

# *Enfield Primary School Out of School Hours Care*

## Family Handbook

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**EXCEEDING NATIONAL  
QUALITY STANDARDS**



Australian Children's  
Education & Care  
Quality Authority

# CONTENTS

WELCOME PHILOSOPHY	PAGE 2
OUR LOCATION ACCESS AND AVAILABILITY ENROLMENT	PAGE 3
OSHC STANDARDS	PAGE4
FEES	PAGE 5
GOVERNMENT SUBSIDIES -CCS BEFORE/AFTER SCHOOL CARE - INFO	
BOOKINGS CANCELLATIONS DROPPING OFF CHILDREN COLLECTION OF CHILDREN	PAGE 6
PRIORITY OF ACCESS MEDICAL & ENROLMENT FORMS	PAGE 7
MEDICATION/HEALTH CARE PLANS ACCIDENTS/EMERGENCY CONTACT NUMBERS ILLNESS & EXCLUSION FROM OSHC	
SUN SAFE MANAGEMENT COMMITTEE LOST PROPERTY NEWSLETTERS PARKING BEHAVIOUR MANAGEMENT	PAGE 8
GRIEVANCE PROCEDURES POLICIES/PROCEDURES	PAGE 9



## **WELCOME TO ENFIELD PS OSHC**

We would like to welcome you to Enfield Primary School OSHC. We provide a stimulating and fun program in a safe and friendly environment. Throughout this handbook you will find lots of valuable information to help make your child's stay in OSHC enjoyable throughout the year. All OSHC Policies, Practices and Procedures are located in a White folder which is displayed in our entry area of the OSHC service. You are welcome to peruse, and discuss any aspects of our procedures with OSHC staff.

## **PHILOSOPHY STATEMENT**

At Enfield Outside School Hours Care, we respect and acknowledge the diverse values and cultural beliefs of all children, families, staff and educators where everyone belongs and feels their culture is valued and included. We are committed to providing a quality, exciting program that allows the children to select how their time will be spent at OSHC. Child directed play as well as structured activities offer opportunities for children to explore, investigate as well as connect with and contribute to their world.

We welcome families from culturally and linguistically diverse backgrounds. We encourage children and families to be actively involved in the program so that our cultural diversity is reflected and supported allowing children to feel a strong sense of identity and show an understanding and respect for others.

As Educators, we establish good and respectful relationships with children and ensure their safety and wellbeing. We provide children with opportunities to continually build on their individual and emerging skills through play- based experiences which are responsive to their needs, interests and that challenge and contribute to their ongoing development.

### **We aim to provide a place where all children:**

- Participate with fairness, inclusion, empathy and respect.
- Are encouraged to be responsible for their own actions, environment, personal hygiene and physical well-being.
- Organise their own play, have fun, make friends and provide input to the day to day activities.

**We adhere to and follow the School Values: Respect, Achievement, Diversity, Belonging.**

## OUR LOCATION

Enfield PS OSHC Program has been operating since 2012. The centre is located at Enfield Primary School, in the yellow unit adjacent to the School Library.

Our address is: Clarice Avenue, Enfield, SA, 5085. Our phone number is: (08) 8343 6567 After hours you can leave messages on our answering machine.

## ACCESSING the SERVICE

The OSHC program is accessible to all children inclusive of their physical, social, intellectual, cultural, or religious needs provided its facilities are suitable and can accommodate their needs. The O.S.H.C. service is provided within the school grounds; it caters for children from Reception to Year 6. Numbers are in accordance with approved OSHC places for our school.

## ENROLMENT

We ask that all children are fully enrolled into the program before they commence. Forms are available in the OSHC room. When enrolling, please speak to the Director personally as we will give you a tour of the OSHC facilities and also inform you of the availability of the day/s you request care. When filling in the enrolment forms, please complete all areas carefully and clearly.

If your child has any allergies or illnesses, please notify staff prior to your child's commencement of care in order for the appropriate measures to be taken for your child's health and wellbeing.

