

## Parent Handbook

### Welcome to our Out of School Hours Program

We hope this introductory handbook provides a snapshot of information to support families who wish to utilise our OSHC program. Please keep it in a handy location, as it provides interesting and useful guidance about our service.

#### Opening Statement

Burnside Primary School OSHC welcomes you and your child to our service and hope that the time your family spends with us will be enjoyable and rewarding.

Our OSHC service is committed to the wellbeing, health, care and education of all children, families, educators and community members.

We value, respect and promote a sense of ownership, collaboration and participation in all OSHC endeavours, which will maximise positive learning outcomes for all our children.

Parents, children and educators all have an important role to play in developing an atmosphere of trust, cooperation, enthusiasm and friendship so that each child may fully enjoy their time at OSHC.

Parent contribution is encouraged valued and respected.

OSHC provides:

- A relaxed, friendly atmosphere.
- Opportunities to try new activities.
- Supervised homework time.
- Time to play with old friends and make new ones.
- Enjoyable and challenging experiences which are planned to incorporate gender, age, the children's social, physical, emotional, recreational, intellectual and creative development.



*Leanne Kennedy*

Burnside Primary School

OSHC Director



Australian Children's  
Education & Care  
Quality Authority™



Director: Leanne Kennedy



Contact Phone Numbers: 0417 807 430 - 8331 7512



11 High Street, Burnside 5066 SA

## Our Philosophy

Burnside Primary School OSHC aims to provide a caring and safe environment where children are able to participate in planned experiences whilst developing socially, emotionally and intellectually. We expect children to respect people and property. Parents, educators and volunteers will be encouraged to participate in decision making.

### The Child

We believe that children in our care:

- Are paramount to our work
- Have rights
- Learn through play and experimentation
- Are individually unique
- Will be encouraged and supported to interact with others in a caring, empathetic and respectful manner
- Are entitled to be secure, safe and supported to achieve maximum learning potential in an environment, which encourages self discipline, independence, self esteem and curiosity

### The Family

The families of the children in our care can expect us to:

- Welcome them as part of our centre's community
- Respect their individual backgrounds, culture and customs
- Provide a welcoming environment, which provides an extension of the home environment
- Inform them about centre practices and policies
- Value and encourage their contribution to policies, practices and programming
- Respect their right to privacy and confidentiality

### The Educators

Our Educators:

- Have the ability to develop exciting and stimulating age appropriate activities
- Are role models for children
- Are given the opportunity to share their skills and information with each other
- Are encouraged and financially supported to undertake ongoing training and professional development
- Support our centre's philosophy and policies
- Offer support for parents and families
- Are appropriately qualified
- Have the commitment to Supporting the centre's Continuous Improvement Plan

### The Environment

The environment our centre provides for our children, families, staff and visitors:

- Is a safe and stimulating environment
- Is accepting of each child's individual needs and backgrounds
- Values safety and health of all people
- Encourages parent contribution
- Is visually pleasing
- Supports inclusion of and access for children with additional needs
- Values individual expertise of and contribution by staff
- Has good facilities and equipment, which will be continually improved in order to meet changing requirements

### The Program

Our OSHC programs:

- Respond to the interest and needs of all children
- Reflect staff knowledge and child development
- Are accessible to parents
- Demonstrate respect for child diversity and inclusion of all children and families
- Offer a large variety of interesting and challenging experiences for children to choose from
- Encourage promotion of self-esteem
- Include support for people to facilitate participation of children with additional needs
- Encourage all families to have input in the decision making
- Are affordable and the staff and management endeavour to make responsible decisions about income, expenditure and a quality program



## Quality Improvement Plan

The National Regulations require that as an approved service we must provide a Quality Improvement Plan (QIP). The aim of the QIP is to help us self assess our performance in delivering quality education and care and implement future improvements. Our Service QIP is located at the sign in area, for parents/carers to view.

