

Lockleys North Primary

OSHC

~ My Time, Our Place ~

PARENT INFORMATION BOOKLET

SERVICE DETAILS

55 Malurus Avenue Lockleys.
OSHC is located near the staff car park.

Phone: 8443 5308
Mobile: 0411 236 014
Fax: 8234 2576
Email: info@lnpsoshc.org.au

BOOKINGS MUST BE MADE IN ADVANCE



Government of South Australia
Department for Education

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This handbook has been designed to provide parents/caregivers with more information about the service policies and procedures. This handbook will be reviewed annually and updated as necessary.

PHILOSOPHY STATEMENT

Aim:

It is our belief that children are valued individuals, with unique personalities, differing needs, capabilities and backgrounds. Lockleys North Out of School Hours Care is child focused and aims to provide a fun, flexible and culturally inclusive program, which allows free choice and is sensitive to the rights and special rights of all children.

Children and Education:

We value the importance of play and encourage children to participate in a range of enjoyable learning experiences and activities, which are both planned and spontaneous. Educators base their decisions on reflective practice and encourage and promote an environment where children's voices and values are heard and enable them to become active citizens within the OSHC community. We aim to foster self-esteem, empathy and independence in a warm, supportive and caring environment where all children are respected which will enable them to grow emotionally, socially, intellectually and physically, at their own pace.

Families:

Families are welcomed and respected; we aim to provide high quality care and support parents/guardians in the upbringing of their children. We encourage positive and open communication, and respect their beliefs, customs, language and culture. We encourage partnerships between families and the service. We welcome our families' participation and feedback in the operation of the service.

Community:

We believe that to be sensitive to the needs of our community we must be aware of its diverse social and cultural backgrounds. We will participate with other community groups and services to share resources and develop a support network, while at the same time, be able to respond to the changing needs of the community.

Staff:

The staff are a team of highly skilled educators who are sensitive, warm, caring and aware of the developmental needs of the children. Continuity of staff is important, and we aim to achieve this by providing a friendly, supportive work environment and providing ongoing training opportunities for professional development.

Sustainability:

Our service values and understands the need for sustainability and environmental awareness and aims to implement strategies that connect the children to their world around them. Educators actively encourage and role model positive behaviours for the children through everyday routines. Enabling children to partake in gardening, recycling and sustainability practices within the service is important. By programming and planning activities that focus on the environment we provide the children with the opportunity to be competent, efficient and conscious individuals.

The Service:

The service provides a welcoming, caring, stimulating, organized and safe environment. We aim to provide a visually, intellectually and physically stimulating environment that adheres to governing regulations and national standards.

National Quality Standards

As of the 1st of January 2011 all Childcare, OSHC & Kindergarten Services have started their transition to new National Quality Standards.

Accreditation will now be provide by the Australian Children’s Education and Care Quality Authority (ACECQA)

LNPS OSHC is committed to obtaining high levels of quality in each of the new quality areas to ensure the best service is provided for your children.

The 7 areas of Quality Standards that the OSHC will be rated on are as follows

Quality area 1: Education Program & Practices

Quality area 2: Children’s Health & Safety

Quality area 3: Physical Environment

Quality area 4: Staffing Arrangements

Quality area 5: Relationship with Children

Quality area 6: Collaboration Partnerships with Families & Communities

Quality area 7: Leadership & Services Management



If you would like to have a look at our new National Quality Standards you can go onto the DEEWR website:www.deewr.gov.au/Earlychildhood/Policy_Agenda/Quality/Pages/QualityStandards.aspx

My Time, Our Place Framework for School Age Care in Australia

Also the implementation of Australia’s first National Framework for school Age Care which is the educators guide to extend and enrich children’s wellbeing and development in a school age care setting (OSHC)

My Time Our Place – Framework for School age children in Australia acknowledges time and place as children engage in a range of play and leisure experiences that allow them to feel happy, safe, relaxed and where they can interact with friends, practice social skills, solve problems, try new activities & learn life skills. The Framework is also devised from the Early Years Learning Framework (EYLF).