## CHILD CARE SUBSIDY

Enfield School OSHC is an approved care provider, enabling families to access Child Care Subsidy. The Child Care Subsidy provides financial support for families who are either working, training, studying or volunteering. The level of subsidy received is determined by the combined family income, activity level of both caregivers and the type of childcare service. Parents / Caregivers must register with Centrelink to obtain a Customer Reference Number (CRN) if you do not have one for the parent claiming CCS, and for all children for which CCS is to be claimed. You can do this through your myGov account and complete an eligibility test. Child Care Subsidy is paid directly to the centre. Families are then required to pay the financial difference between the subsidy and the fee charged. Further information can be obtained by contacting Centrelink on Ph: 13 61 50 or visiting the Centrelink website.

**QUALITY ASSURANCE:** The objectives of the National Quality Framework are to:

- ensure the safety, health and wellbeing of children attending OSHC
- improve the educational and developmental outcomes for children attending OSHC
- promote continuous improvement by providing quality education and care in OSHC
- be part of a national system of administration within the National Quality Framework
- improve public knowledge, access to information, about the quality of OSHC

## OSHC STANDARDS

The National Quality Framework includes:

1. A **national legislative framework** of the OSHC Education & Care Services ("National Law")
2. The Education and Care Services National Regulations ('National Regulations')
3. A **National Quality Standard** consisting of 7 Quality Areas:
  1. Educational Program
  2. Children's health and safety
  3. Physical environment
  4. Staffing arrangements
  5. Relationships with children

6. Collaborative partnerships with families and communities
7. Leadership and service management.

#### **4 A national quality rating and assessment process**

**5. A Regulatory Authority** with primary responsibility for monitoring and assessment

**6. A National Body—ACECQA—to oversee the system and guide its implementation**

### **National Quality Framework**

My Time, Our Place - Framework for School Age Care in Australia is part of the Council of Australian Government's reform agenda for childhood education and care and is a key component of the Australian Government's National Quality Framework for childhood education and care. It is incorporated in the National Quality Standard to ensure delivery of nationally consistent and quality school age care across sectors and jurisdictions.

The Framework ensures that children in school age care have opportunities to engage in leisure and play-based experiences which are responsive to the needs, interests, and choices of the children attending the service and contribute fully to their ongoing development.

It supports and provides guidance to educators working with school age children in outside school age child care programs (OSHC). Any personal, family or medical information is collected for the purposes of care and supervision of the students. The Enfield PS OSHC service will ask permission for any external excursions or the use of images or names of students or families to be used in the public arena.

Before your child commences at Enfield PS OSHC, we will go through an induction process and take you and your child on a tour. We will also ask you and your child to fill in an "About Me" form so we can familiarise ourselves with your child.

**The centre has been approved by the Education and Early Childhood Services Registration and Standards Board of South Australia.**

### **FEES/GOVERNMENT SUBSIDIES**

**Enfield O.S.H.C. provides care within the following times:**

- |                      |                  |
|----------------------|------------------|
| ❖ Before School Care | 7.00 to 8.35am   |
| ❖ After School Care  | 3.05pm to 6.00pm |
| ❖ Vacation Care      | 7.00am to 6.00pm |
| ❖ Pupil Free Days    | 7.00am to 6.00pm |

**The fees determined by the Governing Council are:**

- |                             |              |                               |
|-----------------------------|--------------|-------------------------------|
| ➤ <b>Before School Care</b> | 7.00-8.35am  | \$20 (includes breakfast)     |
| ➤ Casual Fee                | 7.00-8.35am  | \$21 (includes breakfast)     |
| ➤ <b>After School Care</b>  | 3.05- 6.00pm | \$32 (includes afternoon tea) |
| ➤ Casual Fee                | 3.05- 6.00pm | \$34 (includes afternoon tea) |

