

PHILOSOPHY

Our aim is to provide quality care and recreational activities for children from Pre School to Year 7, in a safe, caring, nurturing and stimulating environment.

We believe in supporting the well-being of each and every child and working together with our families. Everyone who enters our Service is welcomed and valued as an individual. We believe in encouraging children to develop a healthy self-image through social interactions, which involve co-operation, conflict resolution & relationship building.

We value and promote outdoor play in our Service.

We respect each child and his/her family needs and believe in promoting respect for all people by recognising and celebrating the similarities and differences, diverse backgrounds and abilities of everyone in our community.

The Hallett Cove East OSHC Service operates within all Regulatory and Legislative requirements including the National Quality Framework and the My Time, Our Place Frameworks and ensures that all experiences offered to the children in our care meet these outcomes and guidelines.

We are a Sun Smart and Allergy Aware service.

CENTRE LOCATION

OSHC is based in the Falie building and has its own well equipped space. We also make use of House 10, the school's pavilion, hard court areas, COLA's and playgrounds.

CHILD CARE SUBSIDY PLACES

Currently we have the following Child Care Subsidy Places:

Before School Care	75
After School Care:	75
Vacation Care:	75

The OSHC service closes for 2 weeks over the Christmas, New Year period. Exact closure dates are advised mid term 3 of each year.

HOURS

The service is open Monday to Friday during the following hours and charged by session:

Before School:	7.00am – 9.00am
After School:	3.05pm – 6.05pm
Early School	2.05pm - 6.05pm
Closure:	
Vacation Care:	7.00am – 6.05pm
Pupil Free Day:	7.00am – 6.05pm

Advisory Committee/Governing Council

The Service is operated by the H.C.E.P.S School Council and the OSHC Advisory Committee is a subcommittee of the School Council. The OSHC Advisory Committee ensures the Service operates according to all legal requirements. It makes every effort to reflect the special nature of the community and will encourage parent input and take into account the needs of children, parents and staff in the operation of the service. Where possible at least half the outgoing committee members will be re-elected, to ensure continuity of management. At the start of each year we look for new members (generally parents who use the Service) to join our committee. If you are interested and would like further information about specific roles and responsibilities please let the Director know

STAFFING

Directors: Sally Mitchell and Lissy Oppert

Permanent Educators : , Linda McGrath, , Kayla McGrath, Elyse Cox, Sue Smith, Alex Haynes, Nadine Tapley, Lynne Michie, and Stephanie Crabtree,

At this service we staff at a ratio of :

Session – Where we have no Kindy children

One Educator per 15 children
One Qualified Educator per 30 children.

Session – Where we have Kindy children

One Educator per 10 children
One Qualified Educator per 20 children.

Or as required after completion of a risk assessment.

ENROLMENT

Families requesting care are required to fill in an OSHC enrolment form, which can be collected from the OSHC room office, the front office of the school, or downloaded from the school website. All special needs, interests, custody issues and contact details should be addressed on this form. It is the responsibility of families to inform us of any changes to personal or medical details. Please fill out a booking sheet (located by sign in sheet) for permanent or casual bookings.

Enrolment forms and booking sheets are available on the school website.

PRIORITY OF ACCESS

It is a condition of approval and continued approval for Child Care Subsidy (CCS) purposes that services must comply with Family Assistance Law.

The Priority of Access Guidelines are available from Education.gov.au/childcare. The Guidelines apply to Long Day Care, Family Day Care, Outside School Hours Care and In-Home Care services. Failure to meet these Guidelines is a breach of the conditions of continued approval and may result in a service being sanctioned under the Act.

Priorities for filling vacant places

The Priority of Access Guidelines must be used by approved services to allocate available child care places where there are more families requiring care than places available.

When filling vacant places, a service must fill them according to the following priorities:

Priority 1 – a child at risk of serious abuse or neglect

Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy the work, training, study test

Priority 3 – any other child.

Within these main Priority categories, priority should also be given to children in:

- Aboriginal and Torres Strait Islander families
- families which include a disabled person
- families which include an individual whose adjusted taxable income does not exceed the defined lower income threshold of the current year , or who or whose partner is on income support
- families from a non-English speaking background
- socially isolated families
- single parent families.

