

# FAMILY INFORMATION AND ENROLMENT PACK

## St Leonards Primary School OSHC

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**St Leonards Primary School** **O**ut of **S**chool **H**ours **C**are provides care for the children of working and studying families.

The service also provides essential respite and occasional care in accordance with priority of access guidelines.

### Hours of operation

(Monday - Friday, excluding public holidays)

Before School Care (BSC)	7:30 am - 8:30 am
After School Care (ASC)	3:05 pm - 6:00 pm
Vacation Care (Vac Care) (& Pupil Free Days)	7:30 am - 6:00 pm

Centrelink : 13 61 50

## Philosophy Statement

At St Leonards Out of School Hours Care (OSHC) we believe children are developing towards independence. Therefore we will provide a programme and environment, which nurtures and fosters this progression. We believe children should have access to friendly and positive adult role models who will contribute to the resolution of any issues a child may present. Therefore staff will be accessible and role model appropriately. We believe both children and their wider family are important contributors to a successful programme. Therefore we will encourage and utilise feedback and ideas when presented. We believe staff should enrich their working knowledge through ongoing learning. Therefore we will recommend and encourage professional development.

We believe children learn best through play, learning through play is a multisensory experience and develops cognition more successfully than listening or reading alone. Therefore, we will follow children's interests, allow time for experiences which allows children full immersion in experiences and programme according to the children's lead.

We believe that children will enable the environment to prosper if we facilitate learning about sustainability. Therefore we will embed and model sustainable practice through routines and all incidental discussion opportunities.

We believe the core of being human and the capacity to succeed in all areas of life, stems from successful relationships, therefore we will place social emotional development and the nurturance of compassion, altruism and empathy at the core of all our interactions.

We believe the staff relationships and interactions with children form the basis of a successful and nurturing OSHC programme. Therefore we will encourage staff to form a good rapport with the children and promote a stimulating care and play environment. We believe it is imperative to work cohesively with the wider community, in order to enhance the experience of the children in our care. Therefore we will foster liaisons within the wider community that will facilitate an exchange of experiences.

We believe that a stimulating programme allows for flexibility to ensure that the needs, interests, and abilities of children are catered for adequately. Therefore we will be responsive to the requests of children and families.

We believe that children's development should be fostered holistically. Therefore we will aim to provide opportunities for enrichment in each developmental domain. We believe children should have access to nutritious food, and hygienic environments. Therefore we will promote healthy eating and maintain and encourage a hygienic environment. We believe all children should be valued equally, and as such we will encourage children from diverse

backgrounds to share their personal cultures. In addition we will assist children with additional needs by accessing all relevant resource agencies in order to enhance their development.

We believe child and staff safety is paramount. Therefore we will maintain a safe environment that complies with Occupation Health and Safety and child safety protection requirements.

We believe an enthusiastic and professional management committee maintains an effective OSHC service. Management committee works cohesively within the OSHC service to ensure compliance with regulations and requirements. Therefore we will encourage families to be active participating members who support the positive operation of the service and be the liaison to the school council.

St Leonards Primary and the OSHC programme will work together in a cohesive manner to further the positive relationship and policies within the service. Therefore the management committee will confer with the school council in relationship to any and all major changes to do with policy and policy making. Through working together school and OSHC policies will be developed so that they are inclusive of one another.

## Policies

The Policies Folder is available for your perusal upon request. It contains relevant information that relates to the operation of our service. If you have any queries regarding any policy and its implementation, please do not hesitate to approach the Director.

## Service Organisational Structure

St Leonards Primary School Out of School Hours Care service is a non-profit organisation accountable to St Leonards Primary School Governing Council, overseen by the school Principal. The service itself is guided by a Management Advisory Committee comprising:

- Service Director
- Service staff
- Parents

This committee is responsible for assisting in the operation of the service and for making recommendations to the School Governing Council. All parents are invited to become active participants within the committee, with meetings held each school term.

The Out of School Hours Care (OSHC) staff team, responsible for the daily planning and operation of the service, comprises:

- Service Director
- Childrens Services Professional (second qualified staff member)
- Childrens Services Assistants (Educators)

## Enrolments

An OSHC Enrolment Form must be completed and returned to the service prior to your child/ren attending their first session. A service tour/induction is available, allowing you and especially your child/ren to become familiar with the service, its facilities, the staff and the other children attending.

