



Plympton Primary School Out of School Hours Care

Family Handbook

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Provider Numbers

OSHC – 555 009 214A

Vacation Care – 555 009 532K

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1 About our service

1.1 Welcome

Welcome to the Plympton Out of School Hours (OSHC) program. This service offers a high quality accredited, affordable and reliable service to the parents and children of Plympton Primary School. OSHC is a safe and comfortable environment where your child can enjoy a range of crafts, sports, games & cooking activities.

1.2 Philosophy

We believe that Plympton Primary OSHC is a valuable and integral part of the school community. We strive to provide a stimulating and enriching program for school aged children in a clean and safe environment. We believe our activities should have a recreational focus, while producing some educational outcomes. Through this we aim to give children the opportunity to have fun, enjoying interacting with other children and to develop friendly relationships. In order to provide high quality care, we believe in the need to continually revise our service policies and procedures. We also understand that children thrive best in an environment where staff are happy and everyone is working well as a team, with the same expectations and consequences.

1.3 School Structure & Organisation

Plympton Primary OSHC is operated under the direction of the Plympton Primary School Council. The School Council acts on the advice of the OSHC Advisory Committee. The Advisory Committee comprises of parents representatives, school councillors, the OSHC Director and Principal of Plympton Primary School. This committee meets twice a term in week 2 & 7. The management committee will ensure that all relevant guidelines, Acts and regulations are adhered to in the management of the service (e.g. – funding guidelines, relevant industrial awards). However all issues including policies and management issues should be directed to the Director.

1.4 Policies and Procedures

Plympton Primary OSHC has an extensive policy and procedure manual, which reflects the philosophy and goals of our service. This manual is a large document, which is made available for you to read on request. For easy referencing a copy is kept next to the sign in/out folder. This family handbook contains a small overview of a number of our policies, which will affect you, your family and children. Policies and Procedures are updated yearly, or when required.

1.5 Hours of Operation

Before School Care – 6.45am to 8:30am

After School Care – 3.15pm to 6pm

Vacation Care & Pupil Free Days – 6.45am to 6pm

1.6 Communication with Families

Staff at Plympton Primary OSHC makes a constant effort to communicate with families when dropping off or picking up their children, about how their child/ren have been going, what they've been involved in etc. When enrolling your child/ren you will be shown and told about various communication methods used at our service. Our parent pockets are our biggest form of communication and is where your invoices, newsletters and vacation programs will be put for you. We will explain about the sign in / out folder.

1.7 Child Protection

We hold protection of the children whilst in our care, with the utmost importance. This includes the service's moral and legal duties to care for children associated with the service whilst not in the care of their parents or primary carers. All our staff have been made aware of the Child Protection Policy and all staff have undertaken Mandatory Notification Training.

1.8 Priority of Access & Non-Discriminatory Access

Plympton Primary OSHC will ensure that parents and children have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural backgrounds, gender or abilities. We primarily provide care for Plympton Primary School Children aged between 5 and 13. We are able to provide care for early high school age children and students from other schools if there are CCB places available.

The service also follows the priority of access guidelines set down by the Commonwealth Department of Family and Community Services. These guidelines will be balanced with the principles of non-discriminatory access and inclusion.

FIRST PRIORITY: A child at risk of serious abuse or neglect.

SECOND PRIORITY: A child of single parents who satisfies, or have parents who both satisfy, the work/training/study test under Section 14 of the Family Assistance Act.

THIRD PRIORITY: Another child

1.9 Confidentiality

All personal records you provide to us, will be stored securely and kept confidential. All information will be strictly limited to use by the service.

1.10 Parent Participation

Ways of participation in our service include:

- Joining our OSHC Advisory Committee, requiring you to come to meetings twice a term & give input on behalf of parents using OSHC.
- Giving suggestions/ideas for vacation care, craft, cooking, sports and feedback on how programs are going.
- Donating items eg. Dress up clothes, cushions, beanbags, paper, dolls, containers etc.
- Giving some of your time and joining us on excursions or helping us on cooking days & when using the school pool.

1.11 Concerns, Complaints and Suggestions

If you have any concerns, complaints or suggestions, please speak to the Director. If this is not satisfactory, please contact the Principal. Our main priority is the happiness and well-being of your child; we are always striving to improve the quality of care we provide for our families. Other venues of communicating your suggestions or concerns are via the 'Suggestion Box' or the 'Feedback Forms' located on the board near the office & surveys conducted throughout the year. However, please feel free to discuss any issues at any time. Any participation you can offer the service is greatly appreciated & only enhances the service we provide.

1.12 Quality Assurance

Every licensed OSHC service in Australia is assessed on their capacity to meet the Australian Quality Standards in order to ensure that children in Outside School Hours Care have stimulating, positive experiences and interactions that foster their self esteem and confidence. The National Quality Standards comprise 7 quality areas that services are measured against to determine the quality of care they provide to children and families.

