



# FLINDERS PARK PRIMARY

Out of School Hours Care

**Family Handbook**



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# Revision Details

## **NEW RELEASE** – *September 2022*

This release is a complete revision to the previous family handbook and has been reviewed for currency to the applicable laws, regulations and industry guideline. New procedures introduced in this release include the changes to enrolments, bookings and cancellations.

## **APPROVALS**

This document has been reviewed by the Governing Council and approved for use.

Governing Council Chairperson: **Pravashni Reuben**

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Signature

Date:

Principal: **Zoe Wecker**

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Signature

Date:

# Contents

Page

<b>About Us</b>	<b>6</b>
Our Goals	6
<b>What does OSHC stand for OSHC?</b>	<b>6</b>
<b>Hours of Operation</b>	<b>7</b>
<b>Directors Contact Details</b>	<b>7</b>
<b>Management</b>	<b>7</b>
<b>Philosophy</b>	<b>8</b>
In Relation to Children	8
In Relation to Families and Community	8
In Relation to Educators	9
In Relation to the Program	9
In Relation to Health and Program	9
In Relation to the Environment	10
<b>Aims</b>	<b>10</b>
<b>Our Programs</b>	<b>11</b>
My Time, Our Place Framework	11
The National Quality Standards	12
Sports	12
Creative Arts	12
Environment	12
Science and STEM	12
Cooking	13
Play	13
Self-initiated activities	13
<b>Routines</b>	<b>13</b>
<b>Quality Improvement Plan</b>	<b>14</b>
<b>Enrolment Information</b>	<b>14</b>
Enrolment Process	14
Conditions of Enrolment	14
<b>Orientation</b>	<b>15</b>
<b>Reception aged, and New Children enrolled in OSHC</b>	<b>15</b>
<b>Fee Structure</b>	<b>16</b>
Fees payable	16
Overdue Fees	16
Child Care Subsidy (CCS)	16
<b>Bookings</b>	<b>17</b>
Contact Details	17
Types of Bookings	17
Priority of Access	18
<b>Attendance</b>	<b>18</b>
<b>Arrival and Departure</b>	<b>18</b>

Arriving at OSHC from school	18
Dropping off Children	18
Collection of Children	18
Late Pick up Fee	19
Authorised Collectors	19
Access by non-custodial parents	19
Missing Child Policy and Procedure	19
<b>Cancelation and Absence Policy</b>	<b>20</b>
Cancelations	20
Adjustments to fee charges	20
Covid related absence	20
<b>Medical Information</b>	<b>20</b>
Immunisations	20
Infectious Diseases	21
Illness and Accidents	21
Accident Procedures	21
First Aid Facilities	22
Medication	22
First Aid for Asthma	22
Asthma	23
Anaphylaxis	23
<b>Allergy Awareness</b>	<b>23</b>
<b>Mealtimes</b>	<b>24</b>
<b>Workplace, Health and Safety</b>	<b>24</b>
<b>Sun Safety</b>	<b>24</b>
<b>Building Cleanliness, Maintenance and Repairs</b>	<b>24</b>
<b>Emergency Procedures</b>	<b>25</b>
<b>Centres Daily Operation Rules</b>	<b>25</b>
<b>Duty of Care</b>	<b>26</b>
<b>Child Protection</b>	<b>26</b>
<b>Behaviour Guidelines/policy</b>	<b>26</b>
<b>Dismissal Policy</b>	<b>27</b>
<b>Grievance and Conflicts procedure</b>	<b>27</b>
<b>Additional Needs</b>	<b>27</b>
<b>Personal Belongings</b>	<b>28</b>
<b>Confidentiality</b>	<b>28</b>
<b>Photography and Videos</b>	<b>28</b>
<b>Movies and Technology</b>	<b>28</b>
Movies	28
Technology	29
<b>Family and Community Involvement</b>	<b>29</b>
Family partnerships	29
<b>Providing Feedback and Information</b>	<b>30</b>
<b>Communication</b>	<b>30</b>

*Flinders Park OSHC Family Handbook is a summary of the centre's policies and procedures. Families can refer to the Policy and Procedures Manual for a full comprehensive version that is kept with the sign in /sign out area.*

## About Us

The Director, management committee and staff of Flinders Park OSHC extend a warm welcome to you and your child / children. We are dedicated to providing high quality care to school aged children and their families. Our flexible program responds to the abilities, needs and interests of the children individually, and in group settings. Each child and family are accepted and valued, regardless of cultural background, gender, religion or ability. Multicultural awareness and respect are incorporated into our program. In our centre, the children have an opportunity to participate in many planned and spontaneous experiences in both indoor and outdoor environments.

