

SEAVIEW DOWNS PRIMARY SCHOOL



OUT OF SCHOOL HOURS CARE (OSHC)

FAMILY HANDBOOK

2025

CONTENTS PAGE

Welcome	Page 3
Acknowledgement of Country	Page 3
Philosophy	Page 3
Accreditation and Quality Improvement Plan	Page 4
Governance	Page 4
Community Involvement	Page 4
The OSHC Team	Page 5
Services (Before School, After School and Vacation Care)	Page 6
Hours of Operation & Fees	Page 6
Child to Educator Ratios	Page 6
Childcare Subsidy	Page 7
Orientation	Page 7
Programming	Page 8
Vacation Care & Program	Page 9
Waitlist	Page 10
Cancellation Policy	Page 10
Absences	Page 10
Accounts and Payment of Fees	Page 10
Arriving & Departing	Page 11
Family Law and Access	Page 11
Authorised Nominees	Page 11
Sun Protection	Page 11
Privacy and Confidentiality	Page 11
Work Health and Safety	Page 11
What to Bring	Page 12
Communication	Page 13
Grievance Policy and Complaints	Page 13
Inclusion	Page 14
Behaviour Guidance	Page 15
Sickness & Infectious Illnesses	page 16
Head Lice	Page 16
Covid-19	Page 16
Medication	Page 16
Allergies	Page 16
Enrolments (Fully Booked)	Page 17
Bookings (making and cancelling)	Page 18

WELCOME

We warmly welcome you and your family to our Out of School Hours Care (OSHC) service. We are excited to embark on this journey alongside your child and look forward to getting to know your family. Our passionate educators are committed to providing a safe, engaging, and inclusive environment where your child can enjoy fun-filled and enriching activities. We understand that as parents, you may have questions or concerns, and we want you to know that we're here to support you every step of the way.

Please do not hesitate to drop by for a chat or reach out via phone or email if you have any queries or simply want to say hello. We are excited to begin this journey together and look forward to creating wonderful memories with your children.

ACKNOWLEDGEMENT OF COUNTRY

Seaview Downs OSHC acknowledge this land that we meet on today is the traditional lands for Kurna people and that we respect their spiritual relationship with their country. We also acknowledge that Kurna people, as the custodians of the Adelaide region and that their cultural and heritage beliefs are still as important to the living Kurna people today. We also pay respects to the cultural authority of Aboriginal people visiting from other areas of South Australia present here.

PHILOSOPHY

Children's safety, health and wellbeing are paramount. Each child is respected without discrimination or bias and has a voice. Children are viewed as successful and capable learners who are given opportunities to construct their own understandings, contribute to the learning of others and participate in decisions that affect them. We encourage children to have their own sense of identity, and we program our activities based on their interests and strengths. We support children to learn for what defines them, in the way which best suits their capabilities using contemporary teaching pedagogies and practices. Educators base their decisions around reflective practice and promote an environment where children's voices and values are heard. We aim to foster self-esteem, empathy, and independence in a supportive caring environment where children are respected, and supported to grow.

Equity, inclusion, environmental responsibility and diversity are embedded into our everyday operations. Children are given every opportunity to succeed, and their diverse circumstances, cultural backgrounds and abilities are respected and valued.

Our service supports connections between families, school and local communities. We encourage positive and open communication between families and staff. We also welcome any participation and feedback to the operation of our service. We aim to provide a stimulating environment that adheres to the national standards and governing regulations.

As educators, we are dedicated to ongoing self-reflection and improvement that supports each child to extend their learning and experiences at OSHC. We attend ongoing professional development to ensure we are continuously progressing as educators. Our quality improvement plan is reviewed yearly to ensure our strengths and improvements are communicated and built upon. Our team is friendly, sensitive, warm, caring, and aware of the developmental needs of all children. We provide a fun and supportive environment for all children.

ACCREDITATION AND QUALITY IMPROVEMENT PLAN

In 2020, Seaview Downs Primary School OSHC successfully completed a comprehensive assessment based on the National Quality Standards, affirming that we are meeting national quality standards.

Our Quality Improvement Plan serves as a roadmap for ongoing enhancement and development within our service. It involves a thorough assessment of our practices against the National Quality Standard and Regulations, identifying areas for potential improvement. Collaboratively developed and reviewed by staff, families, and Governing Council, this plan reflects our dedication to continuous improvement and excellence. You can access our Quality Improvement Plan at the parent sign-in area at OSHC, demonstrating our transparent approach to quality assurance and enhancement.

GOVERNANCE

Governing Council: The Out of School Hours Care (OSHC) service is overseen by the school's Governing Council, which serves as the approved provider and assumes responsibility for the service. Ant Sheehan serves as the chairperson of the Governing Council.

OSHC Advisory Committee: The Advisory Committee provides support and guidance to the OSHC service. It comprises the following members:

Deputy Principal: Faye Gorman

OSHC Director/Nominated Supervisor: Kristy Weekley

Assistant Director: Georgie Steiner

Parent Representatives: Sam Hards and Emily Clarke

COMMUNITY INVOLVEMENT

At Seaview Downs OSHC, we warmly welcome and encourage family involvement and participation in our community. Families are invited to share their expertise and interests, whether it is music, craft, storytelling, gardening, science or cooking with the children and educators. Additionally, parents or guardians have the opportunity to the school community by joining the SDPS Governing Council or the OSHC Advisory Committee.

Joining the Governing Council offers parents a chance to actively engage in their child/ren's OSHC and school experience. Responsibilities include overseeing OSHC funds, supporting facility development, facilitating communication with families, and contributing to the Quality Improvement Plan. Council members may also participate in the OSHC Advisory Committee, which meets termly to discuss matters like staff recruitment, facilities, fees, and program activities for approval at subsequent Governing Council meetings.

We greatly value the collaborative partnership between the staff and families at Seaview Downs Primary School. Your active involvement enriches the experience of all members of the community.



THE OSHC TEAM

At Seaview Downs OSHC, our dedicated team of educators is composed of individuals who are either qualified or actively working towards their qualifications. Each member possesses the necessary skills and knowledge to offer safe and supportive care to all children under our supervision.

Additionally, our educators have undergone comprehensive training, including the Responding to Risks of Harm, Abuse and Neglect (RRHAN) program, and hold valid Working with Children Checks (WWC). Furthermore, there is always an OSHC approved first aid trained educator present to ensure the well-being of all children.



