



Government of South Australia
Department for Education

OSHC PARENT HANDBOOK

"A learning community encouraging achievement and embracing diversity."



ROSE PARK PRIMARY SCHOOL

✓ Be Caring ✓ Be Respectful ✓ Be Honest ✓ Be Courageous



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Welcome to Rose Park Primary School Out of School Hours Service.

This handbook will provide you with all the information you need to know if you are using our service.

If there are any additional questions you have that we have not covered in this handbook, please feel free to contact the Director on oshc@roseparkps.com.au

Support and Collaboration

Rose Park OSHC staff work in collaboration with various agencies to ensure that facilities and support is provided for children with varying educational or additional needs.

Rose Park OSHC adopts a consultative process which incorporates views from the children, their parents, and staff within our program in order to foster continuous improvement and smooth running of our program. At Rose Park OSHC we aim to support all aspects of the children's school and home life, to achieve stability and consistency. Time and support with the curriculum of the school is offered to the school by our qualified staff at the service on a daily basis through a Homework Club.

Service Policies and Procedures

The Policies and Procedures book is located in the main OSHC room by the sign-in folder. It outlines our policies and procedures which assist us in the smooth running of the program, as well as ensuring that we meet all of the regulatory and quality standards for our industry.

The folder is available for all parents or guardians to read at their leisure, however the folder must remain on site at all times, and we are unable to copy any part of it to be taken off site.

Our policies and practices will be reviewed at the end of 2022 school year to ensure that we are providing the best quality of care, and the highest quality service in our field.

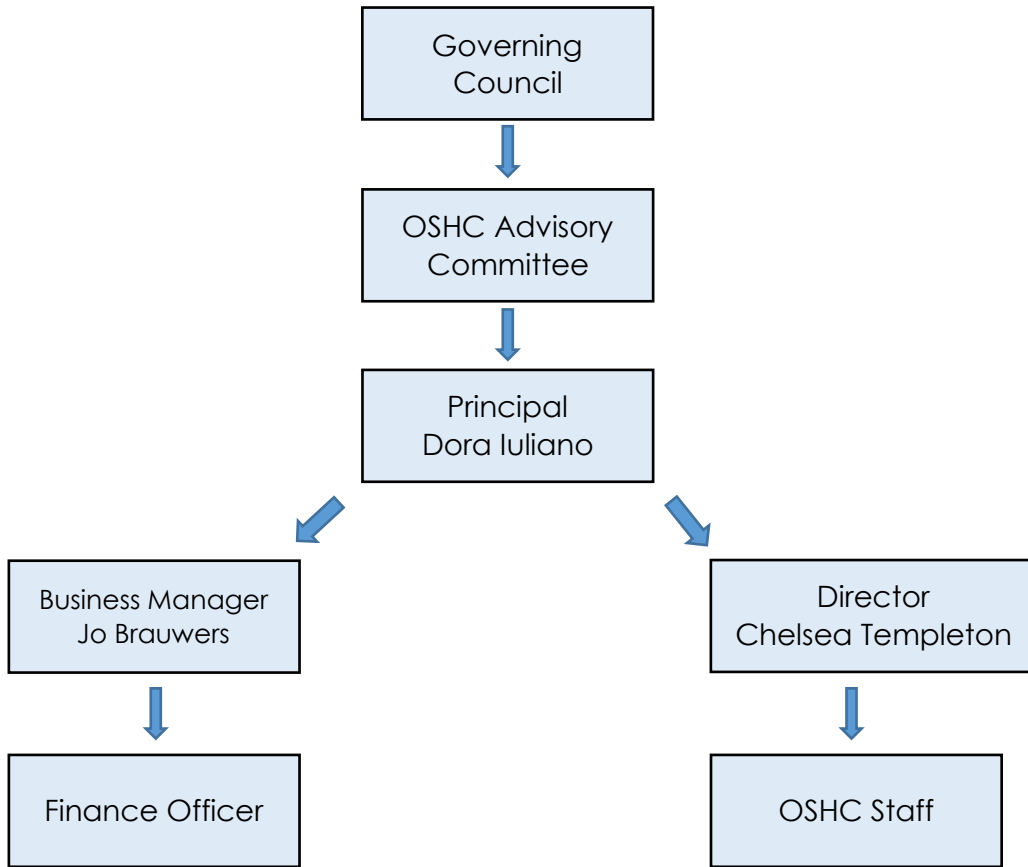
Reviews will also ensure that we are continually in line with the policies of the school, best practice in our industry, and we are meeting the requirements of the National Quality Framework, National Quality Standard, Education and Care Services National Law and the Education and Care Services National Regulations.

