



Seaview Downs Primary School

Out of School Hours and Vacation Care

Family Handbook

This booklet will provide you with helpful information.
If you have any queries concerning the material in this booklet or any other enquiries, please do not hesitate to talk to our friendly educators.
The complete policy and procedures folder is available from the OSHC Centre.

Mobile: 0438651898

PHONE: 8296 9950

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**Welcome to Seaview Downs Primary School
O.S.H.C. Centre.**

Ross St, Seaview Downs 5049

**OSHC Provider Number: 555 009 289L
Vacation Care Provider Number: 555 013 068T**

Contact phone numbers

OSHC Centre: 8296 9950

School Office: 8298 1327

Hours of operation

Before School Care: 6.45am – 8.30am

After School Care: 3.15pm – 6.15pm

Vacation Care: 6.45am – 6.15pm

Pupil Free Days: 6.45am – 6.15pm

Staff

Director: Kristy Weekley

Acting Director: Kate Macpherson

Educators:

Tom Heritage

Kerry Matthews

Georgie Steiner

Kate Macpherson

Emily Mooney Doe

Madison Moser

Robyn Boyle

Vision

To support children and families by providing the highest quality care in an holistic, safe, secure and stimulating environment that encourages learning through play and gives children the opportunity to develop their physical, social, emotional and cognitive skills.

Values

- Respect
- Positivity
- Community spirit
- Confidentiality
- Ongoing learning and reflective practices
- Open Communication
- Inclusive programming
- Holistic, positive, safe and stimulating environment
- Relationships with children
- Collaboration and professionalism
- Health and Safety

PHILOSOPHY

At Seaview Downs Primary School OSHC, we are dedicated to providing an exceptional level of care. Every child needs to feel that they belong, that they can be themselves and become whatever they would like to be. We see it as our role to assist our children to facilitate this.

We uphold the UN Convention of the Right of the Child and its core values of peace, dignity, tolerance, freedom, equality and solidarity. We show our children that they have can contribute to the current and future communities. We welcome and encourage the children's unique voices and strive to achieve a balance between relaxation and stimulation, through child centred and child driven activities. We guarantee equal access to all and ensure that we meet both the needs of our parents and children by providing a safe, inclusive and stimulating environment.

We deliver a quality, responsive and fun programme that allows children to choose how they spend their time at OSHC. We acknowledge different developmental stages and individuality of all children and offer appropriate activities accordingly.

Our environment is designed to be inviting, interactive, adaptive, stimulating and conducive to the development of the children's physical, social, emotional and cognitive skills. We place importance upon fostering curiosity, initiative, independence, self esteem and the children's sense of identity. We develop leadership and life skills and children are encouraged to make appropriate choices and accept natural consequences. We encourage the children to use negotiation and respectful dialogue to resolve conflicts and disputes.

We believe the participation of parents and carers is vital in the delivery of a well considered, thorough service. This is facilitated through effective, ongoing communication. We speak with families frequently about their children's development and achievements. We respect diversity in our families' structures and cultures and strive to build secure, respectful and confidential relationships with all.

We believe that it is important to educate children to make healthy food choices. By offering a varied and nutritious menu, children are encouraged to adopt lifelong healthy eating patterns.

We continuously review our philosophy, policies and procedures through reflective practice to ensure that our service is tailored to the children's specific needs. We encourage a sense of ownership through the involvement of policy and programme development with children and wider community.

Our staff believe that positive interactions are integral to wellbeing of children and strive to use social connection, positive leading, active listening, positive redirection, role modelling, empathy and scaffolding to aid in development. We believe that children thrive when staff that are happy and work as a team. As a staff, we communicate clear and consistent expectations and consequences. Our staff regularly access up to date training to ensure best practices are always employed.

Seaview Downs Oshc aims to provide a caring and safe environment where children are able to participate in planned and spontaneous experiences. We expect children to respect people and property.

Our programs are based on children's interests, parental feedback and community input. We ensure our activities are safe and fun. We ensure our activities allow children to be active as well as passive in both environments

Our Menu is based on healthy guidelines provided by Nutrition Australia. Children have their input each week as they take increasing responsibility for their own health and physical wellbeing.

The Child

We believe that children in our care:

interact with care, empathy and respect.