- Early finish (end of term) 2.05pm - 6.00pm \$35
- **Vacation Care** \$66 full day
- Incursion days \$76 full day (visitor on site)
- Excursion days \$80.00
- **Pupil Free Days** \$66.00 full day

*All days Include breakfast & afternoon snack, except on excursion days breakfast is not provided after 8am.*

#### **PAYMENT OF FEES BY:**

QKR, Eftpos, Payway- Direct payment bank account or  
Direct deposit into Enfield PS OSHC Bank Account:

**BSB: 105 096 Account: 064122040 Name: Enfield Primary School Council Inc. Account (OSHC).** \*\*Please provide family name to track payments\*\*

Accounts are issued to parents weekly after care provided and are to be paid within 7 days unless other arrangements for payment have been discussed with the Director. We use ecollect debt recovery agency for any outstanding debts.

#### **GOVERNMENT SUBSIDIES (Child Care Subsidy)**

Families will be required to log on to their myGov account if they don't already have one by going to **my.gov.au** and then linking it to their Centrelink online account. Complete Childcare Subsidy assessment or the Child Care Subsidy claim. A family's income will determine the percentage of subsidy they are eligible for. The Child Care Subsidy will be paid directly to the service, leaving families a small gap payable to the service.

#### **BEFORE/AFTER SCHOOL CARE INFO**

Enfield PS OSHC is staffed by a Director, Qualified Staff & Unqualified Staff. You will find the names of our educators on the display board in OSHC.

The staff/child ratios are 1 staff per 15 children at the centre, 1 staff per 8 children when going on excursions (Vacation Care), and 1 staff per 5 children when on a swimming excursion (Vacation Care)

During before school care, we aim to provide a quiet and relaxing program. Children have access to games, craft or quiet reading/learning time. Children leave at 8:35am when the school staff is on duty. Young children will be walked to their classroom on request.

#### **General Information**

- It is **essential** that a booking be made prior to attendance.
- Children must be signed in on arrival through Electronic sign in iPad.
- Children stay at Enfield PS OSHC until a teacher commences yard duty at 8.35am.
- The staff/child ratio is 1 staff per 15 children.
- An enrolment and medical form need to be completed by parents for all children participating in the Enfield PS OSHC program.
- Children who want to play in the sun are required to wear a bucket hat during term 1 and 4 During Term 2 & 3 hats are not required unless UV 3 above. Children without a hat will be allowed to sit/play in shaded areas only. Yellow hats remain property of OSHC. Replacement cost \$10.00
- At Enfield PS OSHC we promote healthy eating and provide a nutritional breakfast every day from 7.00am- 8.00am in before school care and from 7am-8.00am in vacation care.

## AFTER SCHOOL CARE

After School Care is open each school afternoon. The Nominated Supervisor is available from 1.30pm to take bookings, payments, speak to parents, and prepare afternoon tea and activities for the children. There is a consistent afternoon program for the children so that they can plan their activities and feel comfortable with the routine.

### General Information

- It is **essential** that a booking be made prior to attendance. 24hrs notice must be given.
- Children must be signed out before leaving by a parent/caregiver.
- Children will not be permitted to leave the centre boundaries unless on an accompanied excursion, or until they are collected by an authorised person.
- The staff/child ratio is 1 staff per 15 children.
- An enrolment and medical form need to be completed by parents for all children participating in the OSHC program.
- Children who want to play in the sun are required to wear a bucket hat during term 1 and 4. During Term 2 & 3 hats are not required unless UV 3 above. Children without a hat will be allowed to sit/play in shaded areas only. Yellow hats remain property of OSHC. Replacement cost \$10.00
- 
- It is an expectation that parents notify the centre if their child is participating in any organised event (e.g., after school sport training) which makes it necessary for them to leave OSHC and return later.
- At Enfield PS OSHC we promote healthy eating and provide afternoon tea from 3.30pm.

## PROGRAM

Enfield PS OSHC provides tailored programs catering to all children's age, skill, interests and abilities through a variety of challenging and recreational activities. In developing programs, Enfield PS OSHC recognises the importance of learning through play in the development of children.