Our staff utilise positive techniques of guidance to encourage children to develop independence, high self-esteem, and demonstrate appropriate behaviours as well as respect for themselves and others.

### Our Goals:

- To provide a safe, nurturing and stimulating environment where children can enjoy their free time.
- To provide a home-like setting where children can play and work.
- To use a child-centred approach with planned and spontaneous experiences, in which staff can support and encourage creativity amongst children.
- To provide interactions and experiences that will foster aspects of a child's development.
- To be supportive to our families and strive for open communication and good relations between parents, staff, children, management and the community.
- To have directed learning programs based around the frameworks of 'My Time Our Place' and 'Early Years Learning Framework – For School Aged Children'.

Please feel free to contact the Director to discuss your child's progress, development and wellbeing.

## What does OSHC stand for?

OSHC stands for Out of School Hours Care. We provide quality Before School Care, After School Care and Vacation Care.

Our OSHC centre environment is designed to support families in a safe and caring environment for the children of Flinders Park Primary School and children from surrounding schools during vacation care.

## Hours of Operation

### Monday to Friday:

Before School Session: **7:00 am to 8:30 am**

After School Session: **3:10 pm - 6:00 pm**

Vacation Care: **7:00 am - 6:00 pm**

Staff are available from 7.00 am - 9.00 am and 2.30 pm - 6.00 pm during school days for any OSHC enquiries.

*Please note children should not be left in the school grounds before the Centre opens at 7:00 am as there is no supervision or access to the building before 7.00 am.*

## Directors Contact Details

*Not to be used for bookings and cancellations – refer to Enrolment and Booking information section.*

**Name:** Tegan Edwards

**Address:** 70 Holbrooks Rd, Flinders Park. SA 5025

**Phone:** 8443 9356

**Mobile:** 0451 087 436 (Direct OSHC phone)

**Email:** fpps.oshc515@schools.sa.edu.au

## Management

The management structure of Flinders Park OSHC aims to ensure that all aspects of the centre's, administration and children interactions run smoothly. The management structure also seeks to support families and educators as best they can in any child care related area.

**Director** – Tegan Edwards

**Principal** – Zoe Wecker

**Governing Council Chairperson** - Pravashni Reuben

**Governing Council Committee** - Consists of Chairperson and volunteers of Governing Council.

**Certified Supervisors** - Refer to our educator's board for the responsible person in charge that day.

# Philosophy

Our philosophy is guided by 'Being, Belonging, Becoming: The Framework for School Age Care in Australia, the My Time Our Place, Early Years Learning and the National Quality Framework. We meet our philosophy and aims by following the Flinders Park OSHC Policies and Procedures.

## In Relation to Children

We acknowledge that all children are unique individuals with their own needs, interests and strengths. All children are given equal opportunities regardless of their gender, culture and socio-economic background.

We acknowledge that children's voices are the most important part of our programs.

Children learn best through play and educators will support development by providing experiences that are meaningful to the children and, most importantly, reflect their interests. The child's knowledge is valued and can be used as a tool for enhancing the knowledge of others.

Learning is promoted through experimentation, investigation, risk taking and role play in a comfortable, relaxed, home like environment. Educators will follow children's interests and create a fun sense of learning by providing open ended individual and group activities as well as, but not limited to, creative and challenging experiences.

Children develop and learn at their own pace; therefore, educators will ensure their expectations of children's development are specific to each child and their experiences. A positive self-concept, high self-esteem and social competence are the basis for learning. Educators will ensure children are given meaningful praise for efforts, success and positive behaviour and will be supported to build positive relationships with their peers.

We endeavour to foster and build positive relationships with the children and will engage in positive interactions. Educator's will support each child's background within the environment, using experiences across all learning outcomes. The outcomes are; Children have a strong sense of identity, Children are connected and contribute to their world, Children have a strong sense of wellbeing, Children are active and involved learners and Children are efficient communicators.

We are committed to inclusive and equitable practices and will support the inclusion of children with additional needs, working in conjunction with the family and other support services and agencies.

Educators will support each child's emotional development through the principles of "Belonging, Being and Becoming" and its practices.

## In Relation to Families and Community

We acknowledge families are the most important people in their child's life and have valuable information to share with us. We will make parents feel welcome and encourage them to become involved with the centre in whatever way they feel comfortable. Individual families have their own parenting and childcare practices, which educators will acknowledge and respect.