Note: Where a service is funded by an employer to provide child care solely or primarily for the children of the employer's employees, the service may give priority to those children.

OSHC is available for all students.

Any families in crisis, children at risk of serious abuse and/or neglect will take precedence over the above listing.

Our capacity to cater for special needs is evaluated on a case-by-case basis.

Fees

Before School Care	Early Bird	\$ 18.00 or Standard	\$21.50
After School Care	Early Bird	\$ 29.00 or Standard	\$31.50
Early Finish	Early Bird	\$ 36.00 or Standard	\$38.00
Pupil Free Day	Early Bird	\$ 56.00 or Standard	\$61.00
School Closure Day	Early Bird	\$ 56.00 or Standard	\$61.00
Vacation Care	Early Bird	\$ 56.00 or Standard	\$61.00

As at 1st July, 2018

Note: Ongoing fee increase will occur once a year to align with wage increases and C.P.I.

These increases would normally occur as soon as possible after July the 1st.

An initial Registration Fee of \$15.00 per family is applied for the first year and then an annual registration fee of \$10.00 is applied every year thereafter.

OSHC accounts are processed weekly on a Tuesday and emailed directly to your nominated address. Families who choose not to have their accounts emailed will receive them via the classroom or may collect them from the OSHC room. Fees are due within 7 days of the date of invoice.

PAYMENTS

The Service offers an online payment facility. This is accessed through the school's web site. (www.halcoveeps.sa.edu.au) Click on the 'Pay Now' box and you can choose to pay your account via the OSHC/Vacation Care selection to pay by credit card online, or using the Qkr! App. on your smartphone

Eftpos is also available at the service. Only OSHC payments can be taken by the service. School payments must be done at Finance Office.

This service is a cashless service. Cash and cheque payments cannot be taken.

Our service relies on the prompt payment of fees.

The following is the policy and procedure for overdue accounts:-

Late payment of fees for any of the services (Before/After School Care and Vacation Care) will incur a late payment surcharge.

-more than seven days \$7.00

-more than fourteen days \$14.00

-Failure to pay fees after twenty-one days will result in access to the service being withdrawn and the process for debt collection being instigated.

Late Collection of Children

The service closes strictly at 6:05 pm so if unforeseen circumstances arise whereby you will be late to collect your child(ren) please notify the service as soon as possible. Late fees will be charged as follows:

- **Between 6.05 pm and 6.15 pm - \$50.00 per child**
- **After 6.15 pm \$30.00 per child for every 15 minutes thereafter.**

When a parent is continually late arriving at the service to collect their child, the Director/coordinator will discuss other Out of School Hours Care options with the parent.

Cancellations

Bookings received are considered as final. Changing or cancelling a booking is permissible however; two weeks' notice needs to be given or you will be charged for the two weeks bookings. If a child does not attend a booked session the usual fee will be charged unless a medical certificate is produced within the same week of the absence. Five medical certificates per child per year will be accepted.

Please note that no cancellations can be accepted for excursion days in Vacation Care – medical certificates will not be accepted for excursions days.

OSHC & CHILD CARE SUBSIDY - -

Child Care Subsidy –

The Child Care Subsidy is the main payment to assist families with the costs of child care. It is paid directly to Providers to be passed on to families as a fee reduction.

Families can access a range of more detailed information about their entitlements to Child Care Subsidy – visit education.gov.au/childcare

**** Please Note:** Every employee, management committee member and member of the operating body is provided with clear written guidelines detailing: their roles and responsibility to ensure that the Privacy Act 2010 and amendment 2014 is adhered to as legislative requirements.

BEHAVIOUR GUIDANCE MANAGEMENT

As educators we work at creating an environment that will limit conflict by giving the children choices. Conflicts are handled in a constructive way that will guide children to develop skills in problem solving and independence. We acknowledge the uniqueness and potential of every child, and aim to engage in practices that are respectful, provide security, and in no way degrade, endanger, exploit, intimidate, or harm them physically or psychologically.