The service is working through the Framework and is implementing the Principles & Practices to achieve the set of 5 Outcomes for children. Children are involved in the planning process. We do need to dive deeper into each area to seek & source new ideas, parents/care-givers are encouraged to assist us with their idea. We are looking for new excursion ideas, craft, cooking recipes sporting, multicultural and any kind of new ideas to help us assist to move the service forward for the children

Listed below are the outcomes that we will be working within to provide Quality Care:

- Outcome 1: Children have a strong sense of identity
- Outcome 2: Children are connected with and contribute to their world
- Outcome 3: Children have a strong sense of wellbeing
- Outcome 4: Children are confident and involved learners
- Outcome 5: Children are effective communicators



If you would like to have a read of this framework go onto the DEEWR website
<http://education.gov.au/my-time-our-place-framework-school-age-care-australia>

EDUCATORS

The educators that work at LNPS OSHC consist of permanent part time staff and regular and casual educators in accordance with the EECRSB SA requirements.

All educators are trained in the following:

- Senior First Aid/Asthma/Anaphylaxis
- CPR (Cardio Pulmonary Resuscitation)
- Child Safe Environments-(responding to abuse and neglect)
- All educators have DCSI Police Clearance (Child Related Employment Screening) and have experience working with children 5-12 years

ENROLMENTS

Enrolment forms are available from the OSHC building, the school office and on the schools/OSHC website. Please fill them out and return them to the OSHC building or to the school office. This programme follows the Commonwealth Government 'Priority of Access Guidelines'.

It is essential we keep our enrolment form details up to date for emergencies. It is the responsibility of the parent/guardian to notify the Director of any changes to the enrolment form. If your child has an **allergy or special dietary needs**, please include this information on the enrolment form. An Allergy or special dietary health form will need to be filled in by your child's medical practitioner.

CONFIDENTIALITY

All information on your child and family is kept strictly confidential. We protect the privacy of individuals by ensuring all records are kept in a secure place and are accessed by or disclosed only to those people who have responsibility at the service or have the legal right to know.

No educator/staff member can disclose any information on matters relating to children to anyone other than the custodial parent/care-giver. Confidential information may be discreetly exchanged between educators of the service during the normal course of work.

Educators will protect the privacy and confidentiality of their colleagues by not relating personal information about another educator to anyone either within or outside the service.

PRIORITY OF ACCESS

The LNPS OSHC Service follows the Commonwealth Government guidelines in the allocation of available places.

The guidelines state priority as follows:

- Priority 1: a child at risk of serious abuse or neglect
- Priority 2: a child of a single parent who satisfies, or both parents/care-givers who both satisfy the work/training/study test under section 14 of the Family Assistance Act
- Priority 3: any other child

CHILD RATIO:

- 1 - 15 children :1 Qualified
- 15 -30 children :1 Qualified / 1 Unqualified
- 31 - 45 children :2 Qualified / 1 Unqualified
- 46 - 60 children :2 Qualified / 2 Unqualified

BOOKING PROCEDURES

Permanent bookings can be made by completing a permanent booking form. These are available from the OSHC room, front office, or on the LNPS website.

Casual booking incur additional charges per booking and can be arranged via email or over the phone on

Casual bookings can be arranged by contacting the centre on via email on info@lnpsohc.org.au or via phone on 0411 236 014

In Vacation care, booking forms must be completed including bookings, consents and payment information.

Permanent bookings: are best suited to families who can ensure a consistent routine booking of the same sessions each week.

Casual bookings: are for families/parents who cannot commit to a term long booking due to work or study commitments are encouraged to make a casual booking. Casual bookings still operate under the same, Cancellation’ Policy.

PUPIL FREE DAY/SCHOOL CLOSURE DAY BOOKINGS

Please check with OSHC educators for dates and whether the service will be operating.

For the service to operate on a Pupil Free Day/School Closure day, a minimum of 15 bookings is required.

Expressions of interest on whether care will be required will be sent to parents/families in advance. Parents will be notified 7 days prior as to whether the service will operate or not. The fee is \$65 per day which includes food. Two weeks’ notice in writing of any cancellations is required. Please note that if the service does operate on that day, those parents who have indicated that they require care for the pupil free day/school closure day and cancel within the two week period will be charged the full fee.