We recognise that families are active members of the larger community. We aim to establish and further develop our collaborative partnerships with both families and the community.

We encourage feedback, suggestions and opinions regarding the centre's procedures, policies and the general running of the centre.



- Families need to feel secure in knowing that their child is cared for in a nurturing environment.
- Families have the right to confidentiality and respect for privacy.
- Families have the right to access affordable, high-quality care and education.

### **In Relation to Educators**

We recognise and respect that every educator is an individual with diverse needs, interests, skills, knowledge and experience. We support educator's personal philosophies regarding childhood and education of children.

- Educators will work as a team by motivating and supporting each other.
- Educators will help to build an atmosphere of trust and respect through open communications, respecting different points of view and maintaining confidentiality.
- Educators will abide by the centre's Policies and Procedures, the Centre's Code of Ethics, UN Conventions of the Rights of the Child and the National Quality Areas (NQF).

We recognise that as Educators we are all role models, firstly for the children but also for other educators.

We acknowledge that it is our responsibility to welcome, assist and encourage new staff members in positive manner. Nominated and Certified Supervisors will always endeavour to display leadership qualities.

### **In Relation to the Program**

The program encourages children to make choices and have control of their own learning through individual interests and their 'voices' being acknowledged. Short and long-term projects are added to and adapted according to the children's needs and interests.

The program provides opportunities for indoor / outdoor play that promotes child initiated small group experiences and fosters nurturing relationships.

The program is based on the National Quality Framework where the children's needs and interests are the focus and educators work within these interests to assist with the child's development.

The program provides opportunity for the children to participate in spontaneous activities. These are recorded on the program, evaluated, and reflects the learning outcomes from the 'My Time, Our Place' and 'Early years learning' frameworks.

We believe that the role of educators within the centre is to be facilitators that guide and encourage children's learning at the child's own pace.

We acknowledge and support the process of children's play rather than focussing on a final product. The program will be accessible and clear for families to read, comment on and offer feedback and suggestions.

All educators will be given opportunity to have input into the program with ideas and suggestions.

### **In Relation to Health and Nutrition**

Educator's will promote and implement healthy hygiene practices in the daily routines. Educator's will model healthy hygiene practices as well as remind children to carry out the same practices.

Healthy eating will be promoted. We will endeavour to provide a variety of nutritious meals for the children by following the 'Right Bite healthy eating guide' and the 'Australian Guide to Healthy Eating'

*Children who have allergies and dietary requirements will be considered and catered for, according to their needs.*

### **In Relation to the Environment**

We recognise the importance of providing a safe, secure and consistent environment that supports trust and familiarity as well as active exploration of learning.

We believe that environmental sustainability is our responsibility and we endeavour to become active advocates of 'Going Green'. Flinders Park Primary School has, chickens, worm farms and fruit and vegetable gardens in which OSHC are able to engage and share in.

We acknowledge the traditional owners and custodians of this land.

We recognise that we are part of the world community as well as our local community. It is our role to support children to become environmentally responsible and contribute to a sustainable future.

## **Aims**

We believe in nurturing wellbeing and an enjoyment of learning, through active exploration, child-initiated play and experiences, and strong, positive relationships with others in holistic practices. Our aims are;

- To provide a stimulating and inclusive centre program and support children before and after school, and, during vacation periods.
- To provide a positive active and progressive service for children as an integral part of the community.
- To create continuity of learning through consistent reflection of children's learning and educators' practices
- To support children's learning through Play, understanding respect and responsibilities and the importance of relationships and partnerships.
- To promote children learning and development. Using the standards, we will provide a program that reflects core learning areas, such as: Children's Strong Sense of Identity, Connection and Contribution to their World, Strong Sense of Wellbeing, Confidence and Involved Learners and Efficient Communicators .
- To provide both group and individual experiences for all children that is emergent, spontaneous and/or intentional teaching.
- To encourage a sense of security for the children in our care by providing consistent, warm, caring, experienced and qualified educators.
- To promote an environment that welcomes, respects and caters for all families. To acknowledge the diversity of all cultural backgrounds within the service.
- To promote an environment that welcomes and caters for children with disabilities and additional needs.
- To promote the reduction of our carbon footprint through active discussions and implementations of feasible strategies.
- To educate children about respect for the natural and constructed environments, animals, plants and relevant Legislation and Key Resources.

- To help children become socially responsible and show respect for their environment.