The 7 areas are:

- 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

1.13 Inclusion and Diversity

It is the policy of the Plympton Primary OSHC to make every effort to include all children into the service, and to provide a program that caters for their individual physical, cognitive, social and emotional needs.

2 Caring for your child

2.1 Arrivals and Departures

All children must be signed in and out each day by an authorised person (authorised people are the people you record on your child/ren's enrolment form.) If any other person is to pick up your child/ren, prior arrangement needs to be made with the Director & this person will require proof of identity.

2.2 Late Collection

We ask for your cooperation by collecting your child/ren by 6pm. If there is an emergency and you are unable to collect your child on time, please contact the service and arrange for another authorised person to collect your child/ren. If your child is not collected on time, there is a standard \$1.00 per minute late fee.

2.3 Behaviour Management

Student behaviour expectations for OSHC are in line with the Plympton Primary School Discipline Policy and are designed to encourage children to be responsible for their own behaviour. For any behaviour that is considered unacceptable the child is given a first warning, then if necessary, a second warning is given, and children are guided to another activity. On the third occurrence the child is given "Reflection Time". The objective of this is to encourage the child to think about his/her behaviour and why it was unacceptable. The child can then talk through his/her response with the Director. Behaviour that is recurring after these steps have been carried through, will then be brought to the parent's attention.

2.4 Child Code of Conduct

We respect ourselves and others and their property
We are seen at all times
We use appropriate language
We share and take care of the equipment
We clean up after ourselves
We use an inside voice
No bullying
We follow instructions given by an adult

2.5 Accident Procedure

In the event of an accident the following procedures will be implemented by OSHC staff.

- Assess the injury.
- Attend to injured child and administer first aid.
- Contact 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 accident when they arrive to collect the child.
- In case of serious injury, arrange transport of the child by ambulance to hospital. A staff member will accompany the child to hospital taking all the child's records. (note the program is not responsible for ambulance fees).
- Complete a child accident report.
- In the event of a child requiring urgent medical treatment and all attempts have been made to notify parents/guardians, the service is authorised to obtain medical, hospital and/or ambulance services, including consent from a medical practitioner regarding treatment.

2.6 Medication

If your child requires medication whilst at OSHC, you will need to supply written authority stating the drug, dosage, date and times to be administered. Medication forms are available from the medication folder in the office. On the form all details and signatures are required or the medication is not authorised to be administered to your child. Staff will only administer medication if it is:

- A prescribed oral medication
- Accompanied by a letter from a medical practitioner stating time to administer
- In its original package with pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date.

All medication will be administered by a qualified staff member and will be recorded in the medication folder, which will be signed off by another witness.

Children who become ill at the service will be provided a quiet area while their parents/guardians are contacted. Parents are requested to advise the service when enrolling their child of their child's particular health needs, including medication. Every child that suffers from Asthma will need to have an Asthma plan form filled out and signed by their doctor.

2.7 Before School Care

We aim to provide a quiet and relaxing program for before school care. Children have access to TV, board games, puzzles, colouring in sheets, craft items & computers. These activities are based on spontaneity request reflecting the interest of the child at the service. Breakfast is served between 7.30am and 8am. Toast and spreads are provided, if you provided your child/ren with cereal, low sugar foods are preferred and encouraged.

2.8 After School Care

Children are greeted and signed-in on arrival. Our service provides child-centered developmental programs. The programs are planned for all children and incorporate children's ideas and opinions. The program provides children with choice and variety (eg. indoor/outdoor, quiet/active, group/individual). A variety of structured activities such as cooking, craft, sports are organised daily. We also participate in the Active After School Sports program twice a week. Afternoon tea is served about 4pm, which consist of a fruit & vegetable platter and a healthy snack. At Plympton OSHC we follow the 'Rite Bite' guidelines, (refer to nutrition policy for further information). We also have a no nut and egg policy, as we have children who are allergic to them. Our weekly menu is displayed on the board in the office.

2.9 Vacation Care

Vacation care programs are published in Week 6 of each term. We provide a fun and exciting program, which generally includes two excursion per week.

On excursion days your child/ren need to arrive at vacation care on the time stated on the program. Your child/ren need to bring a hat, drink, recess and a packed lunch each day they attend, unless otherwise stated. A nutritious lunch is normally provided twice a week, as well as afternoon tea daily.

When returning your booking forms for vacation care, a \$5 per child per excursion deposit is required to secure your place.

2.10 Suitable Clothing

Please ensure that when your child is attending OSHC that they are wearing suitable clothing for the particular day and that it is in-line with our Sunsmart Policy. Caps are not recommended (bucket, broad-brim or legionnaire hats are preferred and encouraged). Singlet tops or tops not covering the child's arms are discouraged, as well as thongs for OH&S reasons. Please also keep in mind that a number of things the child does at OSHC are messy & while we do the best we can to keep them from getting their clothes dirty (eg. smocks for painting), they are likely to get their clothes dirty from time to time.