## The National Quality Framework

The National Quality Framework took effect on 1st January 2012 with key requirements being phased in over time. This system replaces existing state and territory licensing and national quality assurance processes.

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services and school age care through:

- National Law and National Regulations
- National Quality Standard
- A national quality rating and assessment process
- Streamlined regulatory arrangements
- A new National body jointly governed by the Australian Government, state and territory government. ( ACECQA) - to oversee the new system

Please see the Director for contact information.

The National Quality Framework has the following objectives or standards:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

A central focus of the National Quality Framework is on outcomes for children. This is why our OSHC service must provide a program based on an approved learning framework, which considers developmental needs, interests and experiences of each child and takes into account the differences of each child.

Quality Area 1	Educational program and practice Exceeding NQS
Quality Area 2	Children's health and safety Exceeding NQS
Quality Area 3	Physical environment Exceeding NQS
Quality Area 4	Staffing arrangements Exceeding NQS
Quality Area 5	Relationships with children Exceeding NQS
Quality Area 6	Collaborative partnerships Exceeding NQS
Quality Area 7	Governance and leadership Exceeding NQS
<div>Overall</div> 	

## Governing Council - OSHC Advisory Committee

The role of the Governing Council is to:

Meet relevant Australian and South Australian Government standards and legislation; and ensure that the quality of care being offered is in keeping with the values, principles, and policies of the school, council, community and the Department for Education.

Our GC OSHC Advisory Committee is made up of our school Principal, our OSHC Director, parents from our Governing Council and administration staff from the school. They are directly responsible for maintaining the efficient functioning of our centre and reporting activities to the Governing Council.

The Director looks at working with the committee to communicate the parents/carers and children's interests and needs. Parents/Carers of the service are encouraged to have input into the running of the service and revalue any ideas and opinions in regards to improving the service. Please be advised the Director has the responsibility of consulting the Governing Council OSHC Advisory Committee before any changes are made to the operation of the service. If you wish to join, please see the Director. We will endeavor to ensure parents/carers are kept up to date with information regarding activities and any other information relevant, through the notice board, notices sent home, emails or through verbal conversations.

Contact to our GC OSHC Advisory Committee can be made via the chairperson of this committee.





## Services Provided

### Before School Care (BSC) - 7.15am to 8.30am.

Before School Care is open from 7.15am every morning of the school term. A parent or caregiver must sign in the children. A very informal program is offered in the morning with a few quick and simple activities. We are happy to provide children with a nutritious breakfast for those children who struggle to eat prior to leaving home. Please talk to an educator and advise them that your child hasn't yet had breakfast. At 8.30am children are allowed to walk to their classroom and relevant play areas where teachers will be supervising.

It is a legal requirement for parents/carers to sign their children into the service in the morning. Educators are responsible for signing them out at 8.30am to commence their school day, where they can either wait outside their classroom or play in the areas supervised by teachers.



### After School Care (ASC) - 3.10pm - 6.00pm

After School Care commences at 3.10pm. An educator signs all children in on arrival and ensures all children booked into ASC have arrived. An educator will follow up on all children who are booked in but do not arrive to determine their safety. When all children have been signed in they wash their hands prior to having a nutritious afternoon tea.

Parents/Carers may include their children in our homework group. On completion of afternoon tea, children's names are called from the homework register and encouraged/supported to complete this work. Our service has recently purchased six laptops and several tablets to assist with homework. Many activities are programed for ASC, catering for all interests and abilities. Some of these include: craft, sport, cooking, construction, or independent play assisted by our variety of resources.

It is a legal requirement for parents/carers to sign out their children on collection.

### Vacation Care (VAC) - 7.15am to 6.00pm.

We provide a vacation program every school holidays. Our program comprises of a large selection of excursions which cater for all age groups, gender and interests of the children. Private coaches provide our transport to all excursions. The centre provides afternoon tea and we ask parents/carers to supply adequate food for morning tea and lunch. On occasion, lunch may be provided when specified on the Vacation Care program.