## Our Programs

The centres approach to planning is child- centred, which means programming is designed to build on each child's strengths and interests. Following the National Quality Framework and My Time Our Place outcomes, the stimulating program aims to develop confident and involved learners while developing their sense of identity, wellbeing and connection and contribution to the world, their families, and the wider community. Children are free to choose their own activities or participate in free play. The program aims to provide activities to suit all ages and interests, in both indoor and outdoor environments. Programs and their implementation are reviewed and evaluated for improvements by staff, children, and families.

### My Time Our Place Framework

Flinders Park Out of School Hours Care follows the My Time, Our Place - Framework for School Age Care in and Early Years learning Framework for Preschool aged children.

Our programs aim to incorporate all five outcomes;

#### **Outcome 1: *Children have a strong sense of identity***

- Children feel safe, secure, and supported
- Children develop their autonomy, inter-dependence, resilience and sense of agency
- Children develop knowledgeable and confident self-identities
- Children learn to interact in relation to others with care, empathy and respect

#### **Outcome 2: *Children are connected with and contribute to their world***

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

#### **Outcome 3: *Children have a strong sense of wellbeing***

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

#### **Outcome 4: *Children are confident and involved learners***

- Children develop dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children use a range of skills and processes such as problem solving, inquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

## **Outcome 5: *Children are effective communicators***

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children collaborate with others, express ideas and make meaning using a range of media and communication technologies

Find out more at: [http://files.acecqa.gov.au/files/National-Quality-Framework-ResourcesKit/my\\_time\\_our\\_place\\_framework\\_for\\_school\\_age\\_care\\_in\\_australia.pdf](http://files.acecqa.gov.au/files/National-Quality-Framework-ResourcesKit/my_time_our_place_framework_for_school_age_care_in_australia.pdf)

### **The National Quality Standards**

Established in 2012 The National Quality Framework raises quality and drives continuous improvement and consistency in Australian education and care services. The National Quality Standard (NQS) is a key aspect of the National Quality Framework and consists of seven quality areas, each containing standards and elements, that children's education and care services are assessed and rated against.

The seven quality areas covered by the National Quality Standard are;

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

Find out more at: <http://www.acecqa.gov.au/the-national-quality-standard>

### **Sports**

The planned program provides opportunities for sport games and physical activities which promote wellbeing, confidence, self-esteem, team, and leadership skills.

### **Creative Arts**

The planned and spontaneous program provides opportunities for children to practice art and craft, music and drama activities which encourage creativity, problem solving, self-expression, role play and confidence.

### **Environmental**

The centre promotes sustainability and environmentally friendly living through programmed themes and materials used in art and craft activities. Interactions with the natural world and animals are also incorporated into the program.

### **Science and STEM**

Children have opportunities to problem solve, experiment, hypothesis, research and investigate in a range of science and STEM based activities.

### Cooking

The program is designed to teach life skills through various cooking activities and allows for children to develop awareness of nutrition and healthy eating habits.

### Play

Children learn through play; the centre allows children to choose their own activities or participate in free play. Children are encouraged and supported in developing their own games and resources

### Self-initiated activities

Children are provided with the opportunity to explore their interests through promoting their interests within the program. For example, organising their own dance, magic and science experiments. They have responsibility for planning and executing the activity and enjoy the associated feedback from their peers.

## Routines

Morning Routines	
7:00am – 8:00am	<b>Centre opens 7am</b> , Breakfast available
7:00am - 8:25am	Range of activities available (usually relaxing/calming activities)
8:25 am	Children pack up and gather their belongings
8:30 am	<b>8:30am bell goes</b> . Educators sign children off as they leave and escort reception children to their classroom

Afternoon Routines	
3:05pm	Educator goes to area ready to meet reception students
3:10 pm – 3:30 pm	<b>3:10pm bell goes</b> . Children make their way to the library once dismissed from their classroom Wash hands Roll call Begin serving afternoon-tea
4:30 pm	Afternoon tea is cleaned up
3:10 pm – 5:00 pm	Activities both indoor and outdoor (weather permitting)
5:00 pm	G Rated movie or children show
5:45 pm	Pack up
6:00 pm	<b>Centre closes</b>

# Quality Improvement Plan

The National Regulations require approved services to have a Quality Improvement Plan (QIP). The aim of Flinders Park OSHC QIP is to help the centre self-assess its performance in delivering quality education and care and to plan future improvements.

The QIP information can be accessed by all families and they are invited to check updates and provide feedback.

