

# Plympton Primary School OSHC



## Family Handbook

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## About our Service

### Common Information

Phone:	0401 121 136
Address:	19 Owen Street Plympton, 5038
Email:	<a href="mailto:ppsoshc.director730@schools.sa.edu.au">ppsoshc.director730@schools.sa.edu.au</a>
Provider Number:	555 009 214A (BSC & ASC) 555 009 532K (Vac)

### Welcome

Welcome to the Plympton Primary Out of School Hours Care (OSHC) program. We provide a stimulating and fun program, in a safe and warm environment. Throughout this handbook you will find lots of valuable information. If you have any additional questions that are not answered in our handbook, then please speak to the Director.

### Philosophy

At Plympton Primary OSHC, we believe that we are a valuable and integral part of the school community. We strive to provide a stimulating and enriching program for children of all ages, gender, race, religion and ability in a friendly and safe environment.

We believe in giving the children the opportunity to learn through play and at the same time giving them the opportunity to develop lifelong skills. We feel each child in our service is individual, unique and important. They have the right to develop to their full potential. Therefore, our program approach allows children to have a variety of activities available to them. This allows them to explore, imagine, create, problem-solve, develop independence, socialise and have fun. This is done through offering a range of approaches; including programming for both small and large group play, providing an area for quiet time & having a range of both structured and unstructured time. We also set up our service so children have continual access to toys and equipment, making it easier for them to initiate their own ideas and also have settings for un-interrupted learning. Through this we hope to enhance children's learning, development, engagement, self-worth and dignity.

We aim for our environment to be one where children feel safe, secure, respected and where they are given appropriate levels of responsibility. We want our environment to be welcoming. Where all children and families feel valued and are actively encouraged to work with staff about program decisions. This enables us to ensure that experiences in our program are meaningful and where it can recognise and respect the diversity of their families.

We aspire to provide high quality care and in order to do this, we believe in the need to continually revise our service policies and procedures and part of this involves the need for ongoing training and continually developing our professional knowledge. We also believe in the need to critically reflect our ongoing beliefs, program and environmental layout in order to make sure all children's wellbeing needs are being met.

We feel that quality educators are essential for a successful and stimulating program and understand that children thrive best in an environment where staff are happy and everyone is working well as a team, with consistent expectations and consequences. Therefore, to make sure our educators are happy we aim to; respect the diversity of staff backgrounds & experiences, value the skills & knowledge they bring; encourage ongoing professional development and maintain a safe and supportive working environment.

## 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, 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.

## 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 seven 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 Governance and Leadership

## 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). At our service, include a Director, Assistant Director and educators and the 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   |
| • 31-45 children          | 2 qualified staff members and 1 unqualified staff member  |
| • 46-60 children          | 2 qualified staff members and 2 unqualified staff members |
| • 61-75 children          | 3 qualified staff members and 2 unqualified staff members |
| • On excursions           | 1 staff member for every 8/10 children                    |
| • During water activities | 1 staff member for every 7 children                       |

Staff at Plympton OSHC have first aid qualifications, asthma anaphylaxis training, mandatory notification training & DCSI clearance, as well as being involved in continual professional development. Photos of staff are displayed near the sign in/out desk so that you are aware of who is caring for your child/ren.

## Hours of operation

Before School Care (BSC):	6:45am to 8:30am
After School Care (ASC):	3:15am to 6:00pm
Pupil Free / Vacation Care (VAC):	6:45am to 6:00pm

## Types of Care

### Before School Care

We aim to provide a quiet and relaxing program for before school care. Children have access to board games, puzzles, colouring in sheets, craft items & computers for homework. These activities are based on spontaneous request reflecting the interest of the child at the service. Breakfast is served between 6.45am and 8:00am. Milk, cereal, toast and spreads are provided.

### After School Care

Children are greeted and signed-in on arrival. Our service provides child-centred 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 when it is on.

Afternoon tea is served about 4:00pm, which consists 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 policy, as we have children who are allergic to them. Our weekly menu is displayed on the board in the office.

### Vacation Care

Vacation care programs are published in Week 7 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 afternoon tea is provided daily.

## 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 upon request. 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.

## 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.

## Priority of Access and 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 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.

### 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.

### Family Participation

Ways to participate in our service include:

- Joining our OSHC Advisory Committee, requiring you to come to meetings twice a term & provide 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.

### 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 and we are always striving to improve the quality of care we provide for our families.

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.

## Caring for your child

### 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

### 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.

## 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.

## 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's will be removed from the activity or area to think about their actions.

Behaviour that is recurring after these steps have been carried through, will then be brought to the parent's attention.

## 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.

## 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.

## Nutrition

### Breakfast

Before School Care/ Vacation Care/ Pupil Free days - Breakfast is served between 6:45am and 8:00am. Milk, cereal, toast & spreads are provided.

### Afternoon Tea

During After School Care, Vacation Care and Pupil Free Days afternoon tea is served between 3:00pm – 3:30 pm. Afternoon tea consists of either a fruit or vegetable platter and a healthy snack.

During vacation care children should bring a packed lunch every day, unless stated otherwise on the program.

## 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 safety. 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 may get their clothes dirty from time to time.

## Personal Items

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 in the lost property box in the school office.

## 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.

## Children involved in School Sports

Any children involved in after school sport organised through the 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 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 upon completion of their sport and walk them back to OSHC.

## 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. Staff are entitled to breaks as provided by the industrial award.

## Payment for Care

### Fees

Before School Care	\$17.50 per child per session
After School Care	\$29.00 per child per session
Vacation Care & Pupil Free Day (Full Day)	\$63.50 per child per session

\*these fees are before any Child Care Subsidy\*

### Late Collection Fee

Ring the service to advise you will be late to collect your child as soon as you are aware you will be late.

A parent/carer is regarded as being late when they arrive to collect their child any time after 6:00pm.

A late collection fee of \$15.00 for every increment of 15 minutes (e.g. \$15 between 6:01pm-6:15pm; \$30 between 6:16pm-6:30pm and so on) will be imposed and this will be presented on their next bill.

Special circumstances, such as traffic accident or vehicle breakdown, will be given consideration in relation to collection of late fees. Please apply in writing to the Approved Provider, Plympton Primary School Governing Council, outlining specific circumstances for review.

When parents/carers are consistently late (more than three times a month or at least once every month) arriving at the service to collect their child/ren, the Director will discuss other Out of School Hours Care options with the parent/carer.

### Payment of Fees

Accounts are issued a week in arrears every Tuesday by FullyBooked. You must pay accounts on time or you may not permit to make further bookings.

Preferred method of payment is direct debit, set up through Fullybooked

### Fee Policy

Below is an overview of the fee policy;

- Accounts overdue by more than 31 days will received a reminder email/text message.
- Accounts overdue by more than 61 days will incur a second reminder and a \$5.00 late fee and the removal of further bookings.
- Accounts overdue by more than 91 days will receive a final notice and given 7 days to pay before being sent to the debt collectors.

## Attendance at OSHC

### Bookings

Permanent Bookings:

FullyBooked will enable you to book your child/ren in for any days that are open for parent bookings.

### Casual Bookings:

If you require care on a casual basis within 24 hours of the session starting you will need to text message or 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 see if a member of the OSHC staff is available.

### Arrivals and Departures

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

### 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, please provide with a doctor's certificate and charges will be waived off.

#### Vacation Care:

Once a booking has been made for vacation care, 48 hours' notice is required to cancel a booking without being charged.