Please note if there are any factors that may affect the behaviour of your child/ren (problems at home, school, health considerations, etc) it is very helpful to let the Director know so that we as a team can modify our expectations and the way we are dealing with situations. However, it is necessary to discipline children at times this will be done in accordance with the following policy

COMMUNICATION BETWEEN OSHC AND FAMILIES ;

At this service we use a range of communication media. We email newsletters and updates regularly, we place a message on the Bills to keep families informed, we send text messages and use the Skoolbag App to communicate with the school and OSHC community.

HALLETT COVE EAST OSCH – CODE OF CONDUCT AND BEHAVIOUR MANAGEMENT POLICY

Our Vision

The Hallett Cove East Out of School Hours Care Program shares the same values as the Hallett Cove East School.

Learning for tomorrow's world,
Working together,
Valuing each other and our future.

The Directors/Educators, children and families will work together to honour these values and endeavour to ensure they are embedded in our everyday operational procedures. All parties involved will assist create a safe, positive, accepting environment where the opportunity for all to express their thoughts and beliefs will be welcomed.

The definitions of these values are as follows:

WE VALUE	THIS MEANS WE
Responsibility	<ul style="list-style-type: none">• take ownership of our behaviour, thoughts and feelings.• follow the rules and accept consequences for actions.• are honest with ourselves and others.• are trustworthy.• care for our property as well as that of the school and others.
Excellence	<ul style="list-style-type: none">• do the best we can in all areas of our learning and behaviour.• aim high.• persevere and keep trying towards success.• show leadership.• show creativity.
Fairness	<ul style="list-style-type: none">• are willing to give and take.• give everyone the same opportunities.• include others.• share and take turns.• recognise when something is unfair and act to change that.

Respect	<ul style="list-style-type: none"> • show good manners and courtesy towards others. • think and care about other people's feelings before we speak or act. • accept people for who they are. • actively listen to others. • treat people the way that we would like to be treated. • recognise and accept all cultures.
----------------	---

We believe:

- Children and Educators have the right to learn and work in a safe, caring, success-oriented environment.
- By meeting the outcomes of the National Quality Framework and the My Time Our Place outcomes children will learn self-discipline, a sense of self-worth, self-control, social skills, problem solving and conflict resolution skills.
- A consistent whole service approach is the most suitable way to manage children's behaviour.
- Children need guidance and opportunities to learn appropriate behaviour and accept responsibility for their own behaviour.
- Children need to be taught and therefore understand and experience their rights and responsibilities, to enable them to learn and develop the necessary skills to become effective members of a democratic society.
- A partnership established between Educators, Children and Parents/Caregivers will effectively reinforce expectations and consequences related to student behaviour.

RESPONSIBILITIES

Students are responsible for:

- Following agreed Behaviour Management Guidelines and Requirements.
- Making positive behaviour choices and taking responsibility for their part in any inappropriate behaviour.
- Addressing inappropriate behaviour choices in an appropriate manner with adults and any other affected children.
- Respecting all Children, Educators and Parent/Caregivers.

The Director is responsible for

- Responding to messages about inappropriate behaviour.
- Discussing with children what caused this concerning behaviour.
- Notifying Parents/caregivers. (when deemed necessary)
- Organising restorative meetings between involved parties as necessary.
- Negotiating follow up depending on the seriousness of the behaviour and/or previous behaviours.
- Ongoing case management for children with challenging behaviours.

- Management of data collection and checking. Keeping records of inappropriate behaviour.

-

Educators are responsible for:

- Providing an engaging program and safe environment.
- Ensuring that the service's Code of Conduct and Consequences are displayed in the centre and that they are clearly understood by all
- Providing an area in a position where a student is visible for Time Out.

Parents/Caregivers are responsible for:

- Working appropriately in partnerships with the Director when addressing inappropriate behaviours of their children.
- Supporting the service and its policies when they have discussions with their children about their behaviours.
- Signing and returning of all forms when required.

Bullying:

All students are actively encouraged to report bullying.

Behaviour Management Procedures:

RESTORATIVE PRACTICES

Educators utilise the principles of Restorative Practices. The aspects of fair process, teaching children to accept responsibility for their behaviour, repairing relationships and reducing hurt and harm, are at the heart of our response to situations where behaviour is causing conflict or interfering with the rights of others.