## Enrolment Information

### Enrolment process

Families interested in enrolling their children into Flinders Park OSHC should follow the following steps:

1. Contact the Director to enquire on the availability of places
2. Collect an enrolment pack from the Director
3. Fill out and return to the Director the enrolment forms and provide required documents
4. Communicate any medical, behavioural, or other important information regarding their child's care
5. Await confirmation from the Director of enrolment place and start date
6. Arrange and take part in an orientation tour with your child/children

### Conditions of Enrolment

By enrolling children at Flinders Park OSHC families are agreeing to:

- a) Completing all necessary details on *enrolment form* prior to child's commencement at the Centre and agreeing to the conditions within this document
- b) Set up/make weekly or fortnightly payments of fees to ensure no debt is owed
- c) Receive weekly invoices via email
- d) Pay fees by EFTPOS, cash, direct bank deposit or direct debit
- e) Pay for each session your child is booked into, despite unexplained absences
- f) Notifying the Director of any changes to your child's bookings with minimum 24hours notice
- g) Discussing with staff, any issues or needs concerning your child
- h) Making sure at least one (1) weeks' notice of termination of enrolment is given
- i) Making sure any changes to your current details on the enrolment form are update immediately
- j) Being familiar with the OHSC Policies. *The Policy Manual is kept within the sign in / out area for families to view.*
- k) IT IS COMPULSORY TO SIGN YOUR CHILD IN AND OUT OF EACH SESSION AS PER NATIONAL STANDARD RULES AND REGULATIONS.  
PARENT'S OR CAREGIVERS ARE REQUIRED TO SIGN THEIR CHILDREN INTO THE CENTRE EACH DAY AND SIGN THEIR CHILD IN AND OUT EACH DAY.

#### **THERE WILL BE NO EXCEPTIONS**

OUR RESPONSIBILITY. DOES NOT BEGIN UNTIL YOUR CHILD IS SIGNED IN BY AN AUTHORISED ADULT.

- l) You are required to advise the Centre if your child is going to be absent. **24 hours prior notification is required for absences.** Failure to do so will result in the session fee being charged in full
- m) Medical certificates must be provided in the case a child is ill, otherwise regular fee charges will apply

## Orientation

We believe orientation is an important process where educators are able to get to know children and families. Orientation is also a good opportunity to gain important information about the new child's needs and those of the family. The orientation process helps to make the transition from home/school to care as smooth as possible and maintain continuity between both places, which helps the child adjust to the new setting.

New families are invited to attend the centre at a mutually convenient time with their child/children to meet the educators and familiarise themselves with the environment. New families will be guided through enrolment procedures, areas, routines, programs and any special requirements for the child that may need to be accommodated. Part of this orientation visit is also to explain/collect the required documentation for the child (enrolment form, immunisation record, Medicare number, risk minimisation plan, behaviour plans).

Educators will also discuss how best to help your child/children settle into the centre. Educators will encourage parents to say goodbye at drop off and are reassured that if the child remains distressed over a period of time that an educator will contact them. Families are encouraged to come earlier on collection to spend time with their child.

During orientation, children may participate in the activities occurring at the time if they so desire. Positive interactions at this time (between parents, educators and the child) are important for the children to build positive attitudes towards Flinders Park OSHC environment. Educators are aware that all children respond to situations differently and that some children may respond to new experiences faster than others.

Parents will be kept informed about how their child is settling in on collection and are welcome to discuss any aspects with the Director / Certified supervisor at a convenient time. Parents are also invited to phone and check on their child at any time if there are any concerns.

## Reception aged and New Children enrolled in OSHC

To ensure reception aged children, new children and their families are supported during the settling in period, the centre facilitates the following strategies:

- Foundation children are collected at 3:10 pm by an OSHC staff member.
- A foundation / new child dedicated staff member will supervise the children and encourage them to interact with all children at the centre.
- Other children at the centre are buddied up with new children to help them feel comfortable and help with the centres routines and develop positive relationships.
- Educators assist families to develop and maintain a routine for saying goodbye to their child.
- Educators will regularly share information with families about your child's wellbeing.

Families are encouraged to:

- Contact educators during the day if they wish with the understanding that children currently in care are priority. Educators will return the families call as soon as they are able.

## Fee Structure

OSHC	Permanent	Casual
Before School Care	\$15	\$17
After School Care	\$22	\$24
Early School Closure	\$23	\$25
Pupil Free Day	\$62	\$64
Vacation Care	Permanent	Casual
Incursion day	\$62	\$64
Excursion day	\$67	\$69

### Fees are payable by:

- Direct debit (Speak with OSHC Director for set up) or;
- Direct bank transfer – BSB: 105 088 Account No: 037970640
- Eftpos, cheque, or cash.