Our aim is to provide activities that develop each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The development of life skills is an important part of our program, with a strong focus on child-initiated and child-choice experiences.

In accordance with OSHC Quality Framework, children are asked for ideas or feedback to aid in our program development. We also communicate learning outcomes by having visuals such as a "What we did today" and a reflection book which will provide the stories in what the children have achieved in their activities. The Director or Educational Leader will happily discuss any aspect of the program with interested families. Before and After School Care Programs are displayed at the service. In general, children are able to choose activities to suit their needs and interests. Some include, Organised indoor and outdoor play and sports

- Cooking
- Art and Craft
- Physical activity (Gym)
- Technology (library)

We also encourage children to complete their homework while attending OSHC.

A special program is planned in advance for each Vacation Care period, and the program information is made available to parents/caregivers during Week 6 of each school term. Excursions are frequently offered in the Vacation Care program, and the costs of transport and entrance fees are included in the daily charge.

## General Information

- Bookings for Vacation Care are essential.
- Except on special occasions, all children are required to bring their own lunch, snacks & drinks.
- Children must be signed in on arrival
- Children must be signed out before leaving by a parent/carer.
- Children who want to play in the sun are required to wear a bucket hat during play. Children without a hat will be allowed to sit/play in shaded areas only.
- Excursions may be planned for specific days. A permission form to attend excursions MUST be signed by the parent/caregiver before students can attend excursions.
- Children are transported to excursions by charter bus. Children are supervised whilst on these modes of transport.
- The staff/child ratios are 1 staff per 15 children at the centre, 1 staff per 8 children when going on excursions, and 1 staff per 5 children when swimming.
- **Hours:** All school holidays from 7am - 6.00pm (except for 2 weeks during the Christmas/New Year period. Bookings for Vacation Care are taken based on the Enfield PS OSHC Booking Policy. A copy of this policy is available to parents/caregivers. Please ask an educator for more. The Enfield PS OSHC service is open on Pupil Free Days.

## NEWSLETTERS/Notes

Our newsletter is distributed once a term. Newsletters contain information about changes to Legislation that may affect families, staff changes at the centre, programming information and general information for families.

## BOOKINGS/CANCELLATIONS

### **Before & After School Care**

It is essential that you make a booking with the Enfield PS OSHC Centre for your child's attendance at Before School Care & After School Care. Please book 24hrs in advance to enable us to make arrangements for the appropriate child to staff ratio. Please phone 8343 6567 and leave a message if the service is unattended or call oshc mobile 0401993850.

### **Pupil Free/School Closure Days**

Advance bookings for Pupil Free Days are essential.

### **Vacation Care**

Advance bookings for Vacation Care are essential, particularly as numbers are limited and it may not be possible to accept children at the last minute. Closing date for bookings is on each program.

### ***Before School Care*** cancellation fees apply as follows:

24hrs notice must be provided for cancellations prior to care given. CCS will apply in accordance with allowable and approved absence provisions.

### ***After School Care*** cancellation fees apply as follows:

All fees associated with permanent bookings shall be required to be paid in full if 24hrs notice is not given prior. CCS will apply in accordance with allowable and approved absence provisions.

### ***Vacation Care*** - cancellation fees apply as follows:



All fees associated with bookings shall be required to be paid in full if notice is not given prior to the closing date for bookings. CCS will apply in accordance with allowable and approved absence provisions.

**Pupil Free Days** - cancellation fees apply as above (Vacation Care).

Children must not be dropped at the centre prior to opening times and will not be accepted until the official opening time. Enfield PS OSHC will not accept responsibility for children arriving or leaving unaccompanied outside operating hours.

Parents/guardians over the age of 18 years **must** sign their child/ren in and out of the programme each day. This is a **legal requirement** for CCS purposes and must be adhered to at all times.