Restorative conversations are based on the following questions:

What happened?

What were you thinking of at the time?

What have you thought about since?

Who has been affected by what you have done? In what way?

What do you think you need to do to make things right?

OSHC should be a happy and safe place. To achieve this we consider the safety, rights and well-being of everyone at all times as defined by our Values and Code of Behaviour statements.

CONSEQUENCES FOR INAPPROPRIATE BEHAVIOUR

LEVEL 1 BEHAVIOURS are considered to be minor inappropriate behaviours.

Examples of Level 1 Behaviours may include:

- running through someone's game
- minor arguments
- not sharing equipment
- not wearing a hat

- unsafe movements around the school
- being in out of bounds areas

Consequences for minor inappropriate behaviours are at the discretion of the Educator .

These may include: a brief discussion between Educator and child/ren involved.

LEVEL 2 BEHAVIOURS are serious behaviours that will usually result in Time Out or Removal from the Area.

Examples of Level 2 Behaviours may include:

- fighting with other students
- using abusive language towards others
- disobeying a staff member's instructions
- arguing with or being rude to a staff member
- harassing other children
- behaving in a dangerous manner
- Failure to follow staff instructions after already being given a warning.

Children who choose to participate in Level 2 Behaviours will be removed from the play area to spend 15 minutes reflecting their behaviour – Time Out. This Time-Out/Reflection time will also be used as an opportunity for children to calm down, divert and/or distract inappropriate behaviours. .

LEVEL 3 BEHAVIOURS are very serious behaviours for which the Director will manage.

This may include advising and involving the School Principal.

Parents/Caregivers being informed immediately of the severity of the behaviour will result in the child being restricted to an area that does not isolate him from other children in the centre but will restrict his access, to further prevent any escalation of behaviours. This is in the interest of all of the children involved in the situation.

Level 3 behaviours depending on the nature of these severe behaviours could result in

- Suspension from program for between one and five days on any one occasion, with a maximum of 4 weeks in any one year, followed by a parent conference in consultation with senior school staff to develop a Child Development Plan.

And/or

- Expulsion from the program.

Note: these steps are sometimes modified depending on the seriousness of the incident that could include behaviour contracts developed for individual children.

Please note if there are any factors that may affect the behaviour of your child/ren (problems at home, school, health, dietary considerations, etc.) it is very helpful to let the Director know so that we as a team can modify our expectations and the way we are dealing with situations. However, it is necessary to manage the children's behaviour at times and the Behaviour Code will be put into practice.

LEAVING THE SCHOOL GROUNDS

In the event of a child leaving the OSHC area / school grounds of his or her own accord, all procedures and practices detailed in our **Child Safe Environment Policy will be followed**. Every effort will be made to have the child return to school. If this is unsuccessful, family or guardians will be notified. The police will be notified if necessary.

ACCIDENTS AND ILLNESS

In the event of your child becoming ill during school hours, he/she will not be permitted to attend OSHC. However, if your child becomes ill whilst in our care, then you will be notified.

- All short term or long-term medication to be given to children requires a prescription or Medication / Action plan signed by a Medical practitioner.
- Medications must be given to staff and the medication day sheet filled in.
- No medication including Panadol can be administered to your child without consent from a medical practitioner.
- Medication must be in its original container, complete with Doctor's label with the child's name, as staff members are unable to administer prescription drugs unless they are prescribed for that specific child.

In the event of an emergency OSHC Educators will call an ambulance, in line with standard first aid training..

If your child has a minor accident, (e.g. scrapes his/her knee) staff trained in first aid will deal with the problem. An accident register is kept, and the nature of the injury, who treated the child and what treatment was given. You will be asked to initial this record (found next to the sign in/out sheets) to acknowledge it.

SUN PROTECTION

We are a Sun Safe Service and advocate sun protection for all children and adults. We do this by encouraging children and adults:

- To wear legionnaire or wide brimmed hats.
- To apply broad-spectrum sunscreen regularly. (We supply sunscreen but if your child is sensitive please provide your own).
- To wear appropriate sun safe clothing, i.e. no shoe string straps or bare shoulders

A copy of the services Sun Safe Policy is included in this pack.