Any overpayment will be credited against your next week's account.

No payment is required for public holidays or over closure periods (such as, Christmas)

### Overdue Fees

In order for our service to operate, we do rely on families making regular payments. The school is not able to subsidise expenses that the service incurs. If families are not making regular contributions to their fees, the service is put at risk.

If a payment has not been received within one week after the invoice has been emailed, a reminder letter will be issued. If payment is not received within the following week a telephone call will be made to ensure that families are receiving statements and are aware of the outstanding amount owing. **Accounts should not be any more than 2 weeks in arrears.** Please support our service by making regular payments.

If fees are three weeks overdue, the centre will not hold your child's booking unless due cause can be shown to the centre as to why fees remain in arrears. Your child's place at the centre could be cancelled unless you have made arrangements with the Director and/or Principal.

Accounts that remain outstanding after 12 months will be referred to debt collection agency. These costs will be added to the account.

If you are experiencing financial hardship, please contact the OSHC Director or Finance Manager to arrange a payment plan.

### Child Care Subsidy

To claim Child Care Subsidy (CCS) you need to be assessed and approved for those payments by Centrelink. Centrelink issues Customer Reference Numbers (CRNs) for you and your child / children.



You must provide the CRN and the date of birth of the parent who is claiming CCS and the CRN and the date of birth of your child / children to your childcare service. With this information, your childcare service can report your child's attendance information throughout the financial year and, depending on the payment method you choose, receive Fee Reduction payments on your behalf.

CCS payments are made directly to services on behalf of families. If families have not completed their Child Care Subsidy Assessment, services will not receive these payments resulting in full fees being charged to the account holder.

Assessments can be completed as soon as enrolments have been confirmed. Families can complete their assessment through MyGov using their Centrelink online account or through the Express plus Centrelink mobile app.

Once Centrelink has finalised the assessment or claim, the individual applying will be notified of the outcome and, if eligible, how much Child Care Fee assistance they will receive.

Options to receive further information and help when applying for CCS from the Government:

- Online, through your MyGov account
- Over the phone, by calling Centrelink on 136 150
- In person, by visiting the nearest Centrelink office

## Bookings

The number of bookings the centre can accept at any given time is determined by the recommended staff / child ratio which is a maximum of 15 children to 1 staff member. The Director is responsible for all Enrolments, Bookings and Cancellations.

### Contact Details

**Location:** Flinders Park Primary School - Library and STEM kitchen

**Phone:** 8443 9356

**Mobile:** 0451 087 436

**Email:** [fpps.oshc515@schools.sa.edu.au](mailto:fpps.oshc515@schools.sa.edu.au)

**Communication App:** Xplor

### Types of Bookings

- Casual**
  - These places are limited and are not guaranteed.
  - Casual positions cannot be cancelled less than 24 hours before due. Full casual rates will apply once a booking is made even if not utilised.
- Permanent**
  - Fixed days which are booked and updated each term.
  - Absences must be notified to the Director at least 24 hours prior to the scheduled day
- Vacation Care**
  - Flinders Park Primary School students hold first priority

- Bookings are taken once the vacation care program is available to parents.
- Bookings are based on “first in, first served”.
- No changes or cancellations can be made after 3pm on the last day of each term.
- Children commencing Reception in January are permitted to attend vacation care in the December / January program prior to commencing school of that year.
- Children in year 6 are permitted to attend vacation care in the December / January program at the conclusion of the year they finish primary school.
- **A 50% deposit is required for Vacation Care upon booking**

### Priority of Access

Flinders Park OSHC has a licensed quota of children it can have enrolled and cannot exceed this number. The centre has a waiting list and considers the below priorities for enrolment places;

- Flinders Park Primary School student
- Working, studying parent / guardians
- Children at risk
- Awaiting care on the waitlist
- Any other child

## Attendance

Parents (or authorised adult) must accompany their children to the centre each day and sign their child in / out each day irrespective of the child’s age.

Parents must notify the centre if a child is not attending or if the child has been taken home from school during the day. If a planned excursion is made for the child at school, parents must advise the Director / Nominated or Certified Supervisor of what time they are required at school. Failure to do so could result in your child missing the planned excursion.

No child will be permitted to leave the centre unless accompanied by an authorised person. (All persons authorised to accompany children from the centre will have to be shown on the enrolment form & must produce photo identification).

In the event that the person picking up your child is intoxicated or indicates a potential threat to the child, staff will immediately contact an alternative emergency person listed in your child’s file and request that the person pick up your child.