OPERATING HOURS:

Mon-Fri (excluding Public Holidays)	
Before School Care:	7:00-8.30am
After School Care	3:15pm-6:00pm
Vacation Care	7:00am-6:00pm.



OUT OF SCHOOL HOURS CARE FEE STRUCTURE

Before School Care	
BSC Permanent Booking	\$15

BSC Casual Session	\$21.00
BSC Non-Booked Session	\$25.00

After School Care	
ASC Permanent Booking	\$25.00
ASC Casual Session	\$32.00
ASC Non-Booked Session	\$40.00

Early Dismissal Care	
Early Dismissal Permanent Booking	\$30.00
Early Dismissal Casual Booking	\$36.00
Early Dismissal Non-Booked Session	\$40.00

Vacation Care	
Vacation Care Flat Fee	\$65

LATE COLLECTION FEE

Late Collection after 6.05pm, a late fee of \$15.00 will be applied to your account.

Parents/Carers are will be charged an additional fee to cover the cost of wages at overtime rates for the additional time the educators remain at the workplace.

CHILD CARE BENEFITS

The actual cost to families will vary, depending on a number of factors.

These include:

- The percentage of Childcare Benefit you are entitled to.
- The number of children in care in your family.
- Your income status

Family Assistance Phone Number 1361 50

Registration Numbers

After School/Before School Care 555-011-141X

Vacation Care 555-011-164S

CANCELLATION OF BOOKING OSHC/ VACATION CARE

To allow the OSHC and Vacation Care Programs to run smoothly and to ensure appropriate staffing **2 WEEKS NOTICE IN WRITING OF ANY CANCELLATION** is required. This will apply to all sessions including Before School/After School Care, Vacation Care, Pupil Free Days, School Closures, Sport Day, Camps and Early School Dismissal. The service is unable to swap days or sessions.

Parents are required to notify the service if their child/ren will not be attending the session. Please call the service and talk to an educator or email the service on info@lnpsoshc.org.au

In regard to children's absences, parents/caregivers will be charged, as Child Care Subsidy is still applied for absences.

“Under the Child Care Management System(CCMS) and Child Care Benefits(CCB) parents are entitled to be paid up to 42 days absences for each child per financial year without the need to provide documentation such as medical certificates.”



ACCOUNTS:

Invoices are issued every Thursday via e-mail. Accounts are to be paid in full fortnightly, unless other arrangements for payment have been discussed with the Director.

METHODS OF PAYMENT:

Invoice can be paid via the QKR app, EFTPOS or over the phone.

Please note: When paying the amount paid will not show on your invoice until the following week.

OUTSTANDING ACCOUNTS

Any family who has outstanding fees from previous care must ensure these are paid in full or your child/ren will not be allowed to attend the service.

Families not complying with this arrangement will not be eligible to book further care until suitable arrangements to pay the account have been made with the OSHC Director. Any outstanding fees that fall into 28 days plus will receive a payment reminder email. If payment still has not been made within 1 week of the email, families may be sent to the debt collector. Bookings can recommence once fees have been paid in full.

ARRIVAL/DEPARTURE

All children **must** be signed in, and signed out, by their parent/guardian. All parents will receive a code to sign their children in/out via the OSHC iPad. The OSHC iPad is located inside the OSHC room door.

Parents/care-givers must accompany their child/ren to and from the Service. Children will not be allowed to meet parents outside the facility. This procedure is to ensure the safety of your child and to meet government safety requirements.

Only people listed on the collection authority list on your child's enrolment will be allowed to collect your child unless the parent informs the Director or an Educator that someone else will be collecting their child. This will need to be in writing and the person collecting will be required to show a form of ID to an educator and be over 18 years of age. .

LATE COLLECTION OF CHILDREN

If children are not collected by 6.05 pm, a late collection service fee of \$15.00 will apply. In this circumstance parents/caregivers will be charged an additional fee to cover the cost of wages at overtime rates for the additional time the educators are required to remain at the workplace. After 6.05pm, phone calls will be made to locate parents/caregivers however, should children not be collected by 6.30 pm, Crisis Care or the Henley Beach Police will be called.