DIRECTOR: Kristy Weekley



ASSISTANT DIRECTOR: Georgie Steiner

OSHC EDUCATORS



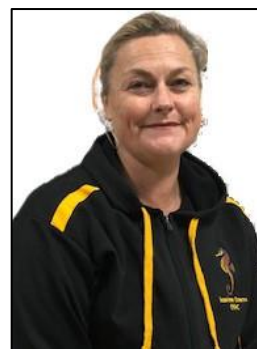
Magenta Manaley



Tayla Jupp



Scarlet Peay



Ursula Simpson



Karen Glazbrook

OSHC SERVICES

Before School Care

Provides a nurturing environment for children before the start of the school day. Children engage in unstructured play and stimulating activities to prepare them for the day ahead. A healthy breakfast is available each morning consisting of toast and healthy cereal choices. All food provided to students follows the Rite Bite Policy and meets recommendations.

After School Care

Offers a diverse range of flexible activities and a nutritious snack later in the afternoon. Children have the freedom to choose from various options including arts, crafts, music, cooking, and sports. Staff support children in planning and participating in activities. We have a homework corner that staff supervise.

Vacation Care

We prepare an exceptional Vacation Care program during school holiday periods and Pupil Free Days. With a focus on fun and diversity, we run exciting excursions and catering to a wide range of student interests. Breakfast and an afternoon snack are available, and fruit is offered throughout the day.

HOURS OF OPERATION

Before School Care: 6:45am – 8:30am

After School Care: 3:15pm – 6:15pm

Vacation Care: 6:45am – 6:15pm

2024 FEES

Before School Care - \$16.50 session rate

After School Care - \$24 session rate

Vacation Care (in day) - \$51 daily rate

Vacation Care (excursion & incursion) - \$58.25 daily rate

Late booking fee - \$3 per booking

Late pick up fee - \$1 per minute



CHILD TO EDUCATOR SUPERVISION RATIOS

At Seaview Downs OSHC, we adhere to the national standards for staff-to-child ratios, maintaining a ratio of 1 staff member to every 15 children, as outlined in the National Law and Regulations. Additionally, during Vacation Care, our ratio is typically 1:10. For activities involving water, such as swimming, our ratio is even more stringent, with a ratio of 1:5. These ratios are adjusted as necessary based on rigorous risk assessments conducted for all excursions to ensure the safety and well-being of the children in our care.

CHILDCARE SUBSIDY

Childcare Subsidy (CCS) is a vital support system designed to alleviate the financial burden of childcare for families with children aged 0-13 years. Eligibility for CCS is determined by factors such as combined annual family income, activity level, and service type. Families are required to apply for CCS through the MyGov website before utilising the service.

The exact threshold varies depending on factors such as the number of children in care and the type of care being utilised. Generally, families with higher incomes will receive a lower level of subsidy or may not qualify for CCS at all. As of December 2023, the threshold was \$356,756.00. The specific income thresholds and subsidy rates are determined by the Australian government and may be subject to change.

Once approved, CCS is paid directly to the childcare service and passed on as a fee reduction. Families are then responsible for paying the difference between the service fee and the subsidy amount received, known as the "gap fee."

It's imperative that families ensure that their CCS information is kept up to date. For more detailed information on CCS eligibility and entitlements, families can visit the Department of Human Services website.

ORIENTATION

We are committed to ensuring that children new to our Out of School Hours Care (OSHC) program feel welcomed and comfortable. To facilitate this, we provide the following:

Centre Tours: Prior to their first day, new children and their families are invited to take a guided tour of the OSHC facilities. This allows them to familiarise themselves with the physical layout of the centre.

Customised Support: Our educators engage in discussions to understand the individual needs and interests of new children, ensuring that appropriate support and accommodations are provided.

Peer Support: Existing OSHC children are encouraged to extend a warm welcome to new arrivals, fostering a sense of belonging and community within the centre.

Personalised Assistance: Upon request, we offer the option to collect new children from their classroom, easing their transition into the OSHC environment.



PROGRAMMING

Our dedicated team of educators, each possessing their own unique skills and experiences, works collaboratively to create a welcoming and enriching program. We prioritise learning through play, recognising it as a fundamental aspect of a child's development. Through engaging activities and meaningful experiences, we aim to foster curiosity, creativity, and a love for learning.

The program offers different weekly opportunities during term time based on children's interests, educators' suggestions, and family feedback. This program is located by the parent sign-in area and written on the welcome whiteboard. Our programs are based on The National Quality Framework, including the principles of My Time Our Place. This framework guides our approach to childcare, ensuring that children can:

1. Develop a strong sense of identity by exploring their interests, talents, and values.
2. Connect with and contribute to their world through community engagement and meaningful experiences.
3. Cultivate a sense of wellbeing by promoting healthy lifestyles, emotional resilience, and positive relationships.
4. Engage as confident and active learners through hands-on activities, problem-solving challenges, and creative expression.
5. Enhance their communication skills through interactions with peers and adults, both verbally and non-verbally.

By embracing the principles of My Time Our Place, we strive to create an environment where every child can thrive, grow, and reach their full potential. We value diversity and celebrate unique background and cultures of all children and families within our community. By programming toward inclusivity, respect and understanding, we create a supportive environment where every child can flourish.

VACATION CARE

The Vacation Care program is released Thursday of Week 4 every school term. Bookings open Monday of Week 5 at 6pm and are facilitated through the Fully Booked App. To manage the high demand effectively, we've established a priority system. We trust all families to book honestly and considerately. Please try to only book what you need, allowing all families good access to the service.

- Priority 1 is for vulnerable children (children in care).
- Priority 2 is for families who receive the childcare subsidy or single parents.
- Priority 3 is for everyone else.

Excursions and incursions are organised for Vacation Care. Staff to child ratios are adjusted when needed. The children wear blue OSHC vests for visibility and risk managements are completed for each excursion. The educators also have devices to communicate with each other.

If you require assistance with the enrolment or booking process, please don't hesitate to contact OSHC. Please be mindful of the cancellation fees. Once you have booked a session, if you cancel the booking and it cannot be filled your will be charged an unsubsidised \$20.00 cancellation fee and also the subsidised daily fee.

AFTERSCHOOL CARE PROGRAM EXAMPLE

Key: National Quality Standards: **Identity**, **Community**, **Wellbeing**, **Learning** and **Communication**

This week's goal is Children and young people have a strong sense of identity.






MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Uno Challenge Child Suggestion Identity	Pasta Necklaces Child Suggestion Identity	Handball Child Suggestion Identity	Play Café Child Suggestion COMMUNITY & COMMUNICATION	Noughts & Crosses Child Suggestion IDENTITY
Learn about Russia Child Suggestion Learning QA5 5.1	Russian Activity Staff Suggestion Learning QA 6 6.2.3	Self-Portraits (inside and out) Staff Suggestion WELLBEING	Colour by Numbers Staff Suggestion Learning QA 3 3.2.2	Making Pancakes Staff Suggestion LEARNING/ COMMUNITY
Recycling at OSHC Child Suggestion COMMUNITY	Read about BABA (Russian Story) Child suggestion COMMUNITY / LEARNING QA 6.2.3	How many bugs can you find? Staff suggestion COMMUNICATION	Hide & Seek Child Suggestion IDENTITY	Cricket Staff Suggestion COMMUNICATION / WELLBEING
Which dinosaur do you know? Child suggestion Learning	Shoe Tying Competition Staff Suggestion COMMUNICATION	Paper Plate Dinosaur Child Suggestion IDENTITY QA 2.1.1	Chalk Drawing Staff Suggestion WELLBEING QA 2.2.1	Lego Construction Staff Suggestion WELLBEING

VACATION CARE PROGRAM EXAMPLE



July Vacation Care Program

10th – 14th July, 2024

Monday 10/07/24 \$56 Excursion Day Bus Departure 10:45am Returning 3pm	Tuesday 11/07/24 \$56 Excursion Day Bus Departure 10:15am Returning 3pm	Wednesday 12/07/24 \$56 Excursion Day Bus Departure 10:30am Returning 3pm	Thursday 13/07/24 \$56 Excursion Day Bus Departure 10:30am Returning 3pm	Friday 14/07/24 \$56 Excursion Day Bus Departure 11:15 Returning 3pm
Funtopia  Location: Regency Park This is the indoor adventure playground you've got to see to believe. We will be climbing a 5-storey playground world and state-of-the-art rock-climbing world. Please wear enclosed shoes.	Marion Aquatic Centre  Location Marion It's time to get wet and enjoy some fun at the SA Aquatic Centre. Splash around in the pool or challenge yourself on the inflatable wibit!	Base Camp  Location: Kilburn Come and enjoy a 2 hour session at Base Camp! Learn how to run, jump, swing and climb like a ninja warrior!	National Military Vehicle Museum  Location Edinburgh Come along to visit the National Military Vehicle Museum with over 50 military vehicles.	Inflatable Zone Aberfoyle Park  Location: Aberfoyle Come and enjoy a 90 minute Inflatable Zone session. We will have a play at the Happy Valley Oval and playground after session weather permitting.

Please book in via our Fully Booked Website (Located on the Seaview Downs Primary School Website)
<https://seaviewdownsoshc.fullybookedccms.com.au/family/logj>

OSHC POLICIES & PROCEDURES

Our policies and procedures are reviewed in collaboration with the OSHC Advisory Committee annually and are updated regularly throughout the year. This is always available to families and on display within our centre. For more information, please do not hesitate to ask our friendly educators. The medication policy is available on our website for families to view.

Waitlist

If the desired booking day is unavailable, you have the option to add yourself to the waitlist. When a family cancels a booking, you will be automatically moved off the waitlist and into the booking. A confirmation email from Fully Booked will be sent to notify you of the change. This process remains open until the day of the booking, so it's essential to remove yourself from the waitlist if the booking is no longer needed.

Vacation Care Cancellation Policy

Our Cancellation Policy stipulates that families will be charged a \$20.00 cancellation fee per child if a Vacation Care booking and is cancelled and the vacancy cannot be filled. If bookings are cancelled within 14 days of the Vacation Care attendance, families will be charged the subsidised full session fee plus the \$20.00 cancellation fee per child unless the booking is filled.

After School Care

Our Cancellation Policy stipulates that families will be charged a \$10 cancellation fee per child if a After School Care booking and is cancelled and the vacancy cannot be filled. If bookings are cancelled within 1 day of the After School Care attendance, families will be charged the subsidised full session fee plus the \$10.00 cancellation fee per child unless the booking is filled.

Absences

If your child/ren cannot attend OSHC, we kindly request that you please notify the educators as soon as possible so we can offer the vacancy to other families. For absences due to illness, please provide a medical certificate so we can facilitate a refund for the session.

Accounts and Payment of Fees

Before making any bookings, it's essential to have your payment details set up. Invoices are sent out fortnightly on Wednesday, and payment is automatically debited on Thursday. You can choose to pay via Credit Card or Direct Debit. It's crucial to ensure that your online banking details are accurate and have sufficient funds to avoid additional charges. Please note that failure to settle fees promptly may result in your child being unable to attend.

Arriving and Departing

Upon arrival at OSHC, families are warmly greeted by an educator and parents/guardians are reminded to sign into the service electronically via the iPad. Students are provided with a designated locker to keep their belongings safe. No toys are permitted. Children are welcomed with breakfast and encouraged to engage in our planned activities. Children will head to their class when the 8:30am bell rings.

At the end of the day, children make their own way to OSHC and are signed in by the educators as they arrive. They receive fruit upon arrival and a healthy snack later in the session. Children are encouraged to participate in the engaging activities offered. When it is time to depart from OSHC, families are required to sign out their child/ren and notify an educator. Children should gather their belongings from their locker before leaving.

During vacation care, families also sign children in and out. It is essential that families sign their children in at drop off and out and pick up, this assists with ensuring your childcare subsidy is applied to your account. Punctuality is greatly appreciated. Families are reminded that children must not be dropped off before 6:45am and must be collected by 6:15pm. For late collection, an additional fee of \$1.00 per minute will be charged. In the event of an emergency or if you anticipate being late, please contact the service promptly.

Family Law and Access

In line with Australian family law, we prioritise the safety and wellbeing of all children during pick-up and drop-off times. Parents and guardians are asked to provide any pertinent parenting plans, consent orders, or court orders regarding custody and visitation arrangements. It's imperative that all parties adhere to these legal documents to ensure a smooth transition for children to and from our service. Should there be any modifications to these arrangements, we kindly request that parents or guardians promptly notify us to update our records and maintain consistency in our care practices. If a parent encounters issues related to custody and access, we encourage them to discuss this with the OSHC Director. A current copy of a Family Court Order is necessary upon enrolment, and we are committed to adhering to it to the best of our ability. If there are concerns about the collection of a child, it is the parent's responsibility to inform the staff and provide any updated information regarding court orders.

Authorised Nominees

In cases where children are to be collected by individuals other than their parents or guardians, it is imperative that their details are provided in advance on the Fully Booked website. To guarantee the safety of the children under our care, our staff may request photo identification from the designated representatives.

