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a. Caffrey Street, McLaren Vale SA 5171

8323 9217



Family Hand Book



McLaren Vale OSHC offers Before School and After School care as well as care on Student Free days.

Hours of Operation:

Before School Care: 7.10am – 8.30pm

After School Care: 3.05pm – 6.30pm

Vacation Care: 7:10am-6:30pm

Contact Details:

McLaren Vale Primary School

Caffrey St, McLaren Vale

Ph: 8323 8741 – Accounts

8323 9217 -- Service

Fax: 8323 9238

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McLaren Vale OSHC offers a range of activities for school age children. The service is available to working families and recreational users on a regular basis.

- We provide a quality care and recreation program in a warm, friendly, safe and stimulating environment for children to stay and play out of school hours.
- All staff are trained in Mandatory Notification, First Aid and have up-to-date Criminal History Checks.
- Homework is a part of our daily program, Monday – Thursdays.
- We provide a program that offers a range of activities and experiences where children can explore, learn and develop.
- Our program is child focused, developed from our children's needs, interests and extensions of play.
- We are happy to meet with you at any time and discuss any needs or concerns you may have.
- Your thoughts, feedback and suggestions are welcome and encouraged.

CORE VALUES

Integrity, Respect, Success

VISION

McLaren Vale OSHC is a community of creative individuals and resilient learners who take responsibility for making a positive difference in the world.

PHILOSOPHY

The McLaren Vale Out of School Hours Care Service is a child-focused service where:

- Children, families and staff are treated as equal and valued individuals
- The value of play is paramount and children have opportunities for challenge and ongoing learning
- Children are encouraged to develop to their full potential within a safe, caring and supportive environment that recognises the importance of families for children
- Through a positive approach, children's behaviour is guided to build their confidence and self-esteem
- A sense of belonging to the group and to the local community.

We believe that a caring and recreational environment that encourages learning should be reflected in the programs by providing;



Children:

- A safe, caring and supportive atmosphere
- An environment that promotes children's developmental needs where they can play, grow, create and explore their intellectual, imaginative, social, emotional and physical skills.
- An awareness and respect for others, ourselves and the environment.
- Opportunities that encourage self-help skills, problem solving and the development of self-esteem and independence.
- An environment where children can participate in the decision making process and make choices in a relaxed and informal atmosphere.
- Recognising each child's individual potential and needs
- A program that is challenging, responsive and child focused.

Parents/Guardians/Families are supported by:

- Being welcomed in our environment
- Recognising and respecting the different cultural and socio-economic backgrounds of our families
- Exchanging of information and co-operation with parents/caregivers about their children
- Creating and supporting opportunities for their involvement and participation
- Providing information about other services for children and families

Our staff will provide quality care and education for children by:

- Providing an environment that is aesthetically pleasing, inviting and caring with a focus on safety and supervision of the children
- Being sensitive and responsive to the needs of families through open communication
- Will remain confidentiality
- Being approachable and professional
- Display flexibility and initiative while working as a member of a team
- Listening and respecting others needs and feelings
- Abiding to the OSHC policies and guidelines

McLaren Vale OSHC is committed in providing:

- Opportunities and encouragement for staff members to further their training and professional development also in decision making, communicating and enhance team work skills.
- Participation with other community groups, agencies and services to share resources, information and develop a support network.

Session Fees:

| | |
|---------------------|------------------------------|
| Before School Care: | \$12.00 |
| After School Care: | \$22.00 (permanent bookings) |
| Casual Surcharge: | \$5.00/session |
| Student Free Days: | \$55.00 |

Vacation Care

We offer vacation care during holiday periods, except for a 2 week break over the Christmas/New Year period. The program is available in week 7, prior to school holidays.

Fees are: \$50.00 (early booking)
 \$55.00 (for bookings made after early booking cut-off date)
 \$15.00 for excursions

Please note that we require 7 days' notice of any cancellations to vacation care bookings.

Absence Charges and Casual Surcharge:

We strongly encourage permanent bookings to assist us with staffing and activity preparation.

However, in the event that you need to make a casual booking a surcharge will be applied to your account of \$5.00 per session.

Your account will be charged for any booking if your child is absent without 24 hours' notice of the cancellation. In emergency situations this charge may be waived at the discretion of the OSHC Finance Officer and the OSHC Director and/or with a Doctor's Certificate.