## Arrivals and Departures

### Arriving at OHSC from school

- Primary children will walk to OSHC for roll call once they have been dismissed by their class teacher.
- During transition periods, reception children will be picked up from outside the JP unit in a designated spot.
- All children will come to meet staff in the library at 3:10pm and have their name marked off and go into the kitchen for afternoon tea

### Dropping off of children

Parents and guardians need to sign their child/ children into the centre on the roll form no earlier than 7:00am. Parents and collectors need to record the time they are dropped off and sign with their signature.

***Please note this is a legal requirement and accurate times and signatures are important as this process officially signifies the child is in the centres care.***

### Collection of children

Parents, guardians, and collectors need to sign their child / children out of the centre on the roll form when picking them up. Parents and collectors need to record the time they are picked up and sign with their signature. Please note this is a legal requirement and accurate times and signatures are important (failure to do so incurs additional fees). This process officially signifies the child has been collected and is in the parent / guardian's care.

On collection parents should also check the communication notice board near the sign in/out book, look at the daily program, photo board and collect any art and craft projects. It is also important to encourage children to say goodbye to staff.

The centre closes at 6:00pm and late collections will incur extra charges.

In the event of a missing record of the signature the centre's Director will call to confirm collection even if the collection has been witnessed by staff.

### Late Pick up Fee

Children collected after 6.00 pm. will be subject to a late fee of \$1.00 for every minute, payable within five days of fee incurred. Parents who are running late should phone the centre to make alternative arrangements. If no phone call has been made to the centre regarding the parent's lateness by 6:30 pm, then the child will be taken to the nearest Police Station and a note will be left on the OSHC door, an additional \$100.00 penalty will be charged.

Regardless of the parents phoning the Centre to advise that they will be late, they will still be charged the late fee and any other costs incurred.

### Authorised Collectors

Authorised collectors have been listed by parents and guardians on the enrolment form.

For identification purposes the collectors ID document will need to be shown to the Certified Supervisor on collections. Such ID documents include:

- Driver's licence
- Passport

Should you require a person to collect your child who is NOT on your authorised collectors list, you will be required to put this in writing with your signature. Any collector will also need to provide the centre with an identification document (as listed above).

Once authorisation for collection has been established the identification document will need to be photocopied for the centres record before your child will be released to the collector.

### Access by non-custodial parents

If a child is subject to an access order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court. Unless your court order is on file with us, we must provide equal rights to both parents.

Evidence of court orders or agreements will be considered part of the enrolment to minimise the likelihood of distressing situations occurring in the future.

### Missing Child Policy & Procedures

In the event of a missing child the centre will follow the Missing Child policy and procedures:

- Check the grounds and building
- Check with the school staff
- Check with parents if the child has been collected
- Notify police

## Cancelation and Absence procedure

### Cancelations

Cancelations to bookings must be made with at least 24 hours' notice before the beginning of the booked session time. Failure to do so will result in the booking still being charge to your account.

### Adjustments to fee payments

All absences will be charged the regular fee for that session. Should your child be absent, and you produce a doctor's certificate, you will then be exempt from payment for the absent days. If the centre is not notified of your child's absence before the booked session begins you will continue to be charged despite a certificate.

Certificates must be produced within five days of the absence. Certificates produced more than one working week after the absence, will not be accepted. After School Activities, tennis, band, camps, parent's RDO's and family holidays are not grounds for exemption from fees. A Doctor's Certificate should be produced to gain an 'allowable absence' from the Family Assistance Office.

### Covid related absence

If required to isolate due to Covid-19 proof of 'request to isolate' is needed to ensure a fee does get charged for that period.

## Medical Information

### Immunisations

Following changes to the South Australian Public Health Act 2011 (the Act), from 7 August 2020, children will not be able to enrol in or attend early childhood services unless all immunisation requirements are met.

The Act states:

- an early childhood service must not enrol a child if all immunisation requirements are not met
- a child cannot attend, or continue to attend, an early childhood service if all immunisation requirements are not met
- early childhood services must keep a current copy of an approved immunisation record for each child enrolled in, or attending that service, and
- approved immunisation records must be supplied by parents/guardians to the early childhood service at specified times.

### Infectious Diseases

Flinders Park OSHC provides a safe and hygienic environment and has a policy with regard to infectious diseases which is consistent with National Laws and Regulations. The centre takes reasonable steps to manage the spread of infectious diseases through the implementation of procedures. It is parent's responsibility to report any infectious conditions to the centre staff and Director. The privacy of individuals will be respected at all times. For further information please consult the Director and staff.