Rose Park Primary School OSHC Staff

Responsibilities of the OSHC Director include:

- Preparing and implementing children's program consistent with the National Curriculum;
- Overseeing children's well-being and managing behaviour;
- Maintaining resources and equipment;
- Monitoring the OSHC budget;
- Supporting staff;
- Overseeing bookings;
- Ensuring fees and charges are billed and paid.
- Supporting the School Curriculum.

OSHC Management Structure



Enrolment

OSHC is only available to children currently enrolled and attending Rose Park Primary School from Reception to Year 6. An enrolment and relevant medical form are required for each student enrolled. All forms are available from the OSHC Director upon request. Forms must be completed **prior to the commencement at OSHC.**

Hours of Operation

Monday to Friday

Before School Care: 6:45am - 8:40am
After School Care: 3:10pm - 6:00pm
Early Close days: 2:10pm - 6:00pm
Vacation Care: 6:45am - 6:00pm
Pupil Free Days: 6:45am - 6:00pm

We are not open on Public Holidays and during a 2 week period over Christmas.

Early finishing and pupil free dates for 2022 are:

Pupil Free Days

Term 1: Friday 4th March

Term 2: Wednesday 1st June

Term 3: Friday 5th August

Term 3: Friday 9th September

Term 4: Monday 7th November

Last day of term

Friday 16th December (2.10pm)

OSHC Fees

Before School Care

\$12.00 per session

After School Care

\$25.50 per session

Vacation Care and Pupil Free Days
excursion entrance costs)

\$65.00 per session (inclusive of transport costs and any

Accounts

Account holders will receive a weekly invoice which is payable within 14 days.

The payment of fees can be made using the Qkr! app (which can be downloaded onto your smartphone), or in person at the front office at school between 8.30am and 9.30am daily. All accounts must be settled in total by the end of each Term.

All invoices will be e-mailed to the address given by the account holder, if you require a different email address to be used please inform the Director at your earliest opportunity.

Late Fees

All children must be collected by 6:00pm Monday to Friday. If any child is collected after 6:00 pm a late fee of \$15:00 for the first 15 minutes will be added to your account, the late fee then will accrue at a rate of \$2.00 per minute thereafter. This fee is to cover additional staffing costs.

Please contact the OSHC Director as soon as possible if you are running late. It remains the responsibility of the parent or guardian to notify another family member to collect a child if you are running late.

When a child is not collected by 6:00pm, a qualified staff member will:

- Attempt to contact the parent/caregiver.
- If the parent or caregiver is unavailable, the first nominated emergency contact person will be contacted to make alternative arrangements for collection.
- The Director will contact the school Principal who will contact the appropriate authorities.

Bookings

All bookings whether permanent or casual and all cancellations must be made directly with the Director of OSHC via email at oshc@roseparkps.com.au or by calling the OSHC mobile on 0437 132 522 between 6:45am and 6:00pm Monday to Friday.

When bookings are taken, the "Priority of Access Guidelines" as set out by The Australian Government will be followed.

They are:

When the demand for child care exceeds supply (available places) in some locations, the following three levels of priority must be followed by child care services;

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 under section 14 of the A New Tax System (Family Assistance) Act 1999;

Priority 3 – any other child.

All cancellations must be made 7 days in advance. This is due to staffing rosters.

Cancellations for after school care need to be made before 9am, 7 business days in advance of the day of the booking.

Cancellations made after this timeline will incur the full cost of the session.

Cancellations for before school care need to be made before 6:00pm 8 business days before the before school booking.

There will be no extra charge for late or casual bookings but space is always limited so we may not be able to support casual booking requests.

Late Collection

Students are supervised by school staff in the school yard until 3.30pm. Children not collected by 3:30pm may be escorted to OSHC for collection whereby the normal fees for the service will apply.

Appropriate phone calls will be made to parents and emergency contacts when this occurs.

If you are aware you are going to be late, please contact OSHC or leave a message on the answering machine as soon as practicable.

Late Payment of Fees

When accounts of a substantial amount remain outstanding, your child's enrolment may be denied until payment has been received. If you are experiencing financial difficulties please contact the Director or Business Manager Jo Brauwers during office hours (8331 7521).

All matters will be handled in the strictest of confidence.

Any fees that remain outstanding, and require the support of an external agency to recover, will incur the full cost of that agency's services added to the outstanding debt.

