



Hallett Cove East OSHC Family Handbook

Email: dl.1053.oshcadmin@schools.sa.edu.au

For Bookings Email: dl.1053.oshcbookings@schools.sa.edu.au

SPIKE PARENT APP for BSC & ASC bookings

For Bookings Phone: 8381 7577

Mobile Number: 0422-003-138

SERVICE LOCATION

Can be accessed from Forresters Road look for the school's welcome sign.

OSHC is based in the Falie building and House 10 for the over 9 children. We have access to all the school's outdoor areas and the Pavilion.

PHILOSOPHY

Our aim is to provide quality care and recreational activities for children from Pre School to Year 6, 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/Vacation Care 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.

Welcome to Hallett Cove East Out of Hours Care (OSHC).

Before School Care (BSC)

After School Care (ASC)

Vacation Care (VAC)

CHILD CARE BENEFIT PLACES

Currently we have the following Child Care Benefit Places:

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

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 Closure:	2.05pm - 6.05pm
Vacation Care:	7.00am – 6.05pm
Pupil Free Day:	7.00am – 6.05pm

STAFFING

Acting Director/Nominated Supervisor

Linda McGrath - Diploma in Early Childhood Education and Care and Associate Diploma in Accounting

Acting Assistant Director/RPI/Food Supervisor

Chloe Baker (Qualified & RPI*) – Nearing completion of Bachelor of Early Childhood Education Honours

Educational Leader/Nominated Supervisor:

Maddison Govan - Bachelor of Education Studies & Bachelor of Arts

Cook/Food Supervisor

Sue Hawke

Educators

Alex Haynes (Qualified & RPI*)	Elyse Mitchell
Mikayla Curtis (Qualified & RPI*)	Erin Mitchell
Lixia Sun (Qualified)	Hayley McCallum
Nadine Tapley (RPI*)	Josh McGrath
Adam Maple	Kate Hunt
Caeley Vowles	Maddison Samuel
Connor Vowles	Monique Charter
Dan Allen	Sue Smith

RPI denotes "Responsible Person in Charge"*

Many of our Educators have worked with our Service for more than 5 years and the Acting Director has been here over ten years. This continuity supports strong relationships with our children. Every Educator brings something special to our Service and the children enjoy knowing who will be in on particular nights.

Ratios

1:15 centre-based

1:5 water-based excursions

1:8 excursions

1:11 when Kindy children present.

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 OSHC, 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.

Bookings for both before and after school care are via the Spike Parent App up to 24 hours prior to the booking required, after this you will need to contact the service. Children who attend on a casual basis must be booked in with a staff member before 8.30am on the day.

In an emergency a message and contact phone number can be left on our answering machine. Families are also requested to contact the school so they can inform the class teacher. An educator will check the messages on the landline 83817577 prior to 2.30 pm. 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.

Pre School-Children

If your child is attending kindergarten/childcare and is classified as being a pre-schooler your child can attend our Service during the term once they are 4. Please contact the Leadership Team with enquiries regarding Vacation Care. We have an arrangement with Karrara Kindy (only), where we will drop children to kindy from Before School Care in the mornings and or collect them in the afternoon. For the ASC session we send at least two educators (one qualified) in uniform with their badges on for identification. A completed enrolment form is required and a signed permission form to collect and deliver to Kindy. Our OSHC can accommodate up to six pre-school children per night.

This arrangement has been working since 2012 and has been very successful. The children who attend whilst they are at kindy are so familiar with this service, our Educators and the school grounds that transition to school is a smoother process. We currently conduct a "Happy Hoppers" program for our Kindy children with their own educator and program.

We fully understand the concerns Parents/Caregivers experience when leaving their young children with us, after the first couple of days all the children seem to settle in and just enjoy themselves. If this is not the case with your child, please, come and speak to the Director or Assistant Director. In their absence one of the other Educators who will listen to your concerns, and ensure that the Director is aware of them, and we will then offer some strategies to assist your child.

OVER 9'S

Once your child/ren turns 9 they graduate to House 10 which is a separate area to the Under 9's. The over 9's follow a differentiated program and often during Vacation Care they go on at least one excursion without the Under 9's. Sometimes when a child turns 9, they choose to remain with the main group on some of the nights until they feel ready to join the older children, or they may prefer to remain where their friends are for a little while. We fully support this staggered transition. However, the move to House 10 is viewed as a 'rite of passage' and is looked forward to with anticipation. Under 9 children are not able to access the program until their 9th birthday.

RECORDING ATTENDANCE

This service uses an electronic signing in system. 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 Education, Skills and

Employment directive that parents sign their children in to verify attendance, for 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 system will be used as a rollcall.

PRIORITY OF ACCESS

Process For When We Reach Capacity

1. Priority of Access will be followed:

- 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 current lower income threshold or whose partner is on income support.
- Families form a non- English-speaking background.
- Socially isolated families
- Single parent families.