Sun Protection

Seaview Downs OSHC is a SunSmart Centre, advocating for children to wear appropriate clothing, including sleeved shirts, and hats for outdoor activities. We adhere to the Department for Education's guidelines, implementing a range of sun protection measures such as No Hat, play in the shade, and the provision of SPF50 sunscreen on days with UV levels of 3 or higher, with regular applications encouraged throughout the day. Our overarching aim is to ensure all students receive practical support in shielding themselves from the harmful effects of ultraviolet rays, recognising the significance of early sun exposure in influencing future skin cancer risk. For further details on our Sun Protection Policy, please refer to our policies and procedures folder available at the parents' sign-in desk and on the Seaview Downs Primary School website.

Privacy and Confidentiality

We prioritise the privacy and confidentiality of all information regarding your child and family. Any data collected, whether from enrolment forms, observations, or other means during your child's time with us, is stored securely and used solely for program planning, statistics, reporting, and evaluation purposes. We adhere strictly to legislative requirements, including the SA Government's Information Sharing Guidelines and the National Privacy Principles (Privacy Act 1988 Schedule 3).

As part of the enrolment process on Fully Booked, parents are required to provide consent regarding the use of photos of their child. This consent allows us to capture non-identifying images of activities for promotional purposes, including social media, our website, or other publications. Parents can indicate their preferences regarding photo consent during the account setup process, ensuring that we respect the privacy and preferences of each family within our community.

Work Health and Safety (WH&S)

We prioritise the safety and wellbeing of all children, staff, and adhere to the regulations outlined in the South Australian Work Health and Safety Act 2012 to ensure compliance with WH&S standards. Our appointed WH&S officer oversees the implementation of safe work practices and procedures throughout the facility. All staff members are responsible for maintaining a safe and healthy working environment by adhering to established WHS policies and procedures. The Director serves as the Responsible Officer for the service and is accountable for ensuring that WH&S policies are regularly reviewed and updated as needed.

WHAT TO BRING

Recess and Lunch (Vacation Care only)

During Vacation Care, please provide your child/ren with a nutritious recess and lunch that is free from nuts and sesame seeds. As our children are typically engaged in various activities throughout the day, it is important to pack enough food to keep them energised and satisfied.

Bag

Children need a small bag or backpack in which to keep their belongings. Please ensure that bags are clearly named. We suggest an easily recognisable name tag. Upon arrival children place their bag in an available locker.

Clothing

During the school term children must adhere to the school's Uniform Policy. During Vacation Care, children are required to wear practical and comfortable clothes and enclosed shoes that are suitable for climbing and other outdoor activities. Children need to wear clothing that they can individually manage. To comply with sun safety guidelines, please avoid sending children in singlet or midriff tops. It is also advisable to pack a spare set of clothes in your child's bag in case of accidents, messy play, or wet weather.

Hat

Please ensure your child has a separate hat for OSHC. Hats needs to be appropriate for sun protection (no caps). If children attend OSHC without a hat during the months of August – April, or anytime the UV is higher than 3, they will need to play in the shade.

Water

Please remember to send your child/ren with a named water bottle. Water is available for the children to refill their water bottles.

What not to bring

To prevent damage and loss of personal items, we kindly request that children refrain from bringing personal toys or electronic devices from home. The exception to this rule is a small comfort toy, which can provide reassurance and comfort to your child.



COMMUNICATION

Effective communication between parents and educators is paramount to ensuring the wellbeing and development of our children. We encourage families to openly discuss any concerns or queries you may have with our staff. While we prioritise the children during OSHC hours, we offer various communication channels for families, including:

- Seesaw
- phone calls
- emails
- face-to-face meetings
- formal meetings
- Sentral.

Each child has an account on OSHC Seesaw for program updates and learning journey insights, supplemented by information shared through SDPS newsletters and notice boards. Sentral is another platform through which we communicate with parents, so please ensure you download the app. If required, appointments can be arranged with the director outside of OSHC hours.

GRIEVANCE POLICY AND COMPLAINTS

At Seaview Downs OSHC, we understand that sometimes challenges may arise, and your expectations may not always be met. While we strive for open communication and positive relationships among educators, guardians, and children, however, we acknowledge that disagreements, concerns, or misunderstandings may occasionally occur. Our priority is to address grievances promptly and fairly. If you have any concerns, please do not hesitate to discuss them with our staff. If you find that your concerns are not adequately addressed, there is contact number available at OSHC to reach the Educations Standards Board for further assistance.



INCLUSION

At Seaview Downs Primary School OSHC, we are committed to providing inclusive care for all children, including those with diagnosed disabilities or additional needs. Our approach aligns with the Disability Standards for Education (2005), the Australian Disability Strategy (2021-2030), and the Department for Education Disability Access and Inclusion Plan (2020-2030).

We strive to create an environment that fosters respect, dignity, and equal opportunities for every child. Through ongoing communication and collaboration, we aim to meet the unique requirements of each student, promoting their participation and wellbeing in our OSHC program.

Our educators receive training to support the diverse needs of students, and we work closely with families and relevant stakeholders to ensure individualised care plans are in place. Every month, we partner with a Gowrie Inclusion Agency to refine our Strategic Inclusion Plan, ensuring it comprehensively addresses the diverse needs of all children.

Recently, we achieved recognition with the 'Inclusion Aware Certificate' across all five key areas:

- Community and Culture
- Relationships and Interactions
- Knowledge and Skills
- Environment and Educator Practices
- Strategic Inclusion Planning.



BEHAVIOUR GUIDANCE

At our OSHC, educators are dedicated to fostering a positive and supportive environment where children can develop social and emotional skills. This involves encouraging cooperation, helpfulness, confident expression of feelings, responses to others' behaviours and respectful guidance of behaviour. Children are encouraged to explore different identities and viewpoints while negotiating their rights and respecting those of others. Educators facilitate effective communication when resolving disagreements and encourage discussions about emotions and issues of inclusion, exclusion, fairness, and bias. They promote active listening and cooperation among children to solve problems collaboratively.

Educators model positive language and behaviour, remaining calm and patient in redirecting behaviours and addressing conflicts. They recognise that behind every behaviour is an unmet need and employ various strategies to support children, including restorative justice conversations and teaching self-regulation techniques. Our approach emphasises understanding and addressing the underlying reasons for challenging behaviours, ensuring that each child's unique needs are met.

