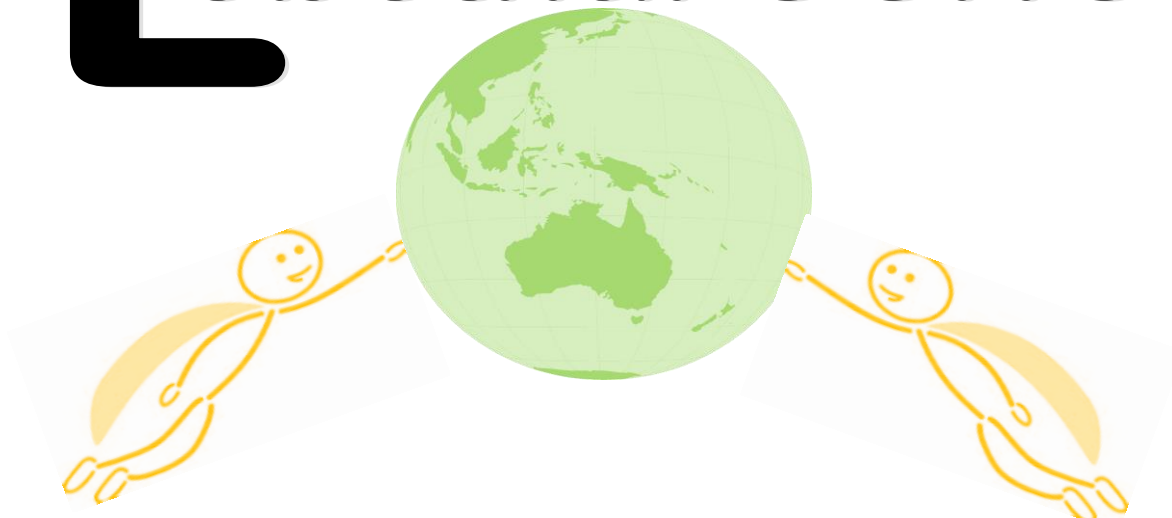


# Lobethal OSHC



**"Lighting up a World of Learning"**

## **Parent Information Booklet 2020**

*Offering Before and After School Care, and Vacation Care to children aged 4-13 years.*

1 School Road, Lobethal, South Australia, 5241

Mobile: 0403 605 975

Email: [LPSOSHC.Director629@schools.sa.edu.au](mailto:LPSOSHC.Director629@schools.sa.edu.au)

Director: Nicole Christian

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The Parent Handbook has been developed by the Lobethal Primary School Out of School Hours Care staff and OSHC Advisory Committee.

The OSHC Advisory Committee is made up of parents, a School Council Representative, the OSHC Director and the School Principal, and is responsible to the School Governing Council.

### **STATEMENT OF PURPOSE**

Lobethal Primary School's Community OSHC and Vacation Care has grown from a need for Out of School Hours Care in our School and local community, and we aim to meet those needs as much as possible. The program is a Commonwealth funded program with Child Care Benefit and Rebates available to users of the program.

The Service provides care for children Before and After School. Full day care will be provided during School Holidays, however School Closure Days and Pupil Free Days will be negotiated on a needs basis. This care is a service to the whole school community (space permitting). Specifically providing for the needs of families with working/studying parents, and for families requiring recreational, occasional and emergency care.

### **PHILOSOPHY**

The Out of School Hours and Vacation Care programs have been set up to provide quality Child Care, in accordance with the State and Commonwealth Government requirements, that meet the needs of the children (Kindergarten aged and R-7), parents, caregivers and community members during Out of School hours. The Service will provide a nurturing environment that is safe, friendly and adequately supervised for Preschool/School aged children.

Each child is treated as an individual in a friendly atmosphere where respect, curiosity, initiative and self-esteem are fostered. Children in the program are encouraged to take responsibility for their own actions and participate in new experiences.

Staff are friendly, caring and passionate about working with children. Staff participate actively in the program and endeavour to learn new skills and knowledge through formal and informal training. They help children to form trusting relationships with both the staff and other children, while supporting a safe and nurturing environment. Staff communicate with parents about their children by sharing special moments or addressing individual needs.