This also applies when children are out of uniform i.e. pupil free day, school closure day, and Vacation Care

SLIP- Please pick lightweight loose clothing during vacation care period. Clothing needs to cover most of your child's body, including arms and legs.

SLOP-It is recommended that sunscreen be liberally applied to all areas of skin that is difficult to cover with clothing.

SLAP -A legionnaires or broad brim hat needs to be supplied for your child every day they are at the service. Caps are not acceptable, as they do not shade the back of the neck and the ears.

SEEK - Seek shade or cover.

SLIDE – Slide on some sunglasses.

BASEBALL CAPS ARE NOT DEEMED SUNSMART THEREFORE CANNOT BE WORN OUTSIDE OF THE OSHC BUILDING.

BEFORE SCHOOL ROUTINE

Before School Care is a quiet relaxed time for children to participate in supervised free time before heading off to school. Children must be brought to the service each morning and signed in by a family member/caregiver. Breakfast is available between 7.00am and 8.15am and will consist of a choice between cereals and/or toast with spreads. Children are most welcome to bring in their own breakfast. All food provided will fall into the Healthy Eating Guidelines and our Nutrition policy. Children are dismissed from Before School Care at 8.30am.

- The Receptions/Year 1's are taken to their classrooms by an Educator after 8.30am.
- If a child needs to be taken to the Kindergarten this is done after the children have been taken to the classroom. Educator/s will take the child/children to the kindergarten. They will then return to the Service and be available to talk to parents.

Educators are still present to talk to parents/carers or receive payments until 9.30am.

AFTER SCHOOL CARE

All children are expected to go straight to the OSHC room following dismissal from school. As they arrive a staff member will sign them in. Children new to the service can be collected by a staff member until they are used to the service.

All Reception and Year 1 children are collected by OSHC staff from the classroom in the afternoons and taken to the classrooms in the morning.

Please speak to the Director if you require this service. Afternoon snack is then served and sunscreen is applied if required then we head outside or to the Pavilion for advertised activities. We stay outside for a minimum half an hour to one hour then return to the main room for our advertised indoor activity.

Kindy children are collected from the Kindy at 3.00pm giving them time to settle in at the centre before school is dismissed.

If your child has not arrived at OSHC by roll call the following procedure will occur:

- The front office will be notified.
- **Drop off/pick up zone will be checked.**
- OSHC staff will contact you as a parent / guardian.
- If Educators are unable to contact parent/guardian an emergency contact for that child will be called.
- **Please ensure if your child is absent from school, sent home sick from school, or if there are any changes of plans notify us at the OSHC program. This is for the safety and welfare of your child.**

VACATION CARE ROUTINE

On centre-based days children may be signed in at any time that suits parents/carers, but on excursion days children must be at the centre at least 15 minutes prior to the advertised departure time. Children will be required to follow our sun smart policy and apply sunscreen regularly throughout the day as well as wear appropriate clothing and footwear.

Recess is at 10.30am and lunch at 12.30pm, however if children request an earlier break we will endeavour to oblige.

OSHC PROGRAM PROCEDURES

The following practices apply:

- All parents who wish their child/ren to attend OSHC must formally enrol their child/ren.
- Children who will attend on a casual basis must be booked in with a staff member before 8.30am on the day needing care for both After School Care
- In an emergency a message and contact phone number can be left on our answering machine. A staff member will check the messages on the landline 8381 - 7577 prior to 2.30–3.00pm. (If necessary children will be informed by an Educator whilst at their classroom of any changes)
- Our service is required to maintain appropriate staff child/ratios so please give us as much notice as possible if bookings change.
- The service must be contacted if someone different is going to collect your child. Please be aware the person collecting the child may be asked for ID as a safety requirement.

THE DIRECT PHONE NUMBER FOR OSHC IS (08) 8381 7577) this is the preferred number for leaving messages as we have the answering machine.

Mobile Telephone Number is 0422-003-138 (this is mainly used for Vacation Care).

RECORDING ATTENDANCE

Please remember to record and initial the time your child/children arrives and departs OSHC. This information is required for the following reasons.