We aim to gather as much information as possible regarding your child's needs, interests and abilities and health. The enrolment form and ongoing discussion with children and families enables us to gather information on a consistent basis.

Of **significant importance** is the completion, by medical practitioners, of any of the following that may apply to your child/ren:

- Medication Plan
- Asthma Care Plan
- Modified Diet Care Plan

## Bookings

To ensure the safety of your child/ren, please confirm your booking needs in advance. This enables the service to maintain appropriate staff: child ratios (1:15 home based / 1:8 excursions). For After School Care (ASC), this more importantly provides peace of mind for both parents and staff concerning the safety and location of your child/ren.

For casual bookings, please contact OSHC prior to 3:00 pm of the day. Children will be informed by an OSHC staff member prior to the end of each school day of their need to attend After School Care. To further ensure child safety, the staff member will remain in Junior Primary and escort all booked children from reception classes to the OSHC building.

Please notify OSHC staff if you arrive early and collect your booked child/ren from class or the playground.

Any children not collected from the school playground by 3:15 pm will be taken by the supervising yard duty teacher to the OSHC service to ensure their safety. A subsequent fee will be incurred.

## Cancellations

Please notify the service as soon as practicable if your child/ren will not be attending a booked session otherwise an Allowable Absence fee, equivalent to your usual fee, will be charged. It is

imperative that an authorised adult is responsible for informing OSHC staff of both bookings and cancellations so as not to compromise the safety of your child/ren or the duty of care onus of the service staff.

You may contact the service directly during operating hours on the **8294 1990**, leave a message on the answer machine, email [oshc.stleonards865@schools.sa.edu.au](mailto:oshc.stleonards865@schools.sa.edu.au) or provide your child/ren with a signed and dated note.

Where children provide verbal messages of this nature, OSHC staff will be required to contact parents/carers for confirmation prior to releasing children from care.

Minimum requirements for the notification of cancellations is as follows:

Before School Care (BSC)	nil required
After School Care (ASC)	By 9.00am of the day booked
Vacation Care (Vac Care)	By 9.00am, 2 full business days (excluding of weekends, public holidays and service closure days) prior to the booked session. For example, to cancel a Thursday booking, notification must be received no later than 9:00 am on Tuesday

### **Attendance Records**

Parents/carers are asked to **sign children in** upon arrival for both Before School Care (BSC) and Vacation Care and to **sign children out** upon departure from both After School Care (ASC) and Vacation Care. Where these requirements cannot be met, an OSHC staff member will do so on your behalf.

Only those people specified on the Enrolment Form are to collect children, unless prior parental/carer notification has been made with senior OSHC staff.

### **Fees & Accounts**

The table below outlines sessional full fee rates (**financial year 2018/19**) and are subject to change.

<b>Session</b>	<b>Full Fee</b>
Before School Care, BSC (1hr)	<b>\$ 15.00</b>
After School Care, ASC (3hrs)	<b>\$ 22.00</b>
Vacation Care, In House (10.5hrs) Pupil Free Day, In House (10.5hrs)	<b>\$ 46.00</b>
Vacation Care, Visitor (10.5hrs)	<b>\$ 51.00</b>
Vacation Care, Excursion (10.5hrs) Pupil Free Day, Excursion (10.5hrs)	<b>\$ 61.00</b>
ASC, Early Closure 2.05pm (4hrs)	<b>\$ 24.00</b>

Accounts are generated weekly and forwarded electronically via email.

**Please note, the service cannot accept children to the programme until outstanding fees are paid. If you are experiencing financial constraints, please feel comfortable to approach the Director who will assist in organising an incremental payment system to suit your needs.**

Payments may be made by:

- cash
- EFTPOS (during OSHC operating times)
- EFT Account name: St Leonards PS OSHC      BSB: 105 015      Acct #: 120 539 540

### **Child Care Subsidy (CCS)**

To assist families with their child care payments, **Child Care Subsidy (CCS)** is available through **Centrelink**. Families will need to register with Centrelink and obtain a Customer Reference

Number (CRN) for each child and the adult claiming entitlements on behalf of the family.

