid will be administered only in the event of minor accidents or to stabilise an injured person until expert assistance arrives.

Immunisation

- Parents will be encouraged to immunise their child against all diseases appropriate to the child's age. In accordance with the National Health and Medical Research Council Exclusion Guidelines, children who are not immunised may be excluded from care during outbreaks of some infectious diseases, even if the child is well (see Access to the Service policy).
- Families seeking Child Care Benefit for the first time for a child who is less than 7 years old will need to meet immunisation requirements set out in the Child Care Service Handbook.

Exclusion due to Infectious Disease

- Children and Educators with infectious diseases will be excluded from the Service in accordance with departmental *Administrative Instructions and Guidelines* and *National Health and Medical Research Council* guidelines. The guidelines for exclusion can be found in departmental AIGs and Staying Healthy in Child Care.
- A medical certificate is required for a child or adult to be readmitted to the Service after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid, or paratyphoid.
- If a child is unwell at home or becomes unwell at school, parents are asked, where reasonably possible, not to send the child to the Service, but to make alternative arrangements for their care.

Management of unwell children

- If a child becomes unwell while at the Service, the parents will be notified and asked to collect the child. The child will be made comfortable and separated from the other children until the parent arrives or until the child recovers. When a parent cannot be contacted, Educators will phone emergency contacts.
- If a child requires immediate medical aid, the Service Educators will secure that aid and notify the parent.
- If medication is required in an emergency, and there is no prior consent of the parent, the Service staff will obtain consent from a registered medical practitioner, if possible, the family's preferred medical practitioner.

Allergies

- Where a child has a known allergy it should be recorded on the enrolment form and all Educators made aware of it.

Medication

- Service Educators will assist with children's medication. All necessary forms and plans must be in place for staff to administer medication to your children.
- OSHC Educators can only support children's health needs in accordance with the training that they have had and so in some instances families may have to delay their children's start date at the service to enable staff to receive appropriate training.

Please keep in mind it is the responsibility of parents to keep the service up to date by informing the Director of new allergy/medical information as it is received.

Sun smart Policy

The policy will be implemented from the beginning of September until the end of April and when the UVR level is three and above, outside of three months. Particular care is to be taken over the middle of the day when UV levels are at their strongest. This follows the recommendations of The Cancer Council of South Australia 2009.

- Parents are required to provide children with a broad brimmed, Legionnaire or appropriate bucket hat for use at the service. (named hat may be left at the service)
- SPF 30+ Broad Spectrum, water resistant sunscreen is provided for the children's use at the service.

Food & Nutrition

At Our Lady Queen of Peace OSHC, we will provide nutritious and varied food of good quality in the service. Children will be encouraged to develop good eating habits through good examples and education. Parents will be encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children. High standards of hygiene will be maintained throughout all food preparation.

- Breakfast is provided for children arriving before 8.00am
- Food and water will be provided for afternoon tea, with small nutritious snacks available as necessary.
- Fresh drinking water will be available at all times for the children and staff.
- During Vacation Care parents will be asked to provide their child's lunch, recess and water bottle, unless otherwise stated on the program.
- The menus are on display for families and children.
- Children's cooking activities will be encouraged to develop life skills. At all times safe and hygienic practices will be followed

Mandatory Notification

At Our Lady Queen of Peace out of School Hours Care, we diligently adhere to the Policies and Procedures dealing with Child Protection and Mandatory Notification as detailed in Our Lady Queen of Peace School Policy

All OSHC Educators are trained in Child safe environment and therefore are Mandatory Notifiers of any form of suspected child abuse: emotional, physical or sexual.

This means that they are legally required to report suspected cases including those of neglect.

Grievance Procedure

If you have any issues with anything to do with the OSHC service, please discuss your concerns with the OSHC Director first, and if you feel the issue is still unresolved please make a time to meet with the Principal to discuss the matter further.

Feedback

As part of our continuous Quality improvement plan, Our Lady Queen of Peace OSHC, values your opinion and feedback. Please feel free to use the following methods.

Face to face contact –During drop off and pick up times

OSHC Suggestion box - Located at the Sign-in/out register

Comments book – Located at the Sign-in/out register, or write on our weekly program

Direct phone contact – Director Mobile: 0417 840 700

Appointments can be made for private discussion

Periodic Family survey -

Grievance Procedure and flow chart – located in the policy folder at the Sign-in/out register

Emergency Procedures

- In the case of an **emergency evacuation**, intermittent whistle blowing will sound. Students will be guided to the oval, with the alternative option of the church if the small oval is not appropriate.

- In the case of a **lock in situation**, the whistle will sound continuously, and the Educators on duty will lock the door until informed it is safe to open the doors.