Early bookings are strongly encouraged to avoid disappointment. Once the centre has reached its licensed number of bookings no other children will be accepted. Parents/Carers may add extra days to their booking but are unable to change days. Parents/Carers are required to sign children in and out of the VAC program as it is a legal requirement.



### School Closure - Pupil Free Days - 7.15am to 6.00pm.

Bookings are essential and parents/carers are required to sign children in and out of the OSHC program. The entire day is spent at school with educators designing a program aimed at facilitating a fun day for all children. See our fee schedule in the hand book for current rates of care.



## Links to OSHC Policies

Please go to the BPS OSHC Website for links to current policies: <https://www.burnsideps.sa.edu.au/oshc/>

- Access to Children Policy
- Asthma Policy
- Bookings and Cancellations Policy
- Child Protection Policy
- Control of Infectious Diseases Policy
- Homework Policy





## How Do I Enrol My Child?

An enrolment form covering all information must be completed by parent/carer before a child can attend the OSHC Service. A booking with the OSHC program is essential before your child may attend. Please book at least one day in advance where possible so that we can arrange for appropriate staffing.

### Policy for Permanent Bookings

OSHC accepts bookings for children on a 'permanent' basis, therefore securing the your child's care on specified days for each term in advance. This policy has been developed to provide fairness to those parents/carers with children on waiting lists.

### Parents/Carers must inform the OSHC centre:

- In person to an OSHC staff member ; or
- By phone to an OSHC staff member; or
- Text to mobile 0417807430 or
- By email to [oshc.bps634@schools.sa.edu.au](mailto:oshc.bps634@schools.sa.edu.au) no later than 8.30am if they intend to cancel their child's booking for the day. Failure to do so will incur full fee charges.

## Cancellation

Vacation Care bookings must be made with the appropriate forms only. On receipt of booking forms, any cancellation of days, or swapping of days, families will incur the usual charges as per the Cancellation Policy; unless received 7 days prior to the commencement of your child's booking. Children who are sick and have a doctors certificate will not be charged. Similarly charges will not apply for children who are covid positive where results of a RAT test are sent through to the service.

## Arrival and Departure of Children

Parents/Carers must enter the centre when dropping off or collecting children and sign them in our out. This ensures child safety and efficient running of the centre as well as meeting the requirements for eligibility for Child Care Benefit payments.

Under no circumstance will anybody other yourself or partner be permitted to collect your children unless you have completed 'Other People Authorised to collect my Child' form allowing other specified people to collect and sign out.

## What children can expect on their first day

Children will be;

- Collected from the classroom if required
- Shown where belongings are placed
- Shown where to line up to sign in
- Introduced to educators
- Shown toilets and drinking facilities
- Advised what activities are programmed for the day (parents/carers please read our daily program sheet displayed on board)
- Asked to wash hands prior to having afternoon tea



On completion of afternoon tea children may participate in our program offering:

art/craft activities, sport in the gym, cooking activities, music/drama, science activities or make choices from a wide range of games/toys which are set up in our centre. Parents may include their children in our homework program which commences at the end of afternoon tea. We are fortunate to have a huge range of toys and equipment which children are able to make choices from to initiate spontaneous activities.

If you are feeling nervous about your child making their own way to their first visit to OSHC, please let us know and an educator will gladly collect them from their classroom and accompany them to the centre.





## Finance Matters

### How Much Does it Cost?

Most families are eligible for Child Care Subsidy (see outline below).

The fee you pay will vary, this will depend on the following:

- The percentage of child care subsidy you are entitled to
- Number of children in care in your family
- Your work status

### Before School Care:

\$11.00 per child per session. Bookings are not required.

### After School Care:

\$23.00 per child per session.

Bookings are essential. Should you need a once off/casual booking, you can either book online or contact the centre via email or text where you will then be notified if there is availability.

Permanent bookings are made for the whole term. Prior notification of changes to these must be given. If notice is not given, full fee charges will apply.