### **ACCESS**

The program is available to all members of the community and is currently licensed for up to 40 children per session. Where a vacancy exists, children will be accepted according to the following Commonwealth Guidelines, Priority of Access as follows:

#### **First Priority**

A child at serious risk of abuse or neglect.

#### **Second Priority**

A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act.



## **CHILD CARE BENEFIT**

The Child Care Benefit is available to all parents, at a variable rate depending on parental income. Information and Application forms are available from the centre and are processed through the Family Assistance Office.

Alternatively, you may wish to claim your Childcare Benefits at the end of the financial year. For further information you can speak to the Family Assistance Office or the OSHC Director.

## **ENROLMENTS AND REGISTRATION**

To enroll in the OSHC program, parents should collect an enrolment package (Enrolment Form and Parent Handbook) from the OSHC Director or the School Office.

In the event that the program has no vacancies available, the registered child will be added to a waiting list. At the time that a vacancy occurs in the program, the child at the top of the list, according to 'Priority of Access Guidelines', will be offered the first placement.

Children will not be accepted into the program without a completed Enrolment Form prior to attendance. Enrolment Forms are updated annually, however if parent circumstances, contacts, or information should change during the year, parents must advise the Director immediately.

In accordance with licensing requirements, separate Enrolment Forms are required for each Vacation Care period.

## **PAYMENT OF ACCOUNTS**

For Cash Payments, please approach OSHC or School Front Office staff. Please have the correct change if payment is made by cash as change is not available; additional monies can be credited to the child's account. A receipt will be issued.

We do not have facilities for CREDIT CARD PAYMENTS however **INTERNET PAYMENTS** are welcome. Our Bank Account Details are as follows:

BSB Number: 105 067      Account Number: 028818340

Please allow approximately two working days for transfers to go through.

Fees must be paid on a weekly basis unless alternative arrangements have been negotiated.

All account enquiries should be directed to our OSHC Finance Officer Caroline who is contactable via email: [LPSOSHC.Finance908@schools.sa.edu.au](mailto:LPSOSHC.Finance908@schools.sa.edu.au)

## **VACATION CARE ACCOUNTS**

Vacation Care accounts will be sent out during Vacation Care as normal. Payment can be made either by cash (to OSHC staff – a receipt will be issued) or via Internet Transfer, as per above.

## **OUTSTANDING FEES**

OSHC accounts are emailed weekly and posted at the end of each month. If you are experiencing issues

receiving your accounts or wish to change your details, please contact the OSHC Director or Finance Officer.

If OSHC fees have not been paid within 14 days of the account being issued, a reminder will be forwarded to you.

If the overdue account has then not been paid within a further 7 days, a reminder account will be sent again. If the account is still outstanding after 28 days, the account will be placed in the hands of the OSHC Advisory Committee who will then refer it to a Debt Collecting Agency, and the parent/guardian will be obliged to find alternative care.

All fees incurred from the Debt Collecting Agency will be the parent/guardian's responsibility to pay.

If you are having difficulty paying an account, please speak to the OSHC Director or Finance Officer as soon as possible, so that arrangements can be made to pay by installments.

### **BOOKING PLACES FOR CHILDREN**

To ensure correct staff/child ratio, all children must be booked in for care as early as possible. Places are limited by licensing standards and children cannot be guaranteed a place unless prior bookings are made.

Bookings can be made by:

- Placing a regular booking using the Term Booking Sheet (changes or cancellations to regular bookings must be notified as soon as possible).
- Phoning or texting the OSHC number: 0403 605 975
- Visiting the OSHC room and speaking to staff during operating hours

### **CHANGES/CANCELLATIONS TO BOOKINGS**

**BEFORE & AFTER SCHOOL CARE** - Families are required to give at least 24 hours-notice of any cancellation, or full fees will apply (less CCS). This can be done by calling or texting the OSHC phone, emailing the OSHC Director, or by face-to-face conversation with an OSHC staff member.

**VACATION CARE** - Families are required to give at least 7 days-notice of any cancellation to Vacation Care bookings, or full fees will apply (less CCS). This can be done by calling or texting the OSHC phone, emailing the OSHC Director, or by face-to-face conversation with an OSHC staff member.

Where children are sick in the morning, or a child goes home from school sick during the day, parents are required to inform OSHC ASAP. Full fees (less CCS) will apply if children are absent from OSHC due to sickness, unless 24 hours-notice is given (7 days for Vacation Care), as per any other cancellation.