A late fee will apply if children are collected after closing time. If children are still at the OSHC service at closing time the following will take place:

1. After closing time the senior staff member on duty will attempt to contact parents/guardians/emergency contacts as listed on the enrolment form.
2. Staff will continually attempt to contact parents and emergency contacts until 6:45pm.
3. If no contact is able to be made 30 minutes after closing time the staff will proceed to contact Crisis Care on **13 16 11** and the child/ren will be handed over to their care. Parents will then need to contact Crisis Care to organise to pick up their children.

Eligibility for Child Care Benefit

To be eligible you need to meet all of the following:-

- Use approved or registered child care.
- You are responsible for paying the child care fees for your child.
- Your child is immunised, on an immunisation catch up schedule, or is exempt from the immunisation requirements.
- Meet the residency requirements.

To receive more than a zero rate of Child Care Benefit you must meet the income test.

Other factors can affect your Child Care Benefit, including:

- Your child starting school.
- Changes in income.
- If you enter into a salary sacrifice arrangement with your employer in which some or your entire child care fees are paid for you.
- One of your children no longer using care.
- You or your partner no longer meets the Work, Training, Study test.
- Participation in work, training or study related commitments.

Payment options for Child Care Benefit:

You can choose how your Child Care Benefit can be paid.

Child Care Benefit and Child Care Rebate cannot be claimed through the tax system.

Fee Reduction:

If you choose this option, your benefit is based on your estimate of your annual family income for the financial year and will be paid directly to your approved child care service.

The amount will be deducted from your child care fees by the child care service. You will have to pay any gap in outstanding fees.

If you want to receive your Child Care Rebate as a fortnightly or quarterly payment you must claim Child Care Benefit as a fee reduction.

Lump Sum:

You can claim this benefit as a lump sum. If you choose to claim a lump sum payment, you will pay full child care fees to our service during the year. After the end of the financial, you can lodge a claim for the Child Care Benefit as a lump sum. For more information go to:

www.humanservices.gov.au/childcarebenefit.

Paying Your Account:

The service is a not-for-profit business that is funded entirely from the fees that each family pays to use the service. We receive no other ongoing funding and so the financial viability of the service relies heavily on all OSHC users maintaining regular payment of their OSHC fees.

There a number of ways to make payments. We accept cash, cheques, money orders, credit and EFTPOS cards or online payments.

It is condition of access to the service that you pay all parent contributions in a timely and consistent manner as outlined below.

Invoices are issued weekly, generally the week following that your child was in care. This delay between the period of care and the issue of the invoice for the period is to allow Centrelink to process each family's Childcare Benefit (CCB).

Please pay careful attention to the following conditions:

- **Accounts are to be paid in full, WITHIN 7 DAYS of issue of each invoice.**
- If you use OSHC each week, you should be expecting to pay OSHC fees each week also. You should not allow your fees to accumulate for more than a week.
- If for any reason OSHC fees remain unpaid for more than 14 days, you will be sent a reminder and your access to the service may be suspended until the outstanding fees are paid in full.
- If fees remain outstanding after we have issued a reminder, you will be issued a final notice of demand giving you 7 days to settle the matter.
- If the matter is not settled after the conclusion of the 7 days' notice, your account will be handed over to the Von Doussa Collection Agency. They will commence legal action to recover the outstanding fees, plus expenses.
- Invoices are issued by email (unless you request us to post them to you). It is your responsibility to check for your invoices each week and contact us if you haven't received one.
- If for any reason you are having difficulty paying your account, please speak to the OSHC Finance Officer in the McLaren Vale Primary School Front Office to discuss alternative payment arrangements.

Health and Medical Information:

Please keep us informed and up-to-date with anything relating to your child's health, diet, daily routines and physical condition. If we are well informed, we will be able to deal with any situations that may arise.

If your child has a medical condition, you will need to organise with your family doctor to provide a Health Management Plan for us to keep in our records. This applies for any conditions that may require action or support from the OSHC staff, including common conditions such as asthma.

***PLEASE NOTE: McLaren Vale OSHC Service is a NUT FREE ZONE**

We cater for children from many age groups and class rooms, some of the children in our care do have nut allergies.

Administering Medication:

If you require us to administer medicine to your child, a "Permission to Administer Medication" form may be completed and signed by the child's doctor. These forms are available from the staff.

Medication needs to be in its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing, doctor's name and expiry date

Any medicine should be given to the staff, NOT left in the child's bag (ASTHMA medication excepted) and should be provided in original packaging with Pharmacists label stating child's name with full instructions and dosage details provided by your medical practitioner.