Centrelink will assess your application to ascertain your **child care subsidy rate** and the **maximum number of hours of subsidy entitlement (per fortnight)** based on your combined family income, the hours of work/training/study/volunteering and the type of care required.

To streamline booking arrangements and subsidy entitlements, please ensure you have an online **myGov** account linked to your **Centrelink** account.

Please ensure you complete the St Leonards OSHC **Family Enrolment** form, which confirms your **Written Complying Arrangement (CWA)** details with the service.

The table below outlines the comparison between the full fee (per child, per session) and the out-of-pocket expense payable by a family eligible for the maximum 85% CCS rate (per child, per session)

<b>Session</b>	<b>Full Fee</b>	<b>Fee less maximum 85% CCS (ie family contribution)</b>
Before School Care, BSC (1hr)	<b>\$ 15.00</b>	<b>\$ 6.25</b>
After School Care, ASC (3hrs)	<b>\$ 22.00</b>	<b>\$ 3.30</b>
Vacation Care, In House (10.5hrs) Pupil Free Day, In House (10.5hrs)	<b>\$ 46.00</b>	<b>\$ 6.95</b>
Vacation Care, Visitor (10.5hrs)	<b>\$ 51.00</b>	<b>\$ 7.70</b>
Vacation Care, Excursion (10.5hrs) Pupil Free Day, Excursion (10.5hrs)	<b>\$ 61.00</b>	<b>\$ 9.15</b>
ASC, Early Closure 2.05pm (4hrs)	<b>\$ 24.00</b>	<b>\$ 3.60</b>

Please notify Centrelink and our service if any other children within your family are using other forms of child care at other services.

### **Child Late Collection Fees**

Children in After School Care and Vacation Care are to be collected by 6:00pm. To 6:10pm, a late fee of \$5.00 per child will be levied, after which time an additional \$1.00 per minute per child will be incurred. Please note, CCS entitlements cannot be applied to these charges. Where a parent/carer has not made contact before 6:30pm, Crisis Care will be notified and details posted at the OSHC building entrance.

### **Grievance Procedures**

St Leonards OSHC fosters and supports positive relations within the service and the broader school community. The service encourages all feedback, which may be given to staff directly, or alternatively, via email.

Harmonious solutions are sought to all disputes, issues and concerns, especially those of a sensitive nature and will be addressed promptly and discreetly. Please encourage your child/ren to inform staff of any issues that may occur (ie bullying, harassment). We aim to address these issues as they arise.

Grievances may be made to the:

- Staff member concerned
- OSHC Director
- School Principal
- Management Advisory Committee

- District Supervisor

### **Newsletter / Information Updates**

Information on upcoming events, Vacation Care Programming and any changes in OSHC will be displayed in the School Newsletter and on the noticeboard located at the sign in/out desk. Vacation Care Programmes will be emailed to families with hard copies available from OSHC.

### **Behaviour Management**

St Leonards OSHC staff promote positive behaviour and use encouragement and positive reinforcement to ensure children abide with the service's expectations (these are related to the School behaviour code). The service believes all children, families, guests and staff should feel safe and comfortable within our setting and rely on positive parent/carer support in achieving this goal. Staff will manage behaviour according to the following procedures:

- Guidance/instruction
- Choices
- Consequences
- Restorative justice

All behaviour guidance is framed positively. Where possible, staff will encourage children to work through conflict/problems and encourage the discovery of positive solutions for themselves, whilst taking responsibility for their own actions.

Should recurrent inappropriate behavioural issues arise, parents/carers will be consulted. A three-way conference between the child, parent/carer and OSHC Director/staff will ensue in an attempt to resolve the situation.

In extreme cases, the Director reserves the right to suspend a child from the service where negative behaviour continues or where the safety, security and emotional well-being of other children, families and/or staff is threatened.

A suspended child can, and will, be readmitted once their suspension period has lapsed and an improvement in their behaviour becomes evident. The OSHC staff will actively support the child and their family to ensure a positive and harmonious return to the service.