Educators are committed to supporting children's social and emotional development by reflecting on the underlying reasons for their behaviour and devising consistent strategies to address their needs. In cases where additional support is necessary, the director collaborates with the school's leadership team and teachers. Children may experience feelings of imbalance due to various factors such as separation anxiety, emotional and social development, language barriers, attention deficits, and environmental influences, including dysregulation from being tired, overstimulated, or unwell. To address these challenges, educators employ a range of strategies including restorative justice conversations, emotional identification, self-regulation techniques, and utilizing frameworks like the Zones of Regulation and the Catastrophe Scale. Additionally, they discuss rules, expectations, and desired behaviours, reinforce positive behaviours, and demonstrate empathy and understanding. Furthermore, educators redirect behaviour or support compromise, intentionally teach desired behaviours, and take proactive steps to foster a positive learning environment for all children. When needed, behaviour incidents are documented, and support plans are developed in collaboration with parents, school staff, and relevant professionals.

Parents are expected to meet with educators when concerns arise about their child's social, emotional, verbal, or physical behaviours. This collaborative approach ensures that each child receives the necessary support tailored to their needs. The process typically involves a discussion between parents, the OSHC director, and OSHC educators to address concerns and if necessary, devise a personalised behaviour support plan. If additional assistance is required, SDPS staff will be contacted to discuss behaviours and explore further strategies and resources to assist.

Furthermore, seeking guidance from healthcare providers, such as a GP, Paediatrician, Speech Pathologist or family support services is also encouraged. While our goal is to provide continuous care, in exceptional cases where behaviour challenges persist despite extensive efforts, decisions regarding reduced hours of care, suspension or termination of enrolment are made in consultation with DfE policy and procedure documentation.

HEALTH

Sickness

Maintaining a healthy environment at OSHC is essential in preventing the spread of colds, viral infections, and contagious diseases. We ask parents to please keep their child/ren at home if they have a raised temperature or are showing signs of being unwell.

Children who have had vomiting or diarrhoea should not access the service for at least 24 hours after their last episode. Similarly, children with nasal discharge are recommended to stay at home. If your child becomes unwell while at OSHC, we will contact you to arrange for their collection.

Infectious Illnesses

Please inform our staff immediately should your child contract an infectious condition. Information about a range of common childhood illnesses and exclusion guidelines is available at OSHC. You can also find further details regarding infectious illnesses on the SA Health website.

Head Lice

We adhere to the Department for Education guidelines regarding head lice. In line with these guidelines, children found with live head lice will not be automatically excluded from our service. Instead, parents or caregivers will be discreetly informed and provided with information on treatment options. Efforts will be made to ensure that affected children receive prompt treatment to prevent the spread of head lice to others. We prioritise minimising stigma and disruption to children's participation in activities while ensuring a safe and healthy environment for all.

Covid-19

In line with current SA Health guidelines, any child or staff member who tests positive for COVID-19 will be required to exclude themselves from our service for a period of 5 days from the date of the positive test. Alternatively, they may return to our service earlier if they provide proof of a negative COVID-19 test result. We ask parents and caregivers to promptly inform us if their child tests positive for COVID-19, enabling us to take necessary precautions. Our goal is to maintain a safe environment for everyone while adhering to public health recommendations.

Medication

For any medical conditions requiring treatment, such as allergies, anaphylaxis or asthma, a medical and risk minimisation plan is mandatory. Children requiring medications must have a medication agreement form signed by a doctor. Medication will be administered strictly in accordance with the agreement form and must be in the original packaging with a pharmacy label bearing your child/ren's name.

Allergies

Due to severe allergies among children in our care, we maintain a nut and sesame free environment. Please refrain from nuts or products containing nuts and sesame seeds to our service. Additionally, we do not allow food sharing to prevent exposure to allergens. Foods labelled with 'may contain nuts' are permitted.

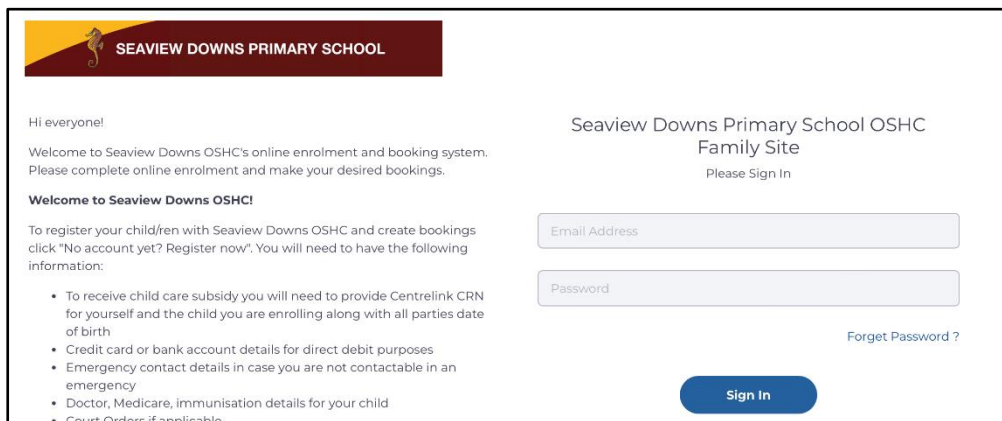


ADMINISTRATION PROCEDURES

Enrolment

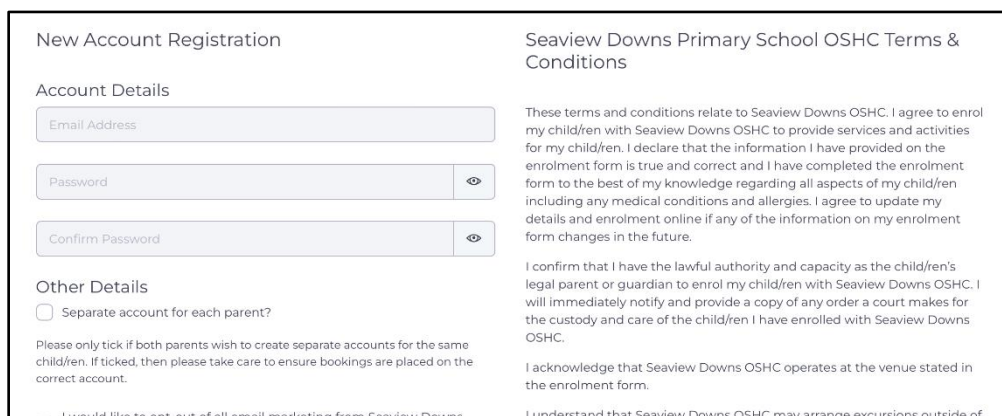
New families must complete the enrolment process before making bookings for OSHC services. This can be done through our online system, Fully Booked, accessible via the OSHC tab on the school website. Fully Booked allows families to create an account and enrol their children easily. The website provides a user-friendly platform for parents/guardians to manage their enrolments, update payment details, and make bookings. See the step-by-step guide below for reference.