**Mornings:** We prefer that parents drop their children off and sign them in each morning. If this is not possible, please write a letter to the Director stating the reason and giving OSHC permission to sign-in your child.

## **COLLECTION OF CHILDREN**

Only the person identified on the child's enrolment form is authorized to collect a child. If these details should change, the OSHC staff must be notified in advance. If a person unknown to the OSHC staff is collecting for the first time, then they will be asked to provide identification.

**Afternoons:** When collecting your child in the afternoon, you are required to record the time through electronic sign in which is located in the sign in area.

Children *must be collected before 6.00pm*. If an emergency situation arises and you are going to be late, then notify the centre as soon as possible so appropriate arrangements can be made. Late fees apply according to the Enfield PS OSHC clock, which is located in the sign in area. Late fees are as follows: \$15 for the first 15minutes after 6.00pm and thereafter \$1 per minute applies. This fee will be displayed on accounts.

## **PRIORITY of ACCESS OF ACCESS**

Enfield PS OSHC follows the Commonwealth Government's Priority of Access Guidelines for children accessing the service.

### **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 test under Section 14 of the Family Assistance Act

### **Third Priority**

Any other child

Within these main categories priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families; ○ children in families which include a disabled person; ○ children in families who are on income support;
- children in families from a non-English speaking background;
- children in socially isolated families; and
- Children of single parents

## **MEDICAL & ENROLMENT**

Children cannot be accepted into the program until the Medical and Enrolment Forms are completed. Information about medical conditions, health problems, additional needs and medications must be provided to ensure that we are able to provide appropriate care for your children.

It is the responsibility of parents to notify the Director of any relevant or important information relating to the care, collection or supervision of their children.

## **MEDICATION/HEALTH CARE PLANS**

Enfield PS OSHC staff require a written health care plan from your child's doctor/treating health professional to plan for special needs. Health care plans are used for Asthma, Epilepsy, Anaphylaxis, and Diabetes etc. If your child requires medication, a permission to administer medication form must be signed by the doctor before medication can be administered by OSHC staff along with communication plan with families. All medication must be supplied in the original container with the pharmacy label and the child's name clearly marked on the container. Children are not permitted to carry medication in their bags and must give all medication to a staff member. This medication will then be stored in a locked cupboard until children are collected.

## **ACCIDENTS/EMERGENCY CONTACT**

If an accident happens to your child, an attempt will be made to contact you immediately. Therefore, it is very important that Enfield PS OSHC has current contact details (home, work & mobile) of yourself or other people whom you nominate when you are not available. This information is requested upon enrolment. ***Please notify us of any changes during the year.*** In the case of serious accidents, an ambulance will be called immediately.

## **SUN SAFE**

Following the guidelines of the Cancer Council of S.A., children who want to play in the sun are required to wear a bucket hat during play. These are available from the Enfield OSHC @ the cost of \$10.00. Children without a hat will be asked to play inside. Sun block will be applied 20 minutes prior to outdoor play.

## **MANAGEMENT COMMITTEE**

Enfield PS OSHC Centre is administered by Enfield Primary School Governing Council and an OSHC Advisory Committee which reports to Governing Council. The Advisory Committee comprises of parents of the OSHC children, Management of Enfield School, the OSHC Director.

The Enfield PS OSHC program invites and encourages participation of parents in the operation, management and financial security of the program, and is ensuring that their children are given a safe, enjoyable and valuable experience whilst in our care.

Parents are encouraged to participate on the OSHC Advisory Committee, and to express their concerns and ideas to staff. Every attempt is made to ensure that adequate information is given to parents about the OSHC program, all activities and outcomes of the service.

The service has a wide range of policies and procedures on a variety of issues, routines and plans. These are reviewed regularly by the Advisory Committee and ratified at Governing Council when changes are made. These are available for families to access upon request.