## **ARRIVAL & DEPARTURE PROCEDURES**

### **Arrival**

During Before School Care, Vacation Care and Pupil Free Days, children are signed in by their parent/guardian on drop-off. During After School Care, students are expected to go straight to the OSHC room following their dismissal from School, and are signed in by OSHC staff on arrival. Lobethal Lutheran School and Kindergarten children are transported by bus, and arrive at OSHC around 3:25pm.

### **Departure**

When departing, children must be signed out by a parent or authorized guardian, ensuring that an OSHC staff member has also been notified. Children will not be allowed to leave the service with any person not listed as an authorized pick up, therefore changes to child's Collection Authority must be notified personally, by phone or by written communication to the Director.

If an expected child does not arrive by 3:30pm, the Director or Person in Charge will:

- Contact the Front Office of the appropriate School and see if the child attended School that day.
- Check the School grounds and drop off points/pick up zones.
- Phone the child's parents first, then proceed to emergency contacts.
- In the event that parents or emergency contacts cannot be reached, the Person in Charge will contact the School Principal.
- In the event that none of the above can be contacted or the whereabouts of the child cannot be determined, the Person in Charge will notify the Police.

### **LATE PICK UP**

If children have not been picked up from the OSHC room by closing time (6:30pm for After School Care, or 6pm during Vacation Care/Pupil Free Days), the following procedure will take place:

1. After closing time, the staff members on duty will attempt to contact parents/guardians/emergency contacts as listed on the Enrolment Forms. Pickup within 15 minutes after closing time, will incur a late fee of \$20.00.
2. If no contact has been made by 6:45pm (15 minutes after closing time), the late fee will then rise to an additional \$20.00 for every 15 minutes until pickup.
3. Staff will continue to attempt to contact parents/guardians/emergency contacts.
4. If no contact is able to be made 30 minutes after closing time, the staff will proceed to contact the Woodside Police Station/Crisis Care on 131 611 and the child(ren) will be handed over to their care. A note explaining this action and the Crisis Care phone number will be displayed in the OSHC room window. Parents will then need to contact Crisis Care on 131 611 to collect their child(ren).

## **CHILD SAFETY AND CARE**

Our OSHC Centre, located in the timber-framed cottage next to the teacher parking area, has high quality facilities. It is comprised of a kitchen, activity room and staff pantry. OSHC also has access to the outdoor school grounds (e.g. playgrounds, oval, Gym, sandpit and courts). These environments will be kept safe, clean and well supervised in accordance with Licensing Guidelines and Quality Assurance.

The OSHC program has access to a wide range of resources including a variety of toys, games, books, sports equipment, art and craft supplies and electronics.

## **TOILET**

Where possible, a minimum of two children will go to the toilet at any one time. Staff will wait directly outside toilets once it is dark and during excursions. Children must notify staff when they are leaving the OSHC room for the toilet as well as when they return, and are asked to use the toilet sign in/out sheet located on the back of the OSHC door.

## **FIRST AID KIT**

The First Aid kit will conform to all Occupational Health and Safety guidelines and will be checked for supplies on a six monthly basis and regularly restocked by the Director.

## **MEDICATION**

Children's medication will be stored in a child safe cabinet.

Service staff will assist with children's medication if:

- It is prescribed by a Doctor and has the original label detailing the child's name, required dosage and storage requirements.
- The parent has completed and signed the services request to administer prescribed medication form.

Where medication is required for the treatment of long-term conditions or complaints, such as asthma, epilepsy or ADHD, the service will require a letter from the child's Medical Practitioner or Specialist detailing the medical condition of the child, correct dosage and how the condition is to be managed. We encourage children with ongoing medication to keep their medication at OSHC, so that in an emergency we are able to administer medication as quickly as possible. Please understand that we sometimes run as a single staff service and accessing child's medication from the office can be time consuming.

*\*Panadol will not be administered by any staff member\**

## **ACCIDENT PROCEDURE**

When a minor accident occurs, staff qualified in first aid will:

- Assess the injury.
- Attend to the injured child and apply first-aid.



- Contact the parent (depending on the nature of the injury). If the parent is not contacted at the time of the accident, they will be informed about the incident when they arrive to collect their child.