1. Click on the Fully Booked link accessible via the OSHC tab on the school website
<https://seaviewdownsoshc.fullybookedccms.com.au/family/login>
2. Click on the 'Register Now' button.



The screenshot shows the login page for Seaview Downs Primary School OSHC. At the top left is the school logo and name. The main heading is 'Seaview Downs Primary School OSHC Family Site'. Below this, there are two input fields: 'Email Address' and 'Password'. A 'Sign In' button is located at the bottom right. There is also a 'Forgot Password?' link. On the left side, there is a 'Welcome to Seaview Downs OSHC!' message and a list of information required for registration, including Centrelink CRN, credit card details, emergency contact, and medical information.

3. Fill out the new User Registration form, entering your email address, creating a password and opting in or out of notifications.



The screenshot shows the 'New Account Registration' form. It is divided into two columns. The left column contains 'Account Details' with fields for 'Email Address', 'Password', and 'Confirm Password'. Below this is 'Other Details' with a checkbox for 'Separate account for each parent?'. The right column contains 'Seaview Downs Primary School OSHC Terms & Conditions' with a paragraph of text and a checkbox for 'I understand that Seaview Downs OSHC may arrange excursions outside of...'. There are also checkboxes for 'I would like to opt out of all email marketing from Seaview Downs...' and 'I acknowledge that Seaview Downs OSHC operates at the venue stated in the enrolment form.'

4. Verify your email address by clicking on the verification link sent to your email inbox.
5. Add Primary Parent/Guardian & Emergency Contacts by clicking 'Add Contact' in the Parents / Guardians and Contacts section. Fill in all required information accurately.
6. Continue adding contacts as needed, ensuring at least one emergency contact is added. Add child/ren by clicking 'Add Child' in the children section. Fill in all required information, including media permissions and childcare subsidy eligibility.
7. Upload any necessary documents such as medical plans, court orders, or allergy plans.
8. Add payment details by selecting 'Click Here' to add payment details in the Account Details Section. Choose either
9. Credit Card or Direct Debit and enter the appropriate information.
10. Verify completion of the enrolment process by checking the dashboard. You should see a preview booking calendar.

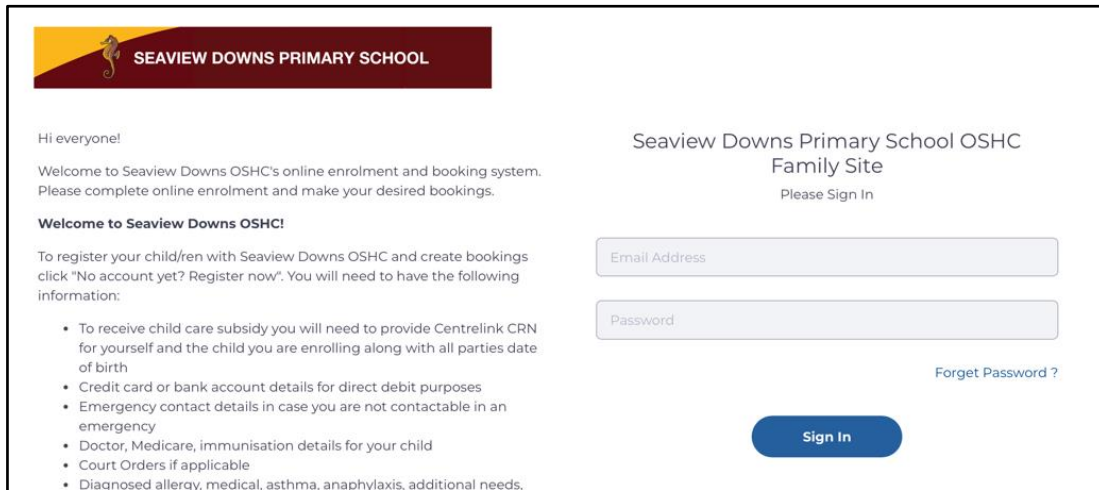
BOOKINGS

Fully Booked offers the flexibility to make and adjust bookings conveniently, ensuring accuracy. Bookings can be made on a permanent or casual basis and can be made as needed or in advance. Please be mindful that certain day's book out quicker than others and Vacation Care is extremely popular.

Fully Booked website link <https://seaviewdownsoshc.fullybookedccms.com.au/family/login>

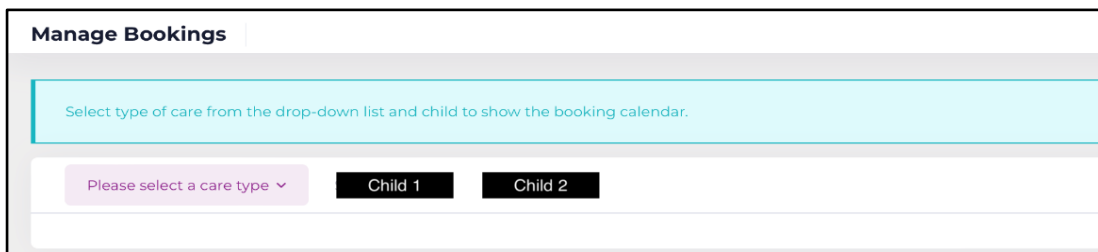
To make a booking

1. Log into your account using the provided link. Save the link for easy access on your phone.



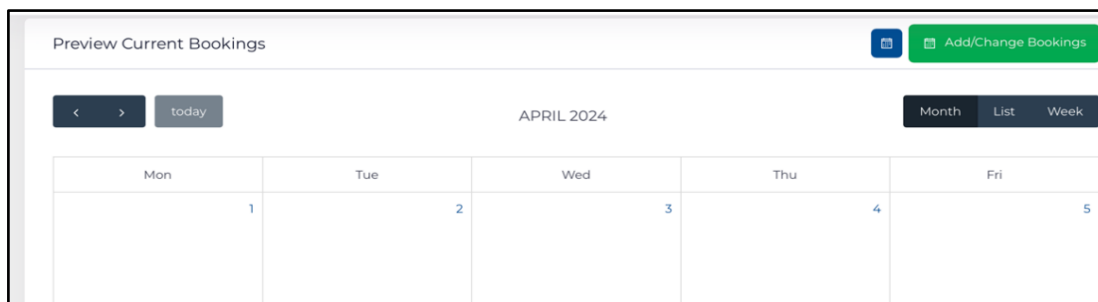
The screenshot shows the login page for Seaview Downs Primary School OSHC. At the top left is the school logo and name. The main heading is "Seaview Downs Primary School OSHC Family Site" with a "Please Sign In" prompt. There are two input fields for "Email Address" and "Password", and a "Sign In" button. A "Forgot Password?" link is also present. On the left, there is a welcome message and a list of required information for registration, including Centrelink CRN, credit card details, emergency contact, doctor/Medicare details, court orders, and diagnosed allergies.