Please note that we are not able to administer paracetamol-based medication (Panadol).

Illness:

In the event of a child becoming ill during school hours or suffering from a contagious infection, the child will not be permitted to attend the service. If a child becomes unwell during the OSHC session, they will be comforted and cared for and the parents or nominated contact person will be asked to collect the child as soon as possible.

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In an Emergency:

In the event of a child being injured, the staff will administer the appropriate First Aid. If the injury requires more assistance than we can provide or needs follow-up attention, we will contact the parents and seek further medical assistance, which may include calling an Ambulance. Please note, the parent is responsible for any costs incurred. We strongly recommend that families organise Ambulance cover for their children.

If your child suffers from a serious allergy (eg; bee sting, nuts, etc) or other Medical condition, please give full details of this on the enrolment form.

A medical form and Health Care Plan completed by your doctor (eg. Asthma/Anaphylaxis) needs to be attached to the enrolment form. It is the family's responsibility to check and update any **health care plans** and **medications** kept at the service.

If your child has medication for the allergy, please make sure there is some left with the staff at all times, along with instructions for its use. If children require precautionary measures such as an EpiPen, please make sure it accompanies them to OSHC AT ALL TIMES and placed in OSHC office-not kept in child's bag. Senior OSHC staff are trained to administer EpiPen auto-injectors.

Other:

Hats – as per school policy. It is a good idea for them to have an extra hat in their bag just for OSHC. Sunscreen cannot be administered by staff but children can provide their own, or OSHC has sunscreen for the children to use.

Afternoon Tea – Is supplied each day and falls within the guidelines of eat for health and right bite policy. If your child has special dietary needs or prefers a vegetarian option, please let us know and we will cater for them.

Healthy Choices - We encourage families to provide their children with healthy choices when providing snacks or lunch on student free days as we are required by the National Quality Assurance to follow healthy nutrition guidelines.

If children bring in unhealthy snacks or treats while at OSHC, we will ask them to leave it in their bag and save it for home.

(Australian Dietary Guidelines and Australian Guide to Healthy Eating, National Health and Medical Research Council, 2013, www.eatforhealth.gov.au DECD Eat Well Rite Bite Healthy Eating Guidelines for South Australian Schools and Preschools atwww.decd.sa.gov.au/eatwellsa/files/links/A4_pages_Right_Bite_screen.pdf)

Change of Details- Families are required to provide the OSHC service of any changes to their details, including contact details/medical and health care plans and information/family court orders. The appropriate paperwork needs to be provided as soon as possible.

Bookings- Families need to notify the service as soon as possible on any roster/shift changes when updating their next lot of regular bookings, with a minimum of 7 days' notice. This needs to be done in writing, booking forms are provided by the sign in area.

Our Daily Routine

Before School Care

| | |
|--------------|--|
| 7:10am | Service opens |
| 7:10am – 8am | Breakfast (cereals, toast, milo) |
| | Children can choose from a variety of games and activities in the OSHC room and can play outside under the verandah until 8:15 |
| 8:25 | Children start to pack up and are signed out of OSHC once the school bell has gone at 8:30am. |

After School Care

| | |
|-------------|---|
| 3:05pm | Children are signed into OSHC. A staff member collects children from the JP building. |
| | Sharing time and snack time |
| 4:00/4:10 | Choice of indoor or outdoor activities. |
| 5:00 – 5:20 | Homework/Quiet time |
| 5:20 -6:00 | Choice of indoor or outdoor activities. (dependant on weather) |
| 6:00 | Everyone to help pack up art/craft activities and do a general room tidy up. |
| | All children inside |
| | Board games, DVD, colouring, reading or quiet play. |
| 6:30 | Close |

Behaviour Guidelines:

At OSHC everyone has the right to feel safe and secure and to have fun. It is everyone's a responsibility to ensure that this happens.

Within the service environment, staff and children work collaboratively to define consequences for the actions of children who do not respect or consider the safety of others.

The service has clear steps for unacceptable behaviour, which are compatible with the school policies and procedures.

We believe that to effectively guide children's behaviour we need to ensure children are continually guided positively and encouraged towards acceptable and inclusive behaviour in order to maintain their self-esteem, dignity and personal integrity.