In an Emergency parents are asked to:

- Telephone the service if you are unable to collect your child by closing time
- Keep all emergency contact numbers up to dates

1. Educators will attempt to contact the parent/caregiver via telephone.
2. If the parent/care-giver cannot be contacted, the emergency contact person will be contacted and asked to collect the child/ren.
3. If the emergency persons are unavailable and suitable arrangements cannot be made within 15 minutes of the advertised closure time the Police will be contacted to ascertain whether the parent/caregiver may have been in an accident. Should this not be the case then the child will accompany the police until parent /caregivers is contacted.
4. This is our procedure due to crisis care not being available after hours.

Contact numbers for these organisations are listed below.

After Hours Crisis Care 131 478

Family and Youth Services: 8304 0120

Local Henley Beach Police: 8356 2555



PROGRAM DETAILS

Before School Care

Parent or caregivers are to sign children in upon arrival. Children are provided with breakfast before 8:15 am and are offered a choice of toast, cereal or porridge. Activities are available for the children and as weather permits children have the choice of a game outside before being signed out at 8.30 by the educator and going to the school quadrangle.

After School Care

Children arrive at 3.10 and are signed in by an educator. A nutritious and healthy afternoon tea is provided at approximately 3:45. Programmed and free choice activities are provided for the children to participate in. The term menu is located outside the OSHC room and on the OSHC website.

Vacation Care

LNPS OSHC provides a vacation care service to families during each school holiday period. Vacation Care booklets are emailed to parents prior to each holiday period which contain the program, booking and payment forms. Vacation Care forms are available from OSHC or from the schools website.

During vacation care, breakfast, morning tea, lunch, and afternoon tea are provided. It is advisable that you provide your child with extra snacks in case they get hungry throughout the day.

MEDICATION

It is the parent/caregivers responsibility to ensure that any medical needs are disclose on the enrolment form or to notify the service if a medical condition develops.

If your child requires medication, please ensure that one of the educators has a written request to do so. No medication can be administered without documentation including; Doctors prescription, original packaging, and doctor's detailed instructions on how to administer medication.

Medication will be checked by to educators and also be signed off by both educators.

ILLNESS/ACCIDENTS

If your child has an illness that is contagious they must not be sent to the servcie. In the event of a child becoming ill whilst attending the program, the parent/guardian will be contacted to make arrangements for the collection of their child. All accident forms must be read and signed by the parent/caregiver.

In the event of an accident the educator will take immediate action, (e.g. first aid, doctor or ambulance). Parents/guardians will be responsible for all medical expenses incurred on behalf of the student.



In emergency situations the service may seek immediate medical assistance. This will be performed without hesitation. **Your child is our first priority**

SUN SMART POLICY

All children who are participating in outdoor/water activities must apply sunscreen. Children who have an allergy to sunscreen (as written on their enrolment form) must supply their own if they wish to participate in the outdoor activities.

Sunscreen should be re-applied every 2 hours. When purchasing sunscreen, 30+ SPF Sunscreen is recommended. Children are encouraged to apply their own sunscreen with the supervision of educators.



Children are required to wear hats, which they are responsible for.

Hats will be worn for any outdoor activities. **No Hat = No Play**. Outdoor activities are discouraged during the hottest part of the day (11am – 3pm) during summer.



FOOTWEAR

For the safety of all children attending the OSHC/Vacation Care Program we ask that all children wear shoes that are appropriately secured with straps. On excursion Sneakers or covered in shoes must be worn.

No thongs/sandals please, (Sandals and thongs are exempt on excursions to pools and waterslides.)

LOST PROPERTY

Any lost property including clothing, hats, etc are kept in the purple bin located near the OSHC door. Items of Lockleys North Primary school uniform are taken to the front office.

TOYS OR PERSONAL BELONGINGS

Due to risk of damage, loss or theft, we discourage children bringing the following items to the OSHC Service.