2. Scroll down to the Preview Bookings Calendar and click 'Add/Change Bookings'.



The screenshot shows the "Manage Bookings" interface. It features a light blue header with the text "Select type of care from the drop-down list and child to show the booking calendar." Below this, there is a dropdown menu labeled "Please select a care type" and two buttons labeled "Child 1" and "Child 2".

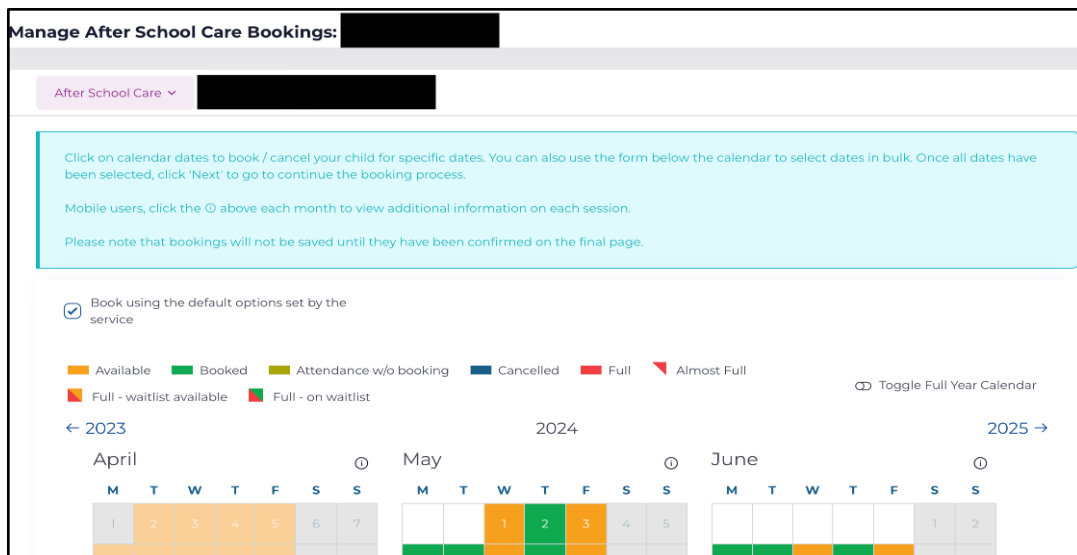
3. Choose the care type (e.g., Before School Care, After School Care, or Vacation Care).



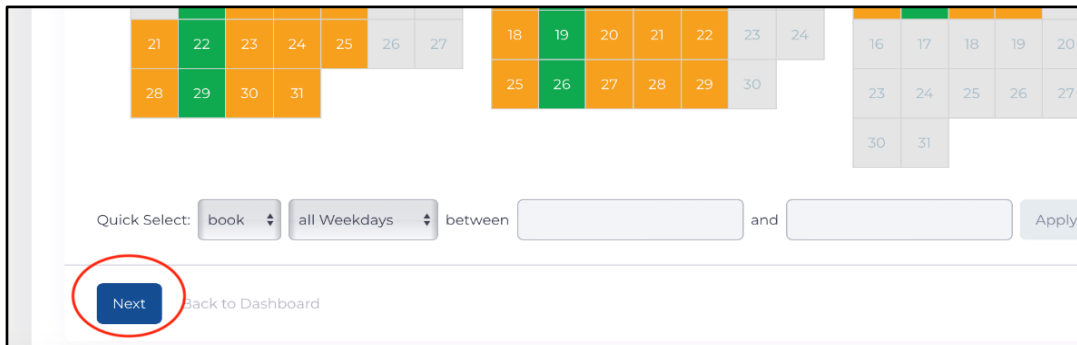
The screenshot shows the "Preview Current Bookings" calendar for April 2024. The calendar is displayed in a grid format with columns for Monday through Friday. The dates 1 through 5 are visible. There are navigation buttons for "today", "Month", "List", and "Week". A green button labeled "Add/Change Bookings" is located in the top right corner.

4. If you have multiple children, select a child, and add bookings individually for each child.

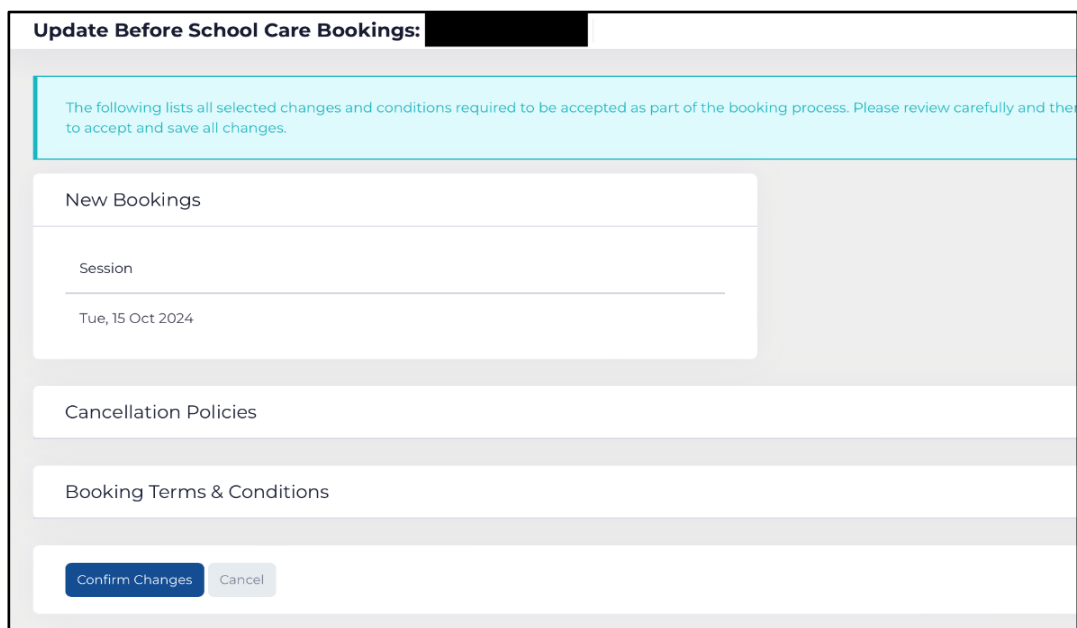
- A yearly calendar will appear, allowing you to select the days you wish to book. Booked days will turn green.