Signing In and Out

As required by Regulation 158, a parent, guardian or previously authorised person must sign the child into the service for before school care, vacation care and pupil free days, and when collecting from after school care. Children cannot under any circumstances be allowed to enter or leave OSHC without a parent, guardian or previously authorised person accompanying them.

A staff member will sign in each child at the start of the after school service. If there are any children not accounted for, the staff member will contact the school office to check if they have been absent, then they will contact a parent to check if the child has been collected. To ensure maximum safety and the duty of care for all of our children, please notify a staff member when you collect your child from our care.

If children are to be collected by anyone other than those stated on the enrolment form, please send an email or call OSHC to inform us in advance. All new collection adults will be required to show photo ID before we can release a child to their care. We are unable to release children into the care of any unauthorised person or if the Director has not been informed in advance.

Co-Curricular Activities

We understand that many children have co-curricular activities immediately after school. To ensure each child's safety please inform the OSHC staff of your child's co-curricular program and any changes which may occur. Arrangements can be made for your child to enter OSHC after their activity. Fees are charged at the normal rate for any time up until 6:00pm. Each child is expected to report to OSHC first before heading off to their activity. This is so that all OSHC staff are aware of their whereabouts at all times and so that we can accommodate to their dietary needs once they return.

Child Care Subsidy

The rate of the Child Care Subsidy is based upon family income. If you wish to apply for Child Care Subsidy you must do so through Centrelink (phone 13 61 50).

You may be eligible for CCS if you or your partner meet all of the following requirements:

- Care for your child at least 2 nights per fortnight, or have 14% care
- are liable for fees for care provided at an approved child care service
- meet the residency rules

Your child must also meet both of these:

- immunisation requirements
- not be attending secondary school unless an exemption applies

The Child Care Subsidy is not payable until the program receives the details of both the parent and guardians, and child's Customer Reference Numbers and correct date of birth, as well as a correct spelling of all names.

Please quote the following carer reference number to Centrelink when applying for Child Care Benefit:

Rose Park Primary School OSHC. Reference Number 190021588S

The program's name is: Rose Park Primary School OSHC. We are an 'Approved' Service.

Where Are We

Please refer to the primary site map below for our location.

OSHC has access to all site facilities, i.e. the computer room, art room, oval, etc., therefore if we move to another location of the school before you collect your child, please see our **where are**

we? Sign on the entrance at of the OSHC room, or ask a staff member who will contact other staff members via a Two Way Radio.

Programming and Activities

The OSHC program will provide various activities which are popular with the students. We aim to give the children a voice in what activities we hold in the afternoon by giving various avenues to put forward their ideas. As part of our 'Continual Improvement Plan' we aim to program collaboratively with the students on a term and fortnightly basis as new ideas are thought of all the time.

If you have any preferred activities, Students are also encouraged to put them forward in our Suggestion Box which is located at the OSHC sign out area.

We aim to have outdoor time for team games every day, indoor activities and free time. We promote 'having a go' at different activities and sports as well as encouraging the older students to take on leadership roles to assist in organising games for the younger groups if they are interested.

Children will be given the opportunity when returning indoors to complete their 'Home Learning'. During this time the remainder of the group will be asked to undertake quiet activities.

Afternoon Tea

Each afternoon we will provide a healthy snack for the children. The snack menu will be changed each week, and will always be healthy, nutritious and consistent with the Governments "Food for Health: Dietary Guidelines for Children and Adolescents"

Meal times will be treated as social occasions. Staff members will sit with the children and interact with them to encourage good eating habits and an appreciation of a variety of foods and drinks. Where possible, snacks and drinks will reflect a wide variety of cultures, especially the cultural backgrounds of families and within the local community.

Fresh fruit will be always be available for the children as soon as they arrive at OSHC.

According to food safe procedures, all food will be prepared and consumed in a hygienic environment. Children and staff follow hand-washing procedures, as specified under the 'South Australian Food Act 2001' version 14.12.2017, and Standard 2 of the 'National Quality Standard' at all times.

Please note, any allergies, special diets, cultural or religious beliefs must be listed on the Enrolment/medical form in the enrolment package.

Hot Weather Policy

On days where the temperature is 35°C or higher as described at www.bom.gov.au, the students will stay inside at all of our locations. These rooms are air conditioned.

Sun Smart Policy

The program supports Rose Park Primary School policy which states that children will wear their hats for outdoor play in Terms 1 & 4.

Hats will also be worn when the UV is moderate or high as specified at www.arpansa.gov.au

No Outside play will be permitted when the UV is rated as extremely high or extreme on www.arpansa.gov.au

A strict 'No hat, No outside Play' policy will be adhered to at all times where the UV ratings are higher than 3.