Term bookings will carry over to the next term unless otherwise notified. (See section on bookings for further information).

### Late Pick Up Fee:

A late fee penalty of \$15.00 per 15 minutes, is charged for each child not collected by 6.00pm.

### Pupil Free Days:

\$40.00 per day per child.

### Vacation Care:

\$68.00 per day. This includes the cost of the excursion venue, private coach and afternoon tea.

### Cancellation:

Normal fee charges apply if your child is absent unless 7 days' notice is given or a doctor's certificate is provided. Days can not be swapped. Additional days may be booked throughout the Vacation period, providing spaces are still available.

### Child Care Subsidy:

Child Care Subsidy (CCS) is available to all families who have completed the activity test through their MyGov account. Centrelink will then determine a subsidised amount based on the activity level.

Child Care Subsidy is paid to the service and families are liable for the gap amount. If you are eligible for Child Care Subsidy, you will need to provide the eligible parent's and child's Customer Reference Number (CRN) and individual date of birth within the enrolment. Child Care Subsidy can only be claimed if the child is signed in and out by the parent/caregiver or collection authority.

### Accounts:

Families will be sent an account via email on a weekly basis.

All fees must be paid within seven days of invoices being issued. Receipts will be issued upon payment and will appear on the next invoice.

If you prefer to pay your account via direct debit, fees will be deducted from your nominated bank account /credit card fortnightly.

For any queries regarding accounts and payments, please contact Venessa Oberholzer on Mobile: 0415 209 468 or Email:

[Venessa.Oberholzer790@schools.sa.edu.au](mailto:Venessa.Oberholzer790@schools.sa.edu.au)

### Payment of Fees:

All families by enrolling agree to pay the billed fees.

### Payment options are:

Bank Deposit – **BSB 065-125 ACC 1035 5441**

At the centre via EFTPOS machine. No cash accepted.

Direct Debit – please complete a form that is obtainable from our OSHC centre to authorised direct debiting from your account.

Via Qkr!

### Debt Management:

In the event of non-payment of fees:

#### Step 1: Reminder

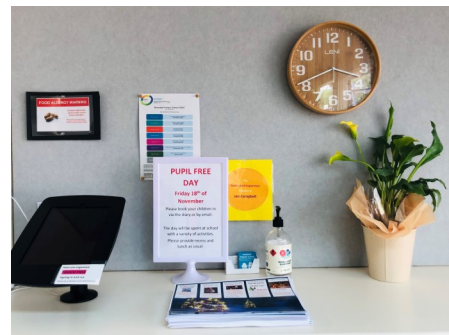
Families who have outstanding fees greater than 14 days will receive notification via their email.

#### Step 2: Payment within 7 days request

If the account is not paid up to date or if contact is not made with the service, the family will receive notification via their email, requesting payment within 7 days.

#### Step 3: Cease of Care & Debt Collection:

Further non-payment of fees owed will result in notification to families advising that attendance at OSHC will be refused until all outstanding fees are paid in full. Further action will be taken on behalf of Burnside Primary School Governing Council to ensure outstanding fees are recovered the use of a Debt Collection Agency.



## Our Program

Educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development.

We have an Educational Leader who in conjunction with our Director, plan activities for each week paying attention to the needs and interests of individual children. We program according to a Learning Framework "My Time-Our Place" which conveys high expectations.

The framework communicates these expectations through the following five outcomes:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators



Working in collaboration with children and families, educators use the Outcomes to guide their planning for children's wellbeing and learning.

Vacation Care Program/Pupil Free Day Program guides are less structured providing opportunity for excursions to a variety of venues both locally and further a field.



## Inclusion Policy

Children have a wide variety of cultural and social backgrounds and experiences. We recognise the unique individuality of each child and their family and observe a policy of acceptance and respect for everyone. Where a child has additional needs, parents/guardians are asked to discuss their child's requirements/ expectations with the director.

## Supervision

All our staff have a 'Duty of Care' and as such supervision of children is the key priority of the centre.