- Mobile Phones
- Game Consoles
- Expensive Jewellery
- Trading Cards
- Toys

These items cannot be brought to the OSHC Service unless it has been scheduled into the program as a part of an activity. **All items brought to OSHC Service is at the owner's own risk.** Educators have no responsibility in any lost or damaged items. The amount of time children spend playing electronic hand held games will be monitored.

PARENT/GUARDIAN INVOLVEMENT

The children like to show parents/guardians what they have been doing while at OSHC. Parents and caregivers are encouraged to spend time with the children and educators at OSHC. Families are encouraged to share their families' culture, beliefs and traditions with the service.

POLICIES

The Policies Folder can be found next to the sign-in folder.

Please look at the policy folder as it contains important information that may affect you or your child.

BEHAVIOUR MANAGEMENT

We strive to keep the LNPS OSHC Service a happy and safe place for all children. Children attending are expected to show care and consideration for other people and their property. Children who frequently exhibit unacceptable or dangerous behaviours may be excluded from the program. Violent behaviour will not be tolerated at all.

Educators encourage positive behavior at all times. The rules are mutually created by the children and educators and are to be respected at all times. Educators adhere to the following behavior guidelines.

Step 1: Reminder

Children to identify and discuss inappropriate behaviour and ways to rectify it.

Step 2: Reminder 2

Children to identify and discuss inappropriate behaviour and ways to rectify it.

Discuss with the child the next step if behavior continues.

Step 3: Reflection time

Child to fill in a reflection sheet on their behavior.

A discussion with director/qualified educator and parents/guardians are informed at collection time.

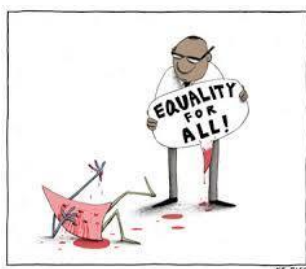
Step 4: Take home

Parents are called and the child is to be collected from the service.

Discussion with child and parent/guardian. Behavior is recorded.

If the behavior is serious, regularly repeated and or considered dangerous or harmful to other children or educators then an immediate suspension at the director's discretion may be enforced.

EQUAL OPPORTUNITY



Lockleys North OSHC Service is committed to the principles of Equal Opportunity in relation to community access to the service and the appointment of educators.

Individuals will be treated with respect regardless of their gender, race, religion, age, impairment or disability, marital status, pregnancy, sexuality, political conviction, family responsibility or family status.

The service will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences.

MANDATORY REPORTING



The LNPS OSHC Service educators have an obligation to all children that attend the service to defend their right for care and protection. To support this right, the service will follow the procedures set down by the Department of Family and Community Services under the Children's Protection Act 1993 Section 11(1) & (2) when dealing with any allegations of abuse or neglect of children, to ensure the child's and other children's protection. The service also has a responsibility to its

employees to defend their right to confidentiality unless allegations against them of abuse are proven.

GRIEVANCE PROCEDURES

LNPS OSHC fosters positive and harmonious relations within the program and the school community. Solutions are sought for all disputes, issues and concerns. Our grievance policy is available on request.

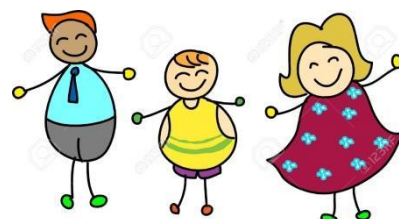
Principles of the Grievance policy are:

- Everyone is to be treated with respect.
- Meetings to discuss grievances will be suspended if any person(s) behaves in an insulting or offensive manner.
- All discussions and outcomes will be documented at each stage.

Grievances can be written and submitted to the management committee or Director or you can attend the next management meeting.

COMPLIMENT, CONCERN AND SUGGESTION BOX

At Lockleys North OSHC we appreciate any compliments, concerns and suggestions you have on any aspect of our service.



The services feedback forms are sent out via email through Google Forms at the end of each term. All compliments, concerns and suggestion will be revised by the Director and discussed with educators, management and Governing Council, where appropriate. We endeavour to meet the needs of the families using the service and make the changes you suggest, where it coincides with our policies and producers.

*** Please Note that this centre has a **NO NUT** Policy so please be aware of this when packing your child's lunchbox ***



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