- Review the booking terms and conditions, then click 'Next'.



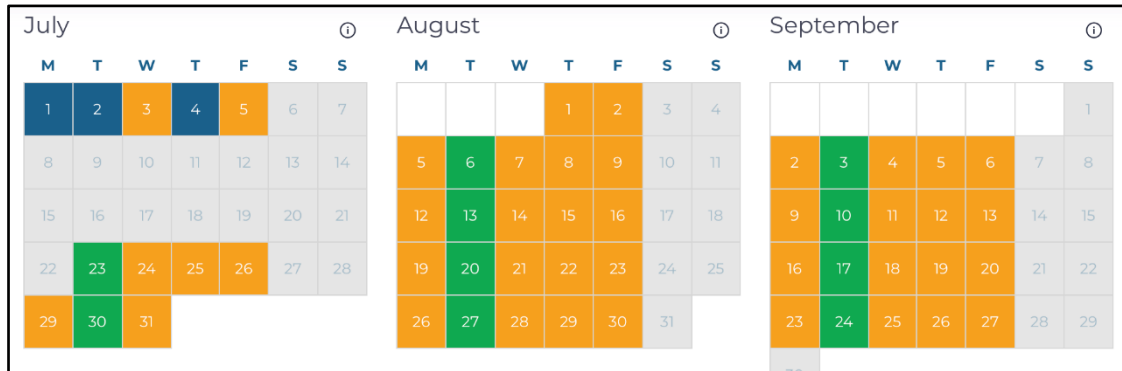
- Confirm your bookings by reviewing the selected days, cancellation policy, and terms. Click 'Confirm' to add the bookings.



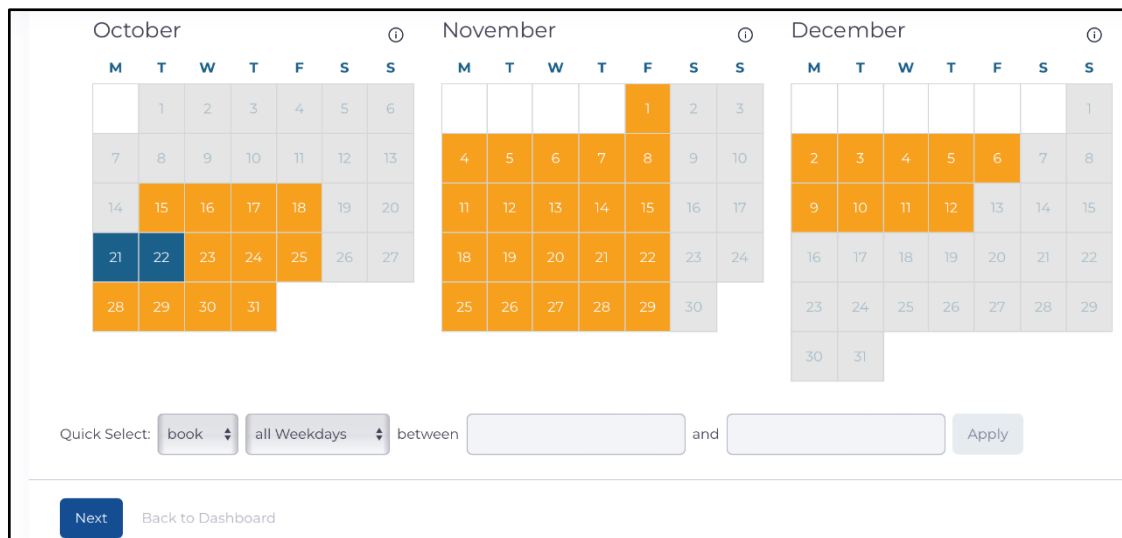
- Repeat the process for additional children or care types.

To cancel a booking or mark an absence

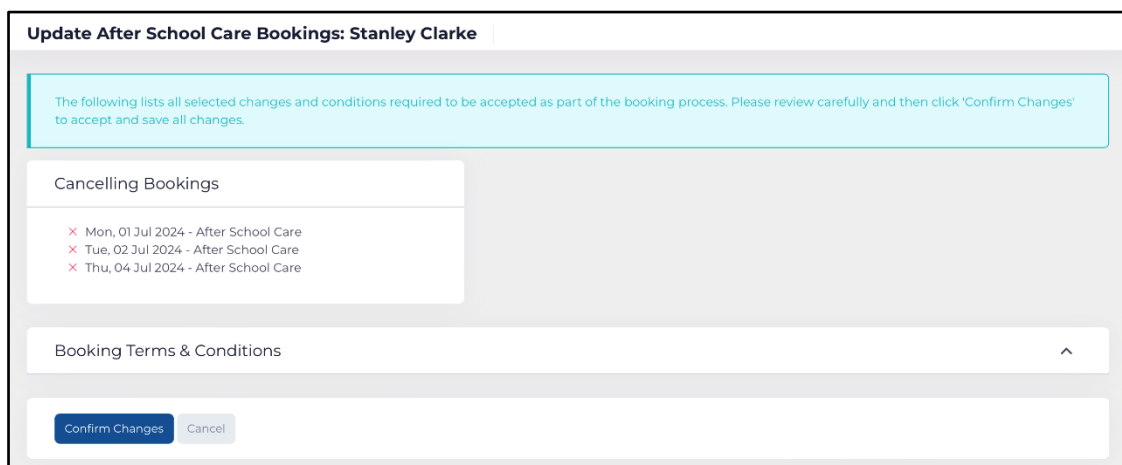
1. Follow Steps 1 through 6.
2. To cancel or mark as absent, click on the green days to turn them blue.



3. Scroll to the bottom and click 'Next'.



4. Review the selected days and cancellation policy, then click 'Confirm Changes' to proceed.



5. You'll see the days you'll be charged for remain blue, while days with no charge turn yellow.
6. Repeat the process for additional children or care types.

For further enquiries, please contact us.

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SEAVIEW DOWNS PRIMARY SCHOOL