- It is a provision of the regulations under the Children's services act 1985 that the attendance of every child is recorded.
- It is a Department of Human Services and Health requirement that parents sign an attendance sheet as a verification of attendance at the OSHC program for the purpose of payment of the Child Care Subsidy.
- Should the service have a compliance check – parents who are not signing their child in or out could be penalised by having their Child Care Subsidy cancelled.

Most importantly, in the case of an emergency this documentation will be used as a roll-call.

VACATION CARE

Vacation care is offered every school holidays. Information booklets and programs are generally available 2-3 weeks prior to school holidays commencing and a notice will be put up in the OSHC room and front office to inform parents of its availability. Bookings for Vacation Care can only be confirmed with a \$56.00 deposit. You may pay for Vacation Care prior, in full or in part during the term to spread out payments of your fees. We close for two weeks over Christmas and closing dates of the service will be advised by the beginning of Term 4 annually. We hope this will provide families with time to organise alternative arrangements during this period.

PUPIL FREE DAYS/SCHOOL CLOSURE DAYS

Our service provides care on Pupil Free Days for families needing care. Pupil Free Days are charged at the same rate as Vacation care. A booking is essential. These days are advertised in advance notifying the details of special craft, cooking and other activities happening on the day.

These days are charged at \$56.00 for an Early Bird Booking and \$61.00 for a Standard Booking.

EARLY DISMISSAL

Oshc is open from 2.05-6.05 on early dismissal days. These occur on the last day of each term.

LOST PROPERTY

Lost property will be kept on the trolley next to the bag area for two weeks. After this time it will be sent to the school's Lost Property Box in the front office. We regret that we are unable to take responsibility for children's toys, electrical items and personal items and these are best left at home.

PARENT INVOLVEMENT

This is your service to enjoy with your children.

We encourage you to talk to our staff about your child/ren's time with us. We encourage your input. A suggestion box is placed next to the front door for feedback. We welcome feedback positive and negative – negative feedback gives us a focus to work towards and positive feedback lets us know we are on the right track please do not hesitate to contact us.

If you have any concerns about your child at OSHC please feel free to give us a call, or come and speak to either of the Directors.

Meeting the needs of all children and their families is the focus of our service.

You are also welcome to become a valued member of our OSHC committee. We meet twice a term and have a representative who takes our recommendations to Governing Council.

POLICIES AND PROCEDURES

A full copy of our policies and procedures is available to read from the Directors.

The following policies are provided with this handbook. **(Please note in line with National Quality Framework guidelines all policies will be reviewed and updated where needed. Families will be notified of these reviews and updates).**

- **Fees**
- **Sun Protection**
- **Behaviour Management**

The OSHC sector has undergone some major changes, these include the Australia wide introduction of the **National Quality Framework (NQF)** which brings all child care in Australia together to operate on the same foundations, these include – Long Day Care, Family Day Care, Out of School Hours Care, and Vacation Care in Government and Non Government situations.

The **My Time Our Place (MTOp)** has also been introduced to further enhance the opportunities and experiences offered to children and family in care.

Listed below are overviews of the two frameworks and their outcomes to further increase the knowledge of how and why we operate the way we do. Please do not hesitate to contact us if you need any further information or assistance with this information.

The Hallett Cove East Out of School Hours Care and Vacation Care Program operates under the requirements of the National Quality Framework and the My Time Our Place guidelines. The *Framework for School Age Care* exists to ensure that children in school age care have opportunities to engage in leisure and play-based experiences that are responsive to the needs, interests and choices of the children attending the service and that contribute to their ongoing development. It provides guidance to educators working with school age children in outside school hours care, long day care and family day care settings.

More information about approved learning frameworks can be obtained at this Service. The information provided here is an overview of what each Quality Area, standard and element covers.

Quality areas, standards and elements

The *National Quality Standard* comprises quality areas, standards and elements.

Quality areas

There are seven quality areas.

QA1	Educational program and practice
QA2	Children's health and safety
QA3	Physical environment
QA4	Staffing arrangements
QA5	Relationships with children
QA6	Collaborative partnerships with families and communities
QA7	Governance and Leadership

**We hope your children enjoy their time at OSHC.
We are always open to new ideas and suggestions to improve our program.
We look forward to working with you and your family.**