2.11 Personal Effects

Plympton Primary OSHC does not encourage children to bring items from home, such as toys, hand held computer games etc. The service assumes no responsibility for damage or loss to any item belonging to any person. Lost or left behind items will be placed on top of the blue filing cabinet.

2.12 Supporting new Children Starting OSHC

New children starting OSHC will be dropped off and picked up from their classroom by one of the OSHC staff for their first five weeks or until both the child and their parents are comfortable with them coming over or going to / from school on their own. They will also be buddied up with an older, more experienced child at OSHC to help them out with the rules, procedures and to help them settle in and show them the fun things to do around OSHC.

2.13 Children involved in School Sports

Any children involved in sport organised through the school, which happens after school, while child is enrolled at OSHC, needs to firstly come to OSHC at the end of the day, so they can drop off their bag and be signed in. They then can head over to the court or oval on their own (if it is before 3.30pm as teachers are still on yard duty). A staff member will go over and pick the child/ren up on the completion of their sport and walk them back to OSHC. If we are single staff on the night your child is doing school sport, we will organise with another parent to drop them over to OSHC.

2.14 Emergency / Fire Evacuation Procedure

During an emergency, school guidelines are adhered to. An emergency / fire evacuation procedure is in place and is practised with the children. The procedure is displayed on the notice board.

2.15 Staffing

All staff qualifications and child/staff ratios are in accordance with the guidelines set in the quality principles and the Child Care Award(SA). Staffing ratios are as follows;

At the Service:

- 1-15 children 1 qualified staff member
- 15-30 children 1 qualified staff member and 1 unqualified staff member
- 31-40 children 2 qualified staff members and 1 unqualified staff member
- On excursions 1 staff member for every 8 children
- During water activities 1 staff member for every 5 children

All staff at Plympton OSHC have first aid qualifications, mandatory notification training & a police check, as well as being involved in continual professional development. Photos of staff are displayed near the sign in/out folder so that you are aware of who is caring for your child/ren.

3 Payment for Care

3.1 Fees 2017

Before School Care	\$15.75 per child per session
After School Care	\$26.25 per child per session
Vacation Care & Pupil Free Day (Full Day)	\$57.75 per child per session
Vacation Care & Pupil Free Day (Half Day) (Half Day times – 6.45am to 12.30pm or 12.30pm to 6pm)	\$29.50 per child per session

these fees are before any Commonwealth Child Care Benefit Reductions

3.2 Payment of Fees

Accounts are issued a week in arrears every Monday. It is appreciated if you keep your account up to date. Each time a payment is made, you will be issued with a receipt. Accounts can be paid by;

- cash
- cheque
- bank transfer

3.3 Fee Policy

Below is an overview of the fee policy;

- Accounts overdue by more than 14 days will received a reminder letter.
- Accounts overdue by more than 21 day will incur a second reminder and a \$5.00 late fee.
- Accounts overdue by more than 28 days will receive a final notice and given 7 days to pay before being sent to the debt collectors.

3.4 Bookings

Permanent Bookings:

When enrolling into the service, you will need to fill out a booking form. This form includes the days you are requesting to be permanent bookings.

Casual Bookings:

If you require care on a casual basis then you will need to ring the OSHC number between 6:45-8:30am or 2:30-6pm and speak to a member of the staff. It is essential for you to ring and check on vacancies before your child comes to OSHC. In the case of an emergency you can call the school between 8:30am and 2:30pm to check for spaces.

3.5 Cancellations

Before and After School Care:

Once your days are booked, we require 24 hours notice if your child will not be attending on that day. If notice is not given, you will be charged as if your child is there. If your child has fallen sick within that 24 hour notice period, get a sick certificate when going to the doctor and this will avoid you getting charged.

Vacation Care:

Once a booking has been made for vacation care 48 hours notice needs to be given to cancel a booking without being charged.

3.6 Child Care Management System (CCMS)

The Child Care Management System (CCMS) is a National child care system that will bring all approved child care services online. Our service will use the CCMS registered software to record child, enrolment and attendance information. Parents / guardians of children will be able to access an online statement via the “view child care details” of the online service section of the Centrelink website (www.centrelink.gov.au). This statement includes details of CCB payments and absences. CCMS ensures that CCB fee reductions are calculated on your child’s actual use of care.

Due to the privacy act, any problems relating to your child care benefit rebate will be your responsibility to contact Centrelink ensuring you receive the correct entitlement. We are no longer able to work out fees in advance, this is done in DEEWR, once we have sent of your child/children’s attendances for the week. Further information on CCMS is available on the Department of Education, Employment and Work place relations (DEEWR) website (www.deewr.gov.au), or an Information booklet can be obtained from the Director.