- Connect and contribute to their world.
- Become aware of fairness
- Are paramount to our work
- Have rights
- Learn through play and experimentation
- Are individually unique
- Achieve maximum learning potential

The Environment

The environment our center provides for our children, families, staff and visitors:

- Provides a safe and stimulating environment
- Is accepting of each child's individual needs and backgrounds
- Values safety and health of all people
- Encourages parent contribution
- Supports inclusion of an access for children with additional needs
- Values individual expertise of and contribution by staff

The Program

Our OSHC programs:

- Respond to the individual interests and needs of children
- Reflect staff knowledge of child development
- Demonstrates respect for child diversity and inclusion of all children
- Promotes self-esteem
- Includes parental feedback

We believe:

- Every child's voice should be heard.
- Every child's voice and image is unique to them and their individuality deserves to be respected.
- Every family should feel safe, comfortable, welcome, included, respected and valued at OSHC.
- Positive interactions are integral to enhancing the wellbeing of children.
- Play experiences offered should be varied, having a recreational focus while producing educational outcomes.
- Educators need to document play experiences to discover how individual children learn best.
- Educators have a duty of care to keep children safe.
- It is the role of the educator to support children in all areas of their development.
- Children learn best in an environment which is holistic, stimulating, safe and inclusive.
- Healthy eating habits support wellbeing and should be promoted and encouraged.
- Educators need to hold the correct qualifications.

Therefore educators will:

- Be respectful of children's individuality and communicate that respect to the children by using active listening.
- Listen and respond to every child's request appropriately.
- Use social connection, positive leading, active listening, positive redirection, empathy and scaffolding to support children in their social and emotional development, wellbeing
- Foster positive self-esteem and sense of identity for each child.
- Be aware and respectful of different family structures and cultures.
- Speak with families frequently about their child's development and achievements.
- Encourage families to share thoughts on all aspects of the centre.
- Build and maintain secure, respectful and confidential relationships with families and the local community
- Treat families equally and with respect by making time to speak with them and acknowledging their background.
- Program in line with the My Time Our Place curriculum.
- Ensure the program reflects the children's voices by speaking frequently to the children about their ideas and incorporating them into extending current play experiences.

- Document children's learning using mind maps to program effectively, supporting the children's learning and providing the highest quality care.
- Be flexible, follow children's initiatives and offer spontaneous experiences when appropriate.
- Use reflective practice to analyse and learn from different situations.
- Role model appropriate behaviour.
- Provide healthy snacks and cooking experiences to promote healthy eating habits.
- Ensure every educator has the correct qualifications and clearances.
- Ensure the physical environment is safe by being compliant with *National Law and Regulations*.
- Ensure the environment is aesthetically pleasing, holistic and promotes exploration and curiosity, encouraging children to participate in group and individual play experiences.

Educators

S.D.P.S. OSHC has one permanent staff member. The Director develops and delivers our diverse program. The Director is also responsible for the centre's adherence to the National Quality Standards and directing the staff to ensure the highest educational practice possible. There Director who looks after the administration and finances of the centre.

In addition, casual educators are rostered to work in accordance with the attendance patterns of children. Recommended child/educator ratios are adhered to at all times. All educators have appropriate first aid and mandatory reporting qualifications.

OSHC Committee

The OSHC committee consists of parent and school representatives as well as the Director and Assistant Director. All parents/carers are encouraged to join this committee or attend meetings. If you wish to have a suggestion or concern addressed but are unable to attend the meeting then please talk to any of the committee members who can raise the point on your behalf.

Parents

It is important that parents are kept informed about the day-to-day happenings at OSHC and what their children have been doing. We communicate with parents in a variety of ways including, informal chats, displays, notices in the school newsletter, and notice boards.

We encourage the participation of parents by:

- Informing and updating parents on current happenings in the Centre and seeking assistance where appropriate.
- Informing parents of our participation program.
- Advising parents of our management structure and how they can be involved.
- Keeping them informed of relevant management decisions.
- Encouraging feedback and input from parents in relation to the program, policies or other issues relating to the Centre.

- Encouraging parents to offer skills and knowledge in a variety of ways and to contribute to the diversity of experiences for the children attending our Centre.

If you have any questions regarding communication and participation please have a chat with the director, educators or a committee member.

Communication

We recognise the benefit to children when educators and parents/cares regularly share information and support each other in the care of a child. Please get to know the educators who are caring for your child. Inform us if your child has a current interest that can be incorporated into our program.

Conversely educators need to be informed if your child is experiencing any challenges or difficulties. This information can help explain changes in behaviour and can enable educators to establish realistic expectations. If you have any concerns or queries don't hesitate to call or make a time to see the Director.