2. Child will be placed on a waiting list (Priority of Access will still be applied)

Then:

- Children attending our school.
- Kindy children with a sibling who attends our school ¹
- Other Primary School children
- Other Kindergarten children

OSHC is available for all students.

Fees:

Can be found on our website. <https://halcoveeps.sa.edu.au/services/oshc/>

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.

¹As a general rule, when an OSHC service fills vacant places, it must give school children priority over children who have not yet started school. <https://www.sa.gov.au/topics/education-and-learning/schools/school-life/out-of-school-hours-care-oshc>

An initial Registration Fee of \$25.00 per family is applied for the first year and then an annual registration fee of \$15.00 is applied every year thereafter.

OSHC/Vac care accounts are processed weekly on a Tuesday and emailed directly to your nominated address. Fees are due within 7 days of the date of invoice.

PAYMENTS

We are a cashless Service.

Payment of accounts can be made over the phone with a credit card.

In person using our EFTPOS machine

On your mobile phone using the Qkr! App.

Online via the school's website.

Overdue Accounts

Our service relies on the prompt payment of fees.

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

more than seven days \$10.00

more than fourteen days \$15.00

Failure to pay fees after twenty-eight days will result in access to the service being withdrawn and the process for debt collection being instigated. All fees incurred for debt recovery process will be added to the outstanding debt.

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 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 working weeks' notice needs to be given or you will be charged for the two weeks bookings cancelled. 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. Non-attendance of children on Excursion Days with no notice given will incur a penalty of \$20 per child as this disadvantage our other children who are on the waiting list to attend.

CHILD CARE SUBSIDY

Please refer to the Department of Human Services website for accurate and up to date information.
<https://www.servicesaustralia.gov.au/child-care-subsidy>

We have taken a few excerpts from their website as follows:

To get Child Care Subsidy (CCS) you must:

- care for a child 13 or younger who's not attending secondary school, unless an exemption applies
- use an approved child care service
- be responsible for paying the child care fees
- meet residency and immunisation requirements.

Activity level and subsidised care

Your activity level affects your subsidised care for Child Care Subsidy (CCS).

<https://www.servicesaustralia.gov.au/your-activity-level-affects-child-care-subsidy?context=41186>

We base your activity level on the hours of [recognised activities](#) you do and the type of activity you're doing. We use your activity level to work out how many hours of subsidised childcare you can get each fortnight.

If you have a partner, we'll look at both of your activity levels. We'll use the lower of your or your partner's activity level to work out your hours of subsidised care.

The hours of subsidised childcare you can access per fortnight apply to each child.

There are 4 activity levels.

Activity level each fortnight	Hours of subsidised care each fortnight
Less than 8 hours	0 hours if you earn above \$80,000 24 hours if you earn \$80,000 or below
More than 8 to 16 hours	36 hours
More than 16 to 48 hours	72 hours
More than 48 hours	100 hours

If volunteering or looking for work is your only recognised activity, we will count the first 16 hours towards your activity level.

There are exemptions for parents who legitimately cannot meet the activity test requirements.

Please see:

<https://www.servicesaustralia.gov.au/exemptions-for-child-care-subsidy?context=41186>

Additional Child Care Subsidy

If you're eligible for Child Care Subsidy you may get extra help with the cost of approved child care. To get this you must be eligible for Child Care Subsidy. And you need to be 1 of the following:

- an eligible grandparent getting an income support payment
- transitioning from certain income support payments to work
- experiencing temporary financial hardship
- caring for a child who is vulnerable or at risk of harm, abuse or neglect

Please refer to the website on how to apply: <https://www.servicesaustralia.gov.au/how-to-apply-for-additional-child-care-subsidy?context=41866>

Child Care Subsidy may not be paid by the Government in certain situations and families will be required to pay full fees for the period involved. Please visit <https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186> for current information.

Under the Childcare Subsidy System, the parents supply us with their own and children's CRN numbers and date of births, the information regarding care used will be lodged with Services Australia. It is the parents' responsibility to ensure they are registered to receive childcare subsidy.

Families will only be eligible for Childcare Subsidy if Out of School Hours Care attendance records are accurately completed and signed by the parent.

All documentation relating to Childcare Subsidy will be kept for the specified period of time and made available to Commonwealth Department Officers on request.

Families who cannot afford fees, due to sudden unforeseen expenditure or short-term financial difficulty, will be assisted where possible and/or provided with information on other possible avenues of financial support, including Special Childcare Assistance.

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 manage children's behaviour at times and the following Behaviour Code will be put into practice.

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?

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 Thinking Time 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. This 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 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.

These steps are sometimes modified depending on the seriousness of the incident and could include behaviour contracts developed for individual children.