OSHC will provide sunscreen to children before playing outside.

Absent Child

If a child is booked into OSHC and does not arrive, the following steps are taken:

- Qualified staff member will phone the Administration Office - check absentee records.
- Parents/caregivers will be contacted if the child has been at school.

Students who attend co-curricular training must report to the OSHC Director before commencing training.

Medication Policy

Under the New National Childcare Quality standard 2.1 we strive to ensure that each child's health needs are supported.

If your child requires any prescribed medication the following conditions apply.

Parental written consent and Action Plans or instructions from your Doctor, including clear dosage times on the medication form must be given to the Director.

Medication must be in the original container with the child's name, date, description of medication and dosage clear and legible. Only the Director and/or a qualified staff member will administer the medication.

The times and doses of all medication administered will be recorded on the medication sheet;

All medication will be kept in a locked cupboard.

Health Care Plans

Any child attending the program who suffers with an allergy or medical condition, is required to supply a current health care plan before commencement. Plans are kept on file and all staff will be made aware of necessary information. Health care Plans must be updated at the start of every school year. Privacy will be maintained at all times.

Illness and Accidents

In the event of a child becoming unwell at the OSHC program parents or guardians, or emergency contacts will be notified and be asked to pick up the child as soon as possible.

In the event of an accident, OSHC staff will administer first aid. All OSHC staff hold First Aid Certificates and the Director holds a Senior First Aid Certificate.

When the parent/guardian picks up the child they must sign the Accident/Injury Report showing that they are aware of the first aid administered.

Serious Accidents or Incidents

In the unfortunate event of a serious accident or incident involving a child, the SA Ambulance Service will be contacted to take the child to hospital. Parents will be notified as soon as possible. The cost of the ambulance service will need to be met by the parent. An incident report must be signed by the parent.

Toilets

Children are expected to notify a staff member when they wish to go to the toilet. It is essential that we are aware of where all children are at all times as a matter of 'Duty of Care.'

Movies

During periods or days of high UV, movies may be shown for the children. The content of "PG" rated movies will be discussed with our Principal before viewing. Please see the Director if you have any concerns regarding this practice.

Parental Involvement

It is really important that parents are involved in the OSHC program to ensure we work in partnership to support their child's wellbeing and learning. Your input to the service can either be given through discussion with the Director or via the suggestion box. If you would like to volunteer to help in the service, please let the Director know.

A current Working With Children Clearance is required for all volunteers at OSHC.

We welcome any donation of craft supplies such as boxes and paper. Committee Meetings will be publicised in the OSHC Newsletter and through notices which are given out by the Director or school. Parents or guardians are welcome to come along to our meetings and show their support for our service and assist us in developing ways in which we can continually improve.

Parent Responsibilities

Children must be collected by 6:00 pm.

Agree to pay fees on time.

Contact Director re: attendance, physical and emotional wellbeing of their child that may impact the service.

Become familiar with the OSHC policies and procedures.

Use the suggestion box provided to share their learning experiences with their children and offer the possibility to others to enjoy similar experiences.

Grievance Procedure

A grievance policy is in place in the OSHC service and is in line with the schools policy. If a family member has a grievance about the service, they should initially speak to the Director at an appropriate time. An immediate response to the issue may not be possible at the time but all grievances are important to us and will be documented and reviewed by management.

Student Responsibilities

Students are responsible for their own behaviour and as such are expected to be:

AWARE that we create our own future as a consequence of our actions

RESPECTFUL of others and their property

CARING of others and school resources

HONEST in all things they do

SELF DISCIPLINED

POSITIVE & INVOLVED in all things they do

COURTEOUS to all children, staff and parents that use our service and members of the local community

SAFETY CONSCIOUS in all things they do

MINDFUL to enhance the School's reputation at all times

Behaviour Management

Children are expected to follow the OSHC Rules while they use our service.

The Behaviour Management Plan applied by the school has been adopted by the OSHC Service.

Consequences for inappropriate behaviour have been collaboratively decided upon with the children and are as follows:

- Reminder of the OSHC rule that has been broken as well as a warning of consequences
- Sit out of an activity to reflect on their behaviour.
- Lose the right to play with others and spend the rest of the session working or playing alone with a staff member.