### **Staff**

St Leonards OSHC staff are committed to:

- ensuring the safety of the children
- acknowledging and fostering diversity
- providing positive behaviour management models
- respecting each child's individuality
- providing opportunities for equal participation
- working cohesively with children and families to best provide for their needs
- encouraging parental involvement
- ongoing professional development

### **Activities & Experiences**

The service aims to provide a variety of experiences to meet the needs, interests and abilities of all children, including:

- dramatic play /dress ups
- construction
- art/craft
- cooking
- board games
- indoor and outdoor sport

- excursions and visitors (during Vacation Care)
- cubby construction
- music
- Playstation & OSHC iPads

### **Equipment & Facilities**

Equipment available within the service include a large selection of board games, sports equipment, soccer/futsal table, air hockey table and balance bicycles. These experiences promote physical, social and emotional development.

African hand-made drums, maracas and a portable CD player are available for the musically minded.

The service has direct internal access to the school hall, plus access to external zones of the oval, courts and playgrounds. These facilities are very popular with the children and frequently utilised. Please note that for all outdoor experiences, children must comply with the Sun Safety policy.

OSHC and school equipment/property must be treated with care and respect. Any willful damage will incur a repair/replacement fee

### **Structures / Routines**

Before School Care BSC (7:30am - 8:30am) Children are able to participate in experiences such as indoor sport, games and quiet times. Children will be asked to be responsible for tidying up after completion of an activity/experience to ensure equity for all. Children will be released into the care of the primary school at 8:30am.

After School Care ASC (3:05pm - 6:00pm) Children may select from experiences such as indoor and outdoor sport, games and art/craft as programmed, or as chosen by the children present. Homework may also be undertaken during this period. An afternoon snack, in line with our healthy eating policy is provided. Children may assist in the selection, preparation and serving of foods. Children will have the choice whether or not to have snack. As with BSC, children are asked to be responsible for tidying up.

Vacation Care Vac Care (7:30am - 6:00pm) The service aims to provide a diverse and interesting programme to best meet the needs of the children, according to age and abilities. Although experiences, including excursions and visitors are specified, the programme is flexible and adaptable in order to allow for other unscheduled experiences to occur and best meet the children's needs. Activities available include indoor and outdoor sport, games, craft and cooking. Lunch is to be supplied from home on **ALL** days. It is advisable to also include a refillable drink bottle and additional snack items. Service staff will, at approximately 12.30pm, announce a break for lunch. Whilst it is preferable for all children to eat at this time, this will not be enforced unless requested by families. Individual snacks may be consumed by children at their leisure.

As with Before School Care and After School Care, children will be asked to be responsible for tidying up after themselves. At the end of each day, children will be encouraged to take home any items created, otherwise there is the prospect of them being damaged or recycled.

For excursions, please ensure comfortable 'enclosed' footwear, appropriate clothing and headwear.

### **Personal Property/Belongings**

Every precaution is taken by service staff to ensure the safety of children's property. We actively encourage children to be responsible for their own belongings and to always securely place such items, zipped up, in their bags. The service does allow children to bring electronic devices and card based games with them, but at parental/carer discretion. Please note, swapping and trading



of items is not encouraged, as this often leads to disappointment. Electronic devices will need to be charged at home.

The service aims to promote and foster a fun and enjoyable environment based on respect for peers and their belongings. Please take time to reinforce this objective with your child/ren.

### **Nutrition & Snacks**

The service actively promotes healthy eating practices. As a result, snacks provided will include a variety of food types, dependent upon seasonal availability, such as:

- fresh fruit (eg. apple, orange, pear, watermelon, strawberries etc)
- vegetables (eg. carrot, snow peas, cucumber)
- cheese
- dry biscuits (eg saladas)
- wholemeal bread sandwiches (eg jam, vegemite)
- dried fruits (eg. sultanas, apricot)

**Please note that the service is a NUT AWARE ZONE. If your child has an allergy or special dietary need, please include this information on the Enrolment Form. Please also include any supporting Modified Diet Care Plan, completed by your child's doctor.**

Tap water is available from the kitchen. As a safety measure, we require children to seek assistance/permission prior to using any of the kitchen facilities.