It is essential to advise educators promptly in the event of changes to your child's health considerations, dietary needs or contact phone numbers, including emergency contacts.

Please check your pocket and noticeboards regularly.

Suggestions and Feedback

We welcome comments and suggestions from parents, carers and children on all aspects of the centre. Feedback from parents is invited formally through Feedback Sheets sent out once each year, and feedback via informal, or formal conversations is always welcome.

Arrival and Departure to and From OSHC.

Upon arrival and departure:

- **Parents/carers must sign their child/ren in/out on the attendance sheet, noting the time.**
- All children's belongings are to be placed neatly in the area in the kitchen and parents should inform educators of any special arrangements for the day.
- Parents/carers are responsible for collecting all children's belongings, including any art or craft and notices.
- Parents must notify educators as early as possible if they are going to be late.
- In the afternoon, parents must ensure that educators are aware of who is collecting their child/ren from the Centre. Parents are to notify educators if someone different is to collect their child/ren (preferably in writing).
- Children are responsible for belongings bought to OSHC. We take no responsibility for items or belongings that are lost, misplaced or broken.

At OSHC we strive to be flexible with your bookings, but we ask that if your child is going to be absent you let us know 24 hours in advance. The centre adheres to government ratios that specify the number of educators per number of children. Cancellations can mean an extra staff member is not needed but is rostered on. The 24 hour time frame allows us to adjust shifts when needed.

Failure to meet this time frame may result in your account still being charged for the booking.

Late collection:

Children must be picked up on or before 6.15pm.

A late fee of \$1.00 per minute will be charged for any time of care after 6.15pm. If there are children still at the centre at closing time the educators will:

1. Attempt to contact parents/guardians/emergency contacts as listed on the enrolment form until 6.30pm.
2. If no contact is able to be made 30 minutes after closing time the staff will proceed to contact the Principal and the Police and the child/ren will be handed over to their care.

Parents will then need to contact the Police regarding the whereabouts of their child/ren.

<u>FEES</u>
BEFORE SCHOOL CARE \$16.00
AFTER SCHOOL CARE \$23.00
VACATION CARE \$49.00 home day \$56.00 excursion
PUPIL FREE DAYS \$49.00

Penalty Fees

OSHC

Late booking	Session fee plus \$3.00
Late cancellation	Session fee (allowable absence) plus \$3.00
No booking	Session fee plus \$7.00
No cancellation	Session fee (allowable absence) plus \$7.00

VACATION CARE

Late booking	Session fee plus \$10.00
Late cancellation	Session fee (allowable absence) plus \$10.00
No booking	Session fee plus \$20.00
No cancellation	Session fee (allowable absence) plus \$20.00

Fees effective as at 1/4/2017

Payments and receipts

Payments can be made at the OSHC Centre via the **Mini Ned Kelly** on the bench in the Director's office. Please make sure you place your payment in the plastic bag provided including a completed Quick Pay slip. We accept cash, VISA, MasterCard and Cheques. American Express and Bankcard are not accepted and we do not have Eftpos facilities. You are also able to make payments via the Front Office, through either the cash register or *Ned Kelly*.

Receipts will be issued for all payments. Your receipt will be placed in your family pocket or sent out through the classroom. If your child does not attend S.D.P.S. your receipt will be posted out.

Bills can also be paid online at www.seaviewdps.sa.edu.au.

1. Click the **Our School** drop down box.
2. Click **Pay Fees**.
3. Select **OSHC/Vacation Care Fees**.
4. Proceed with your payment

Please ensure that you use your child's full name during the payment process and when prompted for an ED ID, it is alright to use 000000000A (nine digits and one letter).

Overdue accounts

Parents are encouraged to discuss any difficulties they may have regarding fees with the Director or Assistant Director. We can implement a suitable payment plan.

If no arrangements are made the following steps will be taken.

- **14 days** after the account is issued an overdue account will be sent home via the classroom for students of our school or posted to families who do not attend our school.
- **21 days** after the account is issued a letter will be sent home asking for payment to be made within 7 days or to make contact with the Manager to arrange part payment. You are also informed in this letter that if payment is not received before the nominated date a \$10.00 administration fee will be added to your account.
- **28 days** after issue of your account your account will be reissued with a **\$10.00 administration fee** included in the total. You will also be instructed that if payment is not received within 7 days or contact is not made with the manager to arrange part payment, your child/ren will be denied access to the centre.
- **35 days** after the issue of your account a letter will be sent to you from the chairperson of the OSHC Management Committee informing you that your child/ren have been denied access to the centre and that if payment is not received within 7 days your account will be placed in the hands of a collection agency.
- **42 days** after issue of your account, if payment still has not been received and the Manager has not been contacted to implement a payment plan then your account will be passed onto a collection agency.