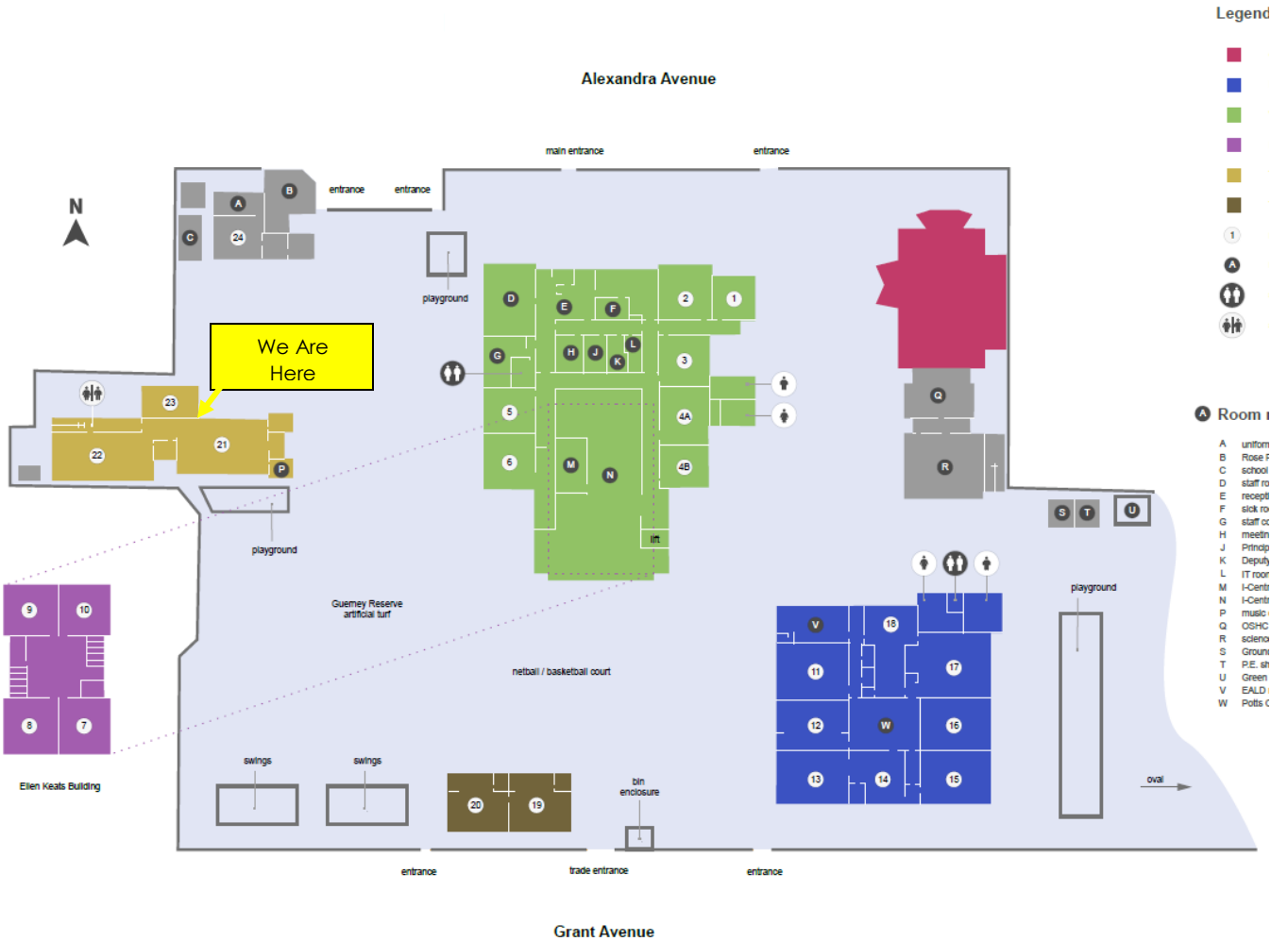
Serious Breach of OSHC or School Rules

Parents and the Principal will be notified regarding ongoing behaviour issues. Suspensions or exclusions from the program may be a result of any serious breaches of OSHC or School Rules. A Re-entry meeting may be required between our Principal, Director, Child and Parent to discuss the issue.

A behaviour plan may be required for the student to re-engage in to the OSHC program.

If the child's behaviour puts the other children at risk, the parent or guardian or emergency contacts will be notified and told to pick the child up from the program immediately.

School Map



Rose Park Primary School OSHC

54 Alexandra Avenue
Rose Park SA 5067

T: 8331 7521 F: 8332 0052 M: 0437 132 522
E: oshc@roseparkps.com.au

CCES Approval ID: 190021588S