When a serious accident occurs which requires more than first aid, the Director or senior staff qualified in first aid will:

- Attend to the injured child and apply first aid.
- Assess the injury and decide whether an Ambulance should be called.

### **ILLNESS**

Parents/caregivers who deliver children who are unwell on arrival may be asked to take their child home to care for them.

If a child becomes unwell during the school day, the parent or guardian will be contacted and asked to pick their child up and the child would not be accepted into the OSHC program until he/she has fully recovered. If a child becomes ill while at OSHC, that child will be cared for and comforted until the Parent/Guardian can be contacted to collect them. Emergency contacts may be called if Parents/Caregivers are unavailable and OSHC staff feel that the child should be at home.

### **INFECTIOUS DISEASE**

Children who are ill with an infectious disease will not be allowed to attend OSHC until they have fully recovered. It is important that if any child has an infectious disease, (such as chicken pox, measles, whooping cough or head lice etc.), that the Director is notified immediately.

Information about the occurrence of the infectious disease in the Centre will be made available to other Parents/Guardians of the OSHC and School. This will be in the form of a poster displayed at the entrance of the centre and also a note in the School Newsletter. To protect the privacy of individuals, no names will be included in the publications.

### **EMERGENCY, FIRE/BUSHFIRE PROCEDURE (EVACUATION)**

Lobethal OSHC abides by School/OSHC Safety procedures. Safety and Invacuation/Evacuation procedures are regularly discussed with children throughout the year. They are also displayed prominently in the OSHC room.

In Terms 1 and 4, group sessions and drills will be held with the children to discuss safe behaviour's and protection techniques, viewing fire safety videos and practicing our Bushfire Procedure. The evacuation process is practiced via a drill and the children are evacuated to the school oval.

### **HARASSMENT AND/OR THREAT PROCEDURE (INVACUATION/LOCKDOWN)**

In case of harassment and/or threat to children by person's known and unknown to the service, the Director or Person in Charge will assume control.

Steps:

1. Sound alarm – one long blow on a whistle and informing all staff by mobile phone to return immediately with children to the OSHC room.
2. Gather children – in a quick and organised manner ensuring all children have returned indoors. A decision is made whether to stay in the OSHC room, or to move to the Library area.
3. Security – lock all doors.
4. Roll call – check that all children are accounted for. The designated staff will check the toilets and all places where the children are likely to be.
5. Notify the authorities – when all children are accounted for, the Police will be phoned.
6. Once a term there will be a practice drill in Before School Care, After School Care and Vacation Care.

### **HAT POLICY**

All children must abide by the OSHC and School's NO HAT, NO PLAY POLICY.

Children must wear a sun safe hat when playing outside during the hours of 7:30am to 6:30pm throughout Terms 1 and 4.

This policy has been designed for the safety and protection of the children. The wearing of hats also enables easy recognition of OSHC children on and off of the School grounds by staff. Failure to follow this requirement may result in exclusion from the activity.

### **SERVICE STRUCTURE**

#### **PROGRAM**

The Lobethal Primary School's Community OSHC and Vacation Care service provides a program which is developmentally appropriate to the needs of the children attending the service, and allows for each child's social, physical, emotional and intellectual development, including life skills and creativity.

Children are encouraged to be involved in program planning, implementation and evaluation processes.

A variety of age-appropriate activities are provided in each session to enable children to choose activities for themselves (including art, craft, reading, writing, drawing, outdoor play, board games and puzzles, cooking, fine motor, sensory, building and construction, imaginative play, music, nature play and electronics).

#### **FOOD AND NUTRITION**

The OSHC program offers a healthy eating program, where we provide breakfast during Before School Care and afternoon tea during After School Care. During Vacation Care, both breakfast and afternoon tea are supplied. The aim is to encourage children to make healthy snack choices and allow them the opportunity to participate in the preparation of some of these snacks.

The food provided will show consideration for the special dietary needs of children with allergies or intolerances, cultural or religious beliefs and promote variety.

On programmed days, there may be some allowances made for special treats, however healthy alternatives will also be provided.

Regardless of the menu, the following will be offered with afternoon tea each day:

- Fresh fruit
- Cold Water

Any allergies or special dietary requirements must be stated on the Enrolment Form.