Child Care Benefit (CCB): Fee reductions

You can choose to receive CCB as an annual lump sum payment or as reduced **child care** fees throughout the year. The CCB is income tested and is usually paid directly to **Child Care Services** to reduce the fees that eligible families pay. You can apply for the CCB online or in person through Centrelink.

As an approved childcare service, families are able to receive reduced fees. All families are eligible to receive a minimum CCB rate of 16.76%. However, higher rates are available and are based on your families' income. You need to apply for your benefit with the Family Assistance Office (FAO) who assesses your rate of rebate. They will advise us of the CCB percentage that is to apply to your account.

Our service provider numbers are:

Before and After School Care: 555 009 289L

Vacation Care: 555 013 068T.

Remember if you use both our services you need to provide both numbers.

Child Care Rebate (CCR):

The rebate covers 50% of out of pocket child care expenses for approved child care, up to an annual limit per child, in addition to any other child care assistance.

Meals and Nutrition

We are very aware of children's varied nutritional needs and aim to provide these in the form of healthy and interesting snacks. The food choice is based on children's needs, likes, possible allergies and various cultures. Allowances will be made for children with specific needs such as cultural differences and/or special dietary needs. The centre's Food and Nutrition policy is available from the Director.

The centre follows the school's **NUT, SESAME SEED and EGG FREE** policy so it is appreciated that you do not send your child with food that contains uncooked egg, sesame seeds, peanut butter, Nutella or similar nut products. Products that contain some cooked egg are acceptable.

At Before School Care we can provide a light breakfast up until 8am upon the parent's request. Afternoon tea is offered during After School Care and drinking water is provided at all times.

Food Safety and Handling Procedures

S.D.P.S. OSHC educators adhere to the following foods handling procedures:

- Wash hands thoroughly when preparing food or changing tasks.
- Store all raw and cooked meats in separate, covered, labelled containers at all times. Keep all raw meat refrigerated until cooking time.
- Ensure that all meat is cooked quickly from raw to fully cooked (not pink). Never cook partially frozen meat and once cooked serve immediately.
- Keep utensils separate for raw food, food that is being cooked and food that is cooked. Do not mix the utensils.

Accidents and Incidents

In the event of a serious accident or sickness the OSHC educators will implement first aid, try to contact parents, and arrange for the child to be taken to a doctor or hospital. Either an OSHC or S.D.P.S. educators member will remain with the child until a parent or guardian arrives. Any financial consequence will be the responsibility of the parent/guardian.

Any accident or incident affecting your child, no matter how minor, will be recorded and a educators member will discuss the situation with you.

Illness

Please do not send sick children to oshc.

Educators are unable to give sick children the attention they would receive at home and cross infection is a concern. OSHC educators can refuse access if they are concerned about a child's health.

The child's parent's/carer will be contacted in the event of a child becoming unwell whilst attending OSHC and be informed of the situation. Whilst waiting for them to be picked up, a quiet area will be provided for your child to rest.

Contagious Diseases

We are unable to care for children with contagious diseases or conditions.

Children with a condition will be excluded from OSHC for periods as stipulated in state legislation. Exclusion periods are as follows:

- MEASLES – Five days from the appearance of a rash or with medical certificate.
- GERMAN MEASLES – Seven days from appearance of rash.
- MUMPS – Ten days from onset of swelling.
- CHICKEN POX – minimum seven days after spots appear or with a medical certificate.
- RING WORMS OR SCABIES – Until all evidence of disease has disappeared or a medical certificate stating sores are inactive.
- IMPETIGO – excluded only if sores are on exposed surfaces such as scalp, face hands or legs. Sores must be covered and treated.
- CONJUNCTIVITIS – until all discharge from eyes has stopped.
- HEAD LICE – Hair must be treated and completely clear, with no signs of eggs.

Medication

It is the policy of this service to NOT ADMINISTER medication.