Enfield PS OSHC Advisory Committee meets twice every school term. The meetings have duration of 1 hour in most cases. Enfield PS OSHC invites ongoing feedback from children, families and caregivers and treats all communications in a confidential way. Please feel free to give feedback of the service to any of our staff. Other means of communication include calling us on 8343 6567, mailing to Enfield Primary OSHC, Clarice Street Enfield, 5085, or faxing 83497825. Or feedback forms located by the sign in area.

## **EVACUATION PROCESS**

Evacuation procedures are displayed in the OSHC room by the exits and will be implemented in the

event of any emergency in the Centre. If you hear a whistle being blown, follow the direction of the nominated educator or certified supervisor in charge. At various times during the term we will practice our emergency drills.

## **BEHAVIOUR MANAGEMENT**

At Enfield PS OSHC the management of children's behaviour is essential for the provision of a safe, interesting, relaxed and happy environment for all children. Behaviours are neither good nor bad. They are more or less appropriate given the situation. Appropriateness is determined by their effect on the rights and responsibilities of others. Students who are allowed to continue behaving in ways that interfere with learning and recreational activities of others is not having their long-term social and educational needs met. Specific list of guidelines that each student that attends O.S.H.C. needs agreed to follow. Please refer to our Policy Folder.

## **CONFIDENTIALITY**

The OSHC Director and all educators have access to a wide range of information. Please be reassured that ALL educators acknowledge and respect the right to privacy of our children, families, and staff and will act in a manner which safeguards this. For further information please refer to our Confidentiality Policy.

## **GRIEVANCE PROCEDURES**

Enfield Out of School Hours Care fosters positive and harmonious relations between all stakeholders. Every person has the right to a harmonious and responsive working environment. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner.

First and foremost, in all matters,

- All **confidential discussions** will take place in a quiet area away from others.
- All **names** will remain confidential.
- All attempts will be made to resolve issues at a local level.
- Caregivers have the option of remaining anonymous in providing written information.

### **Issues with the service or Educators (staff)**

- If you have an issue with an aspect of the service, another Educator (staff), please firstly discuss the matter with the Nominated Supervisor (Director).
- If, after discussion, you feel the matter is not resolved, or the Educator in question is the Nominated Supervisor (Director), you can request that the matter be taken to the Management Committee for guidance, or you may choose to write directly to the Management Committee/Governing Council to explain the issue.
- The Management Committee/Governing Council will advise the Nominated Supervisor (Director) of its decision and the Nominated Supervisor (Director) will convey that decision to you, or the Management Committee/Governing Council will write directly to all parties.
- If you still feel the problem is not resolved, you can write to the Governing Council Chairperson directly.
- The Chairperson will discuss the issue further at the next council meeting, at which time the Governing Council's final decision will be made. The Governing Council Chairperson will write directly to all parties.

### **Issues with Management**

- Firstly, discuss the problem with the Nominated Supervisor (Director).

- If you feel, after discussion with the Nominated Supervisor action is necessary, you can ask the Nominated Supervisor (Director) to raise the issue at the next Management Committee meeting, or with the operator. Alternatively, you may write directly to the Management Committee/Governing Council to explain the problem.
- The Management Committee/Governing Council will advise the Nominated Supervisor (Director) of its decision and the Nominated Supervisor (Director) will convey that decision to you, or the Management Committee/Governing Council will write directly to you.
- If you still feel the problem is not resolved, you can request a meeting with the Chairperson of the Governing Council to discuss the matter further. The Chairperson will discuss the issue further at the next council meeting, at which time the committee's final decision will be made. The Chairperson will write directly to you to advise of the final decision.

### **Service Policies and Procedures**

The OSHC Service has a Policies and Procedures book for educators and families to refer to. This is available for parents to read, as it is important that all families are familiar with our policies. If you have any input, please notify the Director. A variety of community brochures are also available in the oshc room. If you have any questions regarding any of the policies or procedures, please contact us on 08 8343 6567.

Our policies and procedures are reviewed as required by the Management Committee. Review dates are located on the last page of each policy.