Children are welcome to bring their own healthy snacks. Please remember that we are a NUT FREE site.

### **BYO DEVICES AND TOYS FROM HOME**

Lobethal OSHC discourages children from bringing toys and belongings from home and cannot take any responsibility for lost or broken items. Children are not to bring electronic devices for use in OSHC time, apart from on specified 'bring your own device' days, (which is usually the last afternoon of each Vacation Care period). Children have access to a wide range of learning materials including some use of technology within the OSHC program.

### **STAFF/CHILD RATIOS**

OSHC operates at the following staffing ratios:

- School Aged Children – 1 staff : 15 children
- Kindergarten Aged Children – 1 staff : 11 children

It is a requirement that all staff will hold a current First Aid Certificate, Responding to Abuse and Neglect Training, as well as a current Criminal History Check and/or DCSI.

### **EXCURSIONS**

Excursions are regularly programmed during Vacation Care. Parents/Guardians must complete the appropriate consents, including permission to travel by bus or go on short walks, which is attached to the Vacation Care program, when booking their child(ren) in on an Excursion day. Excursions will incur an additional cost as stated in the Fee Structure section above.

### **BEHAVIOUR CODE**

Children will be encouraged to develop and demonstrate responsible behaviour for themselves and others. The OSHC staff and Advisory Committee have developed a Behaviour Management Agreement and OSHC rules, that must be read through and discussed with the child(ren). The Behaviour Agreement has been developed to:

- Ensure the safety and security of the children and the staff.

- Ensure respect for the rights and feelings of the children and staff.
- Ensure the smooth running of the service.
- Ensure self-management on the part of each child.

To achieve these goals the OSHC staff:

- Aim to be consistent.
- Reinforce positive behaviour.
- Follow through with clear and established expectations.
- Ensure that rules and consequences are known and understood by children, staff and parents through ongoing discussion and review, and by having OSHC rules on display at all times.
- Encourage children to seek support from staff and other children where necessary.
- Seek parental support for our strategies by ensuring that upon enrolment, parents are informed of all procedures.

Children attending the program are expected to:

- Respect the rights of other children and be courteous.
- Care for their own property and the property of others/OSHC property.
- Move safely and sensibly throughout the Centre.
- Endeavour to resolve conflict appropriately by following the displayed grievance procedures.

In the event of harassment/bullying, students are encouraged to follow these steps:

- Ignore the behaviour.
- Tell the person to stop.
- Warn the person that you will be reporting the behaviour to OSHC staff.
- Report the behaviour to OSHC staff.
- If the harassment/bullying continues, report the behaviour to OSHC staff again.

Note: Depending on the seriousness of the situation, students can go to whichever step they deem necessary.

The OSHC children have developed their own consequences for inappropriate behaviour at OSHC.

1. Children will be given a warning of inappropriate behavior by OSHC staff.
2. Children will be asked to find a quiet space to have some “chill out” time.
3. Before re-entering play, an educator will talk to the child about their behaviour.
4. The School Principal may be asked to offer assistance for serious behaviour.
5. Parents may be contacted and asked to collect their child immediately.
6. A meeting with the Director, the child’s Parents, and/or the School Principal may be organised to discuss a behaviour management plan and possible suspension from OSHC.

### **ROLES AND RESPONSIBILITIES OF PARENTS**

PARENTS have a responsibility to:

- Collect their child on time.
- Pay fees on time.
- Keep in touch with the Director and OSHC staff regarding the physical and emotional state of their child(ren) in care.
- Take an active interest in the program and support the staff in their roles.

Time and resources may allow parents to:

- Contribute ideas, resources and donations of craft materials, newspaper and magazines.
- Serve on the OSHC Advisory Committee.

### **OSHC STAFF/VOLUNTEERS/STUDENTS AND ADVISORY COMMITTEE**

The roles and responsibilities for School Council, Advisory Committee, Director, Staff and Volunteers are clearly stated in the Policy Handbook, which is available to anyone on request.

### **REMEMBER – YOUR INPUT, SUGGESTIONS AND FEEDBACK ARE VALUED.**

If you have any questions or concerns that you wish to discuss, do not hesitate to contact the OSHC Director, Staff or Advisory Committee. We aim to provide a friendly and caring service, and if possible will help out in any way that we can 😊