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 an emergency the service will take the child to the local Medical Clinic, or Flinders Medical Centre. The service will not be liable for any medical expenses.

If your child has a minor accident, (e.g., scrapes his/her knee) staff trained in first aid will deal with the problem. A note will be left on the electronic signing in.

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 to some sunscreens, please provide your own).
- To wear appropriate sun safe clothing.

A copy of the services Sun Safe Policy can be requested from the service.

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 shade when outdoors. Staying under a tree and umbrella can reduce your overall exposure to UV radiation.

SLIDE on some sunglasses that are close fitting, wraparound and cover as much of the eye area as possible.

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

BEFORE SCHOOL ROUTINE

Before School Care is a 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 with 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. Children are dismissed from Before School Care at 8.30am.

- The Receptions and Year 1 children 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. Two Educators (one qualified) will take the child/children to the kindergarten.

Leadership/Educators are at OSHC to talk to parents/carers or receive payments until 9.00am.

AFTER SCHOOL CARE

All children are expected to go straight to the OSHC room following dismissal from school. Over 9 children go to House 10. As they arrive an educator will sign them in. Children new to the service can be collected by an educator until they are used to the service. Please speak to the Director if you require this service.

All Reception and Year 1 children are collected by OSHC educators from the classroom in the afternoons. Afternoon tea is then served, and sunscreen is applied if required. We encourage outdoor play activities, and most children choose to go outside following afternoon tea. However, there are always indoor activities programmed as we support an emergent (child led) curriculum.

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 educators 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, please notify us as soon as possible. This is for the safety and welfare of your child.

VACATION CARE

Vacation care is offered every school holidays. A program and booking sheet is emailed out to our school community only in week 5. In week 7 it will be released to non-school families. Bookings for Vacation Care can only be confirmed with a deposit and if all the necessary consents have been signed. 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. If an OSHC account is overdue by twenty-eight days or more on the Tuesday of the last week of Term Vacation Care bookings will be removed and offered to children on the waiting list.

VACATION CARE ROUTINE

On centre-based days children may be signed in at any time that suits parents/carers, but on excursion days please check the program information for arrival times. 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. Please pack recess, lunch, and a water bottle. We will provide afternoon tea. If there is a 'special lunch' day advertised on the program, you are not required to supply lunch. We find during Vacation Care children are more active and may need more food packed for them than they usually would. Please note we are unable to heat food for your child.

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.

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 put in a box by the front door and kept for two weeks. After this time items will be displayed on Storypark, if unclaimed it will be donated to charity. We regret that we are unable to take responsibility for children's toys, electrical items, and personal items, these are best left at home.

PARENT/CAREGIVERS INVOLVEMENT

This is your service to enjoy with your children.

We encourage you to talk to our educators about your child/ren's time with us. We welcome feedback, either positive or other. Feedback gives us a focus to work towards and lets us know what we are doing well or areas where we can improve. 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 Advisory committee. We meet twice a term and have a representative who takes our recommendations to Governing Council.

If you have any concerns about your child at OSHC please feel free to give us a call, or come and speak to either Linda McGrath, Acting Director, or Chloe Baker Acting Assistant Director.

COMMUNICATION BETWEEN OSHC AND FAMILIES.

At this Service we use a range of communication methods. We send out regular emails, we place a message on the accounts, we send text messages and use the Audiri APP, Storypark platform to communicate with the school and OSHC community.

We aim to assist all families where needed. We understand the needs of the working parent and fully support where we can. We can assist with organising uniforms etc if you find it difficult to get to the school during school hours. Just ask and if it's something we can help with we will.

Advisory Committee/Governing Council

The Service is operated by the H.C.E.P.S School Governing Council. The OSHC Advisory Committee is a subcommittee of the School Governing Council. The OSHC Advisory Committee meets twice a term and ensures the Service operates according to all legal requirements. If you are interested in joining us and would like further information about specific roles and responsibilities, please let the Director know.

POLICIES

Are available on request, core policies are available on our Storypark platform.

Program

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 and Early Years Learning Framework guidelines.

<https://www.acecqa.gov.au/sites/default/files/2023-01/MTOP-V2.0.pdf>

<https://www.acecqa.gov.au/sites/default/files/2023-01/EYLF-2022-V2.0.pdf>

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.

THE NATIONAL QUALITY FRAMEWORK

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

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	Leadership and service management

We hope your children enjoy their time at OSHC 😊

Useful Websites

The following links will assist you when you have queries regarding your child and their needs.

<http://www.sahealth.sa.gov.au/wps/wcm/connect/Public+Content/SA+Health+Internet/>

<http://www.marion.sa.gov.au/>

<http://www.cyh.com/>

www.health.gov.au

www.education.sa.gov.au

www.education.customers@sa.gov.au

www.acecqa.gov.au/famiies

<https://www.servicesaustralia.gov.au/raising-kids>