Our OSHC expectations are as follows:

- We use inside voices inside, outside voices outside
- We treat others as we would like to be treated
- We walk inside and run outside
- We speak and listen respectfully
- We don't have the right to hurt others physically or emotionally
- We pack up what we take out
- We have fun!

The following are our OSHC steps/consequences:

1. The child is reminded of the rule or expectation.
2. The child is given a warning.
3. The child has a 5-minute reflection.
4. The child has a 10-minute reflection.
5. Phone call to parents.

We respect and care about your child and work very hard to ensure their well-being, so we expect that they will treat us with the same level of respect. We will not accept disrespectful or defiant behaviour from children. This may include arguing, being "cheeky" or talking back. It also includes body language. The children are reminded regularly that they are to cooperate with OSHC staff and follow instructions and requests promptly and without argument. Please help us by reinforcing our expectations to your child

OSHC Advisory Committee:

The OSHC service is operated by the McLaren Vale Primary School Governing Council and overseen by an Advisory Committee comprised of the OSHC Director, School Principal (or delegate), Finance Officer and parent representatives. Recommendations relating to the daily running of the service are made by the Advisory Committee and then taken to the McLaren Vale Primary Governing Council for approval and ratification.

The Advisory Committee meets twice each term. If you would like any matters brought to the attention of the committee, or have any suggestions, feedback or grievances, you may pass these on personally to the OSHC director or put them in writing and address it to the OSHC Advisory Committee, C/- McLaren Vale Primary School, Caffrey St, McLaren Vale 5171.

Involvement in the Service:

If you have any skills, talents, or interests that you think would benefit the children in OSHC, we'd be very interested in having your input. Please talk to the OSHC staff if you would like to be involved in the service in some way. Parents, carers and grandparents often have great things to offer and the children love to see their adults involved.

Grievance Procedure:

If you have a concern or grievance, please follow the process outlined here to enable us to effectively deal with your concerns:

- Concerns relating directly to children, behaviour, support staff or specific aspects of the program should be directed to the OSHC director. If you have a problem with a specific child or staff member, you should not approach that person directly.
- Concerns relating to your account should be forwarded to the OSHC Finance Officer by using the phone number or email on the top of your account.
- Concerns relating to the Director should be forwarded to the School Principal.
- Concerns relating to OSHC policies or procedures should be forwarded to the OSHC Governing Council Advisory Committee.

If you have a concern relating to a specific incident it is very useful to put it in writing if possible, with as much detail as you can. This enables us to more effectively work with you to resolve the issue.

After School Sports and Recreation Commitments:

Many children enjoy sports practice and other recreational pursuits after school. If your child is in OSHC while these activities are happening, we are happy for them to be involved and we can dismiss your child to join in with them at the appropriate time. If you require us to do this, we need written authorisation detailing where, when and for how long the activity will be happening and whether they will be returning to OSHC or collected straight from the activity by a parent or guardian. While they are engaged in the activity, they are in the care of the coach or supervisor of the activity.

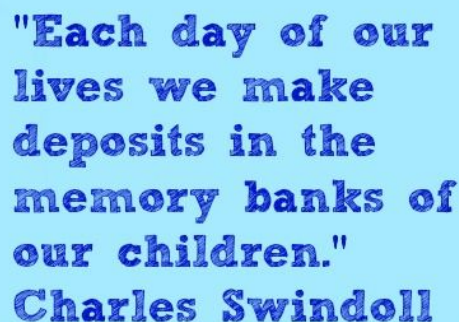
Due to staffing limitations and duty of care obligations to the other children in attendance at OSHC, we are unable to provide staff to personally convey your child to or from their activity. It is a good idea to arrange with a coach or other responsible adult at the activity to accompany them back to the OSHC room.

Dropping off and collecting your child:

Your children must be signed into OSHC when they arrive for before school care and signed out when they are collected from after school care.

Our weekly attendance sheets are located on the desk near the entrance. Please find your child's name (listed alphabetically by surname) and write the time and your initials in the relevant column for the relevant day.

Children will only be released into the care of the people that you have nominated on the enrolment form. If you require anyone else to collect them, you must notify us before they arrive to collect them. If we have not received your approval they will not be permitted to leave until we receive confirmation from you.

A rectangular box with a light blue background and a dark blue border. Inside the box, a quote is written in a bold, dark blue, serif font. The quote is attributed to Charles Swindoll.

**"Each day of our
lives we make
deposits in the
memory banks of
our children."
Charles Swindoll**