Burnside OSHC educators supervise children by complying with the National Quality Framework standards of one educator to fifteen children when at school, one educator to eight children on excursions and one educator to five children when on swimming excursions.

Similarly, Burnside OSHC will endeavor, through regular reviews of systems and Risk Assessments, to strive for continuous improvement to bring about an ongoing improvement of occupational health and safety for all at the service.

## Family and Child Involvement

We value our families involvement at OSHC and encourage you to contribute to service decisions. It is important that our children and families:

- Talk about the values and expectations they hold in relation to their child's learning
- Share in decisions regarding how the service is run
- Contribute to decisions regarding the OSHC program
- Offer feedback on our program and policies
- Take time to look at what your child has done today either by discussion with an educator or photographic record



## Parent Communication

We believe that the partnership between families and our OSHC educators is very important. For this to be effective it is important that both parties communicate with each other.

Parents/Carers are encouraged to discuss any issues/concerns they may have regarding their children with the Director, by appointment between the hours of 12pm and 6pm.

Phone: 0417 807 430 or (08) 8331 7512

Email: [OSHC.BPS634@schools.sa.edu.au](mailto:OSHC.BPS634@schools.sa.edu.au)





## Health and Safety

In the interest of all our children at Burnside OSHC/Vacation Care children who are sick cannot attend. Children who become unwell whilst in our care are made comfortable until parents are able to collect them. We ask that once we have called a parent/carer informing them of their child's health that they collect their child as soon as possible.

PLEASE NOTE: *Our service is a NUT Free zone. This is due to children attending who have severe nut allergies.*

## Medication

### Please note this important information:

No medication will be administered unless the parent/carer provides specific written instructions from the child's doctor including:

- A MEDICAL Information form and
- An Action Plan
- Medical Risk Minimisation Plan

*These documents can be found in the orientation folder.*

Parents/Carers are responsible for providing appropriate medication as documented on the action plan, to be stored at the centre. Medication provided must be in the original container with the child's name and displaying full instructions and dosage details. Parents/Carers are responsible for informing educators, via enrolment forms, of relevant medical history and ensuring the information is kept current.

## Administering Medication

If you require the centre to administer medicine to your child (other than asthma /anaphylactic) a 'Permission to Administer Medication' form must be completed and signed by the child's parent/carer. These forms are available from an educator.

## Medical Attention at OSHC

If your child has necessitated medical attention whilst in our care, educators who attend to your child will place a notification on the iPad for families to see when signing out their child. We will require your signature on the completed Accident/Injury Report prior.

## Nutritional Policy

Parents may view our daily menu on the program sandwich board outside the OSHC entrance. We aim to provide a balanced and nutritious menu. A wide variety of fruits are offered everyday in conjunction with a variety of other foods. Please advise the service if your child is allergic to any foods or follows a special diet.

Children of all ages enjoy cooking and we program a cooking activity at least once a week. We would love you to share any recipes you think our children might have success with.

## Parent Grievance Procedure

Burnside OSHC attempts to work closely with its parents, children and staff at all times. We understand the importance of keeping communication channels open between parents, our staff, school staff and everyone included in your child's care. However, misunderstandings can occur. If you feel concerned and need to discuss any issue, please take this up firstly with the Director.

Steps to be taken

- Make an appointment to talk to the OSHC Director.
- If the issue is not resolved through the Director or you feel you cannot discuss your complaint with the Director, your complaint should then be directed to the principal.
- If you are not comfortable dealing with the complaint personally, you may nominate an advocate to mediate on your behalf.
- Families have a right to lodge a complaint directly with the regulatory authority (ACECQA)

The Approved Provider/Director will:

- Investigate complaints quickly
- Listen/read the complaint and document details.
- Discuss the issue with complainant within 24 hours of receiving the complaint
- Refer to any State or National Regulations or organizational policy that may provide clarity to the complaint
- Inform the complainant of the outcome in writing or verbally, as required

