

Enfield Primary School Out of School Hours Care

Parents Handbook

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EXCEEDING NATIONAL
QUALITY STANDARDS



Australian Children's
Education & Care
Quality Authority

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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

We believe that Out of School Hours Care is a valuable and integral part of Enfield Primary School and the local community. Our program is guided by the "My Time, Our Place" framework and therefore values input from the children as well as from families, educators and the local community.

We all support, respect and acknowledge the diverse values and cultural beliefs of the children, families, staff, educators and the wider community in which we live. The OSHC service will aim to, 'ensure that children have opportunities to engage in leisure and play-based experiences which are responsive to their needs, interests and choices and that challenge and contribute to their ongoing development'.

OSHC communicate with children in a respectful manner and engage them in experiences, by providing a, nurturing, stimulating and educational environment. We also believe that learning occurs all the time and the most important influence on what children learn are through the responses of other people.

OSHC encourages communication and social interactions by building and maintaining positive relationships, which leads to lasting behaviour and thoughtful habits from the children.

In a safe and tolerant environment, Educators aim to provide opportunities for school aged children to....

- experience stimulating and positive interactions with adults and children that foster self-esteem, independence and confidence.
- Interact with, gain respect for and form new relationships with children and adults of differing ages, knowledge, skills, abilities, experiences and cultural backgrounds.
- experience new and stimulating indoor, outdoor, recreational and multicultural activities that draw on and further develop and challenge existing skills and knowledge.
- experience, interact with and manipulate a wide variety of materials specifically targeted at their age, interests and abilities that challenge and further develop existing skills.
- participate in, take responsibility for and voice their opinions about aspects of the service consistently, freely and without prejudice.
- learn about, interact with and contribute to the school and wider community.

O.S.H.C. will endeavour to cater for the needs of families by....

- ensuring that children are cared for by qualified Educators in an environment that is safe, tolerant, stimulating and caring.
- providing services that enable them to work, study, seek employment and cope with emergencies.
- fostering links between school and the general community by offering a support network.
- offering opportunities to socialise with other caregivers.
- offering opportunities and outlets to voice their opinions, give feedback and be part of the service.
- providing respite by caring for children with special needs

These goals are based on the outcomes for children as outlined in the My Time, Our Place Framework for School Age Care.

Our goals are to encourage children to:

- Have a strong sense of identity
- Be connected with and contribute to their world
- Have a strong sense of wellbeing
- Be confident and involved learners
- Be effective communicator

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 7. 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 and also in the School Front Office. 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 MANAGEMENT

Our OSHC Service uses the CCMS, which is a national child care system that brings all approval childcare services online. We use this software to record child enrolment and attendance information. This data is reported to the Department of Human Services via the Internet to allow the calculation /payment of Child Care Subsidy (CCS) on behalf of children in OSHC.

Parents will also be able to access through their MyGov online account from the online services section of the Child Care Subsidy website to obtain details of the child care and payments.

Parents/Guardians wishing to claim Child Care Subsidy must provide the Enrolling Parent's CRN Number, date of birth together with the Child's CRN Number and date of birth to our service.

Families who have enquiries regarding their eligibility and entitlements for CCS or who require a Customer Reference Number (CRN) should visit a Department of Human Services or telephone 13 6150.

Parents/guardians will continue to deal with the Department of Human Services for all their CCS payments.

Parents/Guardians:

- Are still required to advise the Centrelink about any changes to their situation such as changes to income or a child commencing school.
 - Will still need to tell their child care services the number of children in the family using the same type of care each week at all services used
- Our OSHC is licensed by the Department of Education and Children's Services under the new National Quality Framework. Our registration is displayed in the OSHC room.

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 rating from 1 -5

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

6. A national body—ACECQA—to oversee the new system and guide its implementation

My Time, Our Place 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 7.30am to 6.00pm
- ❖ Pupil Free Days 7.30am to 6.00pm

The fees determined by the Governing Council are:

- Before School Care 7.00-8.35am \$16.00 (includes breakfast)
- Casual Fee 7.00-8.35am \$19.00 “ “

- After School Care 3.05- 6.00pm \$28.50 (includes afternoon tea)
- Casual Fee 3.05pm – 6.00pm \$30.50 ‘ ‘
- Early finish (end of term) 2.05pm - 6.00pm an extra \$2 charge on top of fees

- Vacation Care \$58.00 full day (includes excursion costs, breakfast & afternoon tea)
- Excursion days \$66.00
- Pupil Free Days \$58.00 full day (includes breakfast & afternoon tea)

PAYMENT OF FEES BY:

Cash, 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 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.

Payments for Vacation Care are made in advance at the time of Vacation Care bookings. A \$10 per child per day deposit is required. This deposit will be credited to your account.

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 computers, 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.
- 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 needs 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 3 till term 2. Children without a hat will be allowed to sit/play in shaded areas only. Hats are supplied at a cost of \$6.
- 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 7.30am in vacation care.

AFTER SCHOOL CARE

After School Care is open each school afternoon. Educators are available from 2:30pm 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.
- 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 needs 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 3 till term 2. Children without a hat will be allowed to sit/play in shaded areas only.
- 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 3.20pm-3.45pm.

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
- Board and card games
- Video games and TV

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 5 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 7.30am - 6.00pm (except for approximately 2 weeks during the Christmas/New Year period when the O.S.H.C. closure is decided each year by the Enfield PS OSHC Advisory committee)

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. We do require 12 plus bookings for the viability of the service to open.



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 at least one day 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. (We require 12 bookings to open)

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:

Cancellation must be given by 6pm 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 notice is not given prior to 9am on the day of the booking. 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 the OSHC staff or self-administered by a child over 8 years of age. 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.

ILLNESS/HEAD LICE

Please refer to our policy regarding exclusion time from the service, or speak with an educator who will provide you with the details

ALLERGIES

We have children who have allergies to egg and nut products. If these children come into contact with nuts or nut products, they can have a severe reaction and go into anaphylactic shock. Anaphylactic shock is a life threatening reaction. We ask parents/carers to help keep these foods limited when attending. Please refer to our Health & Safety Policy.

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 \$6.00. Children without a hat will be asked to play inside.

Sun block will be applied if necessary, at the discretion of the Enfield PS OSHC staff

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 by the Parent Information Board in the Policy and Procedure folder.

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.

LOST PROPERTY

Lost property is held in the OSHC room. To ensure the safe return of any of your child's garments, **please label all items.**

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.

PARKING

Clarice Street, adjacent to OSHC building or the school carpark situated on Harewood Avenue.

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.

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 advice 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 annually by the Management Committee. Review dates are located on the bottom right hand corner of each policy.