### **Supervision & Safety**

The supervision and safety of children in our care is paramount. All outdoor and hall activities are supervised by OSHC staff members, with direct communication to the OSHC building maintained via the use of walkie talkies. Children wishing to return to the OSHC building must inform the supervising staff member of this intention prior to doing so. The message is relayed to the indoor staff so that they are prepared to receive the children

The only exception to this rule relates to children in grades 6 and 7 and/or aged 11 years and older. With parental/carer permission and at staff discretion, these children may, on occasion, play in the quadrangle or on the oval with intermittent staff supervision (ie 15-20 minute checks). Children will need to be with at least one other child at all times and not stray from their designated area. This privilege is afforded these children to acknowledge their maturity and responsibility as senior students.

The service has a sensor activated buzzer at the main entrance. An essential safety feature, the buzzer alerts OSHC staff of activities occurring at the door (ie child leaving without notifying staff, anyone entering the building).

### **Toilet Facilities**

The service has an internal Unisex toilet. As a safety requirement, children must first inform a staff member prior to going to the toilet. The service also has access to the male and female toilet blocks adjacent to the netball courts and the disabled toilet located off the quadrangle when required. Children will be accompanied by a staff member in this instance.

### **Outdoor Play & Sun Safety Policy**

During school **terms 1 and 4, Summer Vacation** and **days with a UV rating greater than 3.0**, children will be required to wear a hat and apply sunscreen prior to **ALL** outdoor activities. Please supply your child/ren with either

- broad brimmed hat
- bucket hat
- legionnaire cap

**Please note**, baseball style caps **DO NOT** comply with our Sun Safety Policy and will result in children being restricted to indoor activities and/or shaded areas only.

Sunscreen is available for application at the service. During Vacation Care, it would be beneficial

if sunscreen was applied to your child/ren at home prior to arrival, especially on excursion days.

## **Hygiene**

The service actively promotes positive hygiene practices. As a result, service staff will remind children:

- to wash hands prior to eating
- to wash hands after use of the toilet
- to wash hands and use gloves when assisting in preparation of snack/cooking experiences
- to use serving tongs during snack correctly
- to cover mouths when coughing/sneezing and to use tissues
- to place all perishable food items in the fridge
- to place all rubbish/scraps in the bin

## **Illness**

Families are required to notify OSHC staff of any contagious illness a child is suffering (eg. chicken pox, fever, head lice, gastro-enteritis, school sores etc). If unsure, please check with service staff. Information about infectious diseases is available for your perusal.

Children are unable to attend the service when unwell to reduce the risk of infecting and transmitting further disease. In addition, please notify staff if your child has had any recent health issues. A disease notification process, via the whiteboard at the sign in/out desk, will enable families to maintain vigilance and increase hygiene procedures in order to further safeguard both children and families.

If a parent/carer who is to drop off/collect a child is unwell, please contact the service prior to arrival and arrangements can be made for a staff member to meet you outside of the OSHC building and collect/deliver your child/ren. We apologise for any inconvenience this may cause, however, the service is obliged to prevent the spread of any disease/illness.

In the event of a child becoming ill whilst attending the service, staff will contact the parent/carer and ask for arrangements to be made for the collection of the child.

## **Accidents & Injuries**

In the event of a child being injured, service staff will take immediate action (ie administer first aid), with details recorded in the Accident/Injury log. Parents /carers may be required to sign the log as confirmation of the incident and any actions undertaken.

Dependent upon the severity of an injury, staff may contact the parent/carer to advise them of their child's condition and confirm further courses of action to be taken (ie whether to call an ambulance/doctor or whether to transport the child directly to a medical facility). Should staff consider a medical situation or injury to a child to be immediately life threatening, an ambulance will be called and families notified. Parents/carers will be responsible for expenses incurred on behalf of their child.

## **Donations**

As a non-profit organisation, the service greatly appreciates the donation of goods/items that will benefit the children (eg toys, games, furniture, empty boxes etc). If you are in the position to be able to make a donation, please speak to a staff member.

## **Parent/Carer Involvement & Feedback**

Parents/carers are encouraged to support the service and to spend time with their child/ren in the OSHC environment. Parents/carers are welcome to join in activities and can, where space permits, accompany their child/ren on excursions during Vacation Care

Parents/carers are encouraged to share information to help include their culture, beliefs and lifestyle to the service delivery.

Feedback from families regarding the service and its operation is encouraged and appreciated. Please feel free to speak to staff or forward an email.