Educators will assist children to self administer medication if prior written consent is given and the child has the medication in an original container detailing the child's name, the name of the drug, the form of the drug, the strength of the drug, route of administration of the drug, frequency of administration of the drug, the dosage required and the storage requirements.

The parent will need to complete a Request to Administer Prescribed Medication Form.

A record of administration will be kept for all medication taken.

Medication needs to be handed to educators to be kept in a safe place.

Prior to handing the medication to a child to take, educators will verify with another educators member, that it is the correct child, the authority has been signed and that the dosage is correct. They will complete the administration record.

Where medication is required for the treatment of long-term conditions, the service will require the parent and their medical practitioner to complete a health care plan.

If children are receiving medication at home but not at the service, the service should be advised of the nature of the medication, its purpose and any possible side effects.

If medication is required in an emergency, and there is no prior consent of the parent, the service will obtain consent from a registered medical practitioner, if possible the family's preferred medical practitioner.

Sun Safe Policy

Children are required to wear hats if the UV level is above 3. Educators will check the UV rating on the Bureau of Meteorology website daily.

Children will wear hats which protect the face, neck and ears whenever they are outside. Baseball caps do not provide enough protection for the neck and ears, therefore are not suitable for OSHC.

- At other times the wearing of hats will not be compulsory but will be encouraged.
- Children need to have shoulders covered and wear enclosed shoes. No singlets or thongs please.
- Children who do not have hats will be directed to sit in an area protected from the sun.
- Children who are excluded from activities because of not having a hat will have this explained to their parents.
- Children will be encouraged to use available areas of shade whenever possible for outdoor activities.
- Children will be encouraged to use sunscreen.

To minimise the spread of communicable diseases such as head lice children will not share hats.

During Vacation Care and Pupil Free Days, outdoor activities will be scheduled before 10am and after 3pm where possible.

Parents are asked to provide sunscreen for their child.

SPF 30+ broad-spectrum water-resistant sunscreen will be provided for educators and those children whose parents forget their sunscreen. This will be applied prior to outdoor activities and at regular intervals throughout the day.

Educators will ensure the sunscreen is not out of date.

Discussion about skin and ways to protect it from skin cancer will be included in the children's program.

Educators will be aware of the proper application of sunscreen and will model the practices outlined above.

Behaviour management plan

1. **Misbehaviour** – Child will receive a warning.
2. A second warning will be given if their behaviour does not improve.
3. If the second warning is ignored and the child continues to misbehave they will be removed to have **reflection time** and given a reflection sheet to fill in considering their behaviour, which will be shown to and discussed with their parent/guardian.
4. If there is continual misbehaviour then the child's parent /guardian will be called and asked to pick up their child. A behaviour management agreement will be written & signed by educators, parent and the child.
5. In the case of a violent situation, where immediate action is necessary and the child is not compliant with reflection time:
 - All other children will be removed to a safe area away from violent child.
 - Depending on circumstances contact will then be made with one of the following reference points; parents, school educators or Police.
6. If a child leaves the premises for any reason without adult supervision or permission from any of the OSHC educators then the Police will be called immediately and the parents will be contacted to notify them of their child's actions.
7. In extreme cases exclusion can be considered.
8. Grievances should be discussed with OSHC co-ordinator/manager in the first instance or a letter can be sent to the OSHC committee. If the grievance is not resolved, refer to the grievance policy for future steps.

Grievance/complaints procedure

If you have a conflict with an educator

- You should discuss the problem with the relevant educator.
- If, after discussion with the relevant educator, you feel action is necessary, you should take the matter up with the director.
- If you still feel the problem is not resolved, the director may offer to take the matter to the management committee for guidance, or you may write directly to the committee to explain the problem.
- The committee will advise the director of its decision and the director will convey that decision to you and educator concerned, or the committee will write directly to you to advise of the decision.

If you have a conflict with management

- You should discuss the problem with the director.
- If you still feel, after discussion with the director, action is necessary; you should ask the director to raise the issue at the next management meeting. Alternatively you may write directly to the management committee to explain the problem.
- The management committee will advise the director of its decision and the director will convey that decision to you, or the committee will write directly to you to advise of the decision. If you still feel the problem is not resolved you can request a meeting with the chairperson to discuss the matter further. The chairperson will discuss the issue further at the next committee 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.

Lost Property

Lost property is kept on a shelf in the kitchen. Feel free to search for missing items at any suitable time. At the end of each term, labelled items will be given to the children. Any unlabeled items will be added to the school's lost property.