### Illness & Accidents

Flinders Park OSHC must ensure the following if a child has an accident or becomes ill whilst attending the Centre:

- a) the child is kept under adult supervision until the child recovers or until an authorised adult takes charge of the child. If the child cannot continue in the session, arrangement shall be made for the child to be taken from the session as soon as possible;
- b) if the child requires immediate medical aid in the session, all reasonable attempts are taken to secure that attention and to notify the parent / guardian / approved person of the accident or illness; and
- c) in the case of medication being required in an emergency without the prior consent of the parent / guardian / approved person, the consent will be made from a registered medical practitioner.

### Accident Procedures

The centre staff will make every effort to reduce the possibility of accidents and injuries.

A staff person trained in Asthma, CPR, Defibrillation and Anaphylaxis will always be present.

All injuries will be recorded on an Incident Report form. Parents will be informed of any injuries and treatment given on this form. If staff feels it is necessary for the child to be picked up by a parent / guardian, you will be called immediately. If the minor injury only needs cleaning, a Band-Aid or icepack, you will not be called, but informed when you pick your child up.

If an injury requires medical care, we will contact parents immediately to pick up the child to take him / her to the hospital. If we feel the injury is too severe for the child to be transported by car, we will attempt to contact you and an ambulance will be called immediately. You will be responsible for any costs incurred.

The National Regulations are to ensure that regulatory authorities are notified of incidents that seriously compromise the health, safety or wellbeing of children. The regulatory authority is then able to take appropriate action. (Regulation 12: serious incident)

**The regulatory authorities will be notified if:**

- 1) Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service, which:
  - a) a reasonable person would consider required urgent medical attention from a registered medical practitioner or
  - b) for which the child attended, or ought reasonably to have attended, a hospital e.g., whooping cough, broken limb, anaphylaxis reaction
- 2) any incident where the attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought
- 3) The death of a child:
  - a) while being educated and cared for by an education and care service or
  - b) following an incident while being educated and cared for by an education and care service.

**First Aid Facilities**

The Director shall ensure that a fully equipped first aid kit is maintained in efficient order in the centre. All staff members will maintain current First Aid and Asthma and Anaphylaxis training.

**Medication**

Flinders Park OSHC cannot administer medication until a medication agreement is in place. The medication agreement can cover any medication except controlled drugs, oxygen, insulin or regular administration of pain relief.

A legal guardian or adult student must complete either a **medication agreement form** or a **multiple medication agreement form** if they need multiple medications.

Principals, preschool directors and others authorised to administer medication must complete an authorisation to **administer controlled medicines** to make sure all accountability requirements are understood by the education or care service, and the staff member or adult student authorised to administer the Children will not be given medicine that is prescribed for another person; the medication should be delivered to the Certified Supervisor in charge that day, be in the prescribed bottle and have only the Doctor's instructions on it. Medication will be administered by a Certified Supervisor only.

*The Certified Supervisor is required to only follow the instructions given on the Doctor's instructions.*

In the case of medication being required in an emergency without prior consent of the parent / guardian / approved person, consent will be made by a registered medical practitioner.

If any medication is administered by staff during the session, records shall be kept detailing the medication used, the date, time and dosage of administration and the person who administered it.

Parents are encouraged to advise the centre Director of any medical details that could assist in the care of their child in the case of an emergency. A risk management plan must be filled out between the family and the Director.

## First Aid for Asthma

If it is a first attack of asthma for a child, the SA Asthma First Aid Plan will be followed immediately, regardless of whether the child is known to have asthma.

## Asthma

It is the responsibility of parents / guardians with an asthmatic child to identify their child's condition to the Director on enrolment. It is the responsibility of the parents / guardians who has a child who suffers from Asthma to provide the required medication and equipment.



If your child has asthma, a copy of the child's asthma action plan must be provided to the Director.

## Anaphylaxis

Anaphylaxis is a severe allergic reaction which is potentially life threatening. Potential triggers for anaphylaxis will be avoided, treatment plans will be in place, and staff will be trained on how to manage anaphylaxis in the centre. Any child with an allergy will be provided with an environment that is safe and allows them to participate in the daily routine of the centre without risk of fear of being exposed to traces of their allergen to which they are allergic.

It is the responsibility of parents / guardians with an anaphylactic child to identify their child's condition to the Director on enrolment.

It is the responsibility of the parents / guardians who have a child who suffers from Anaphylaxis to provide an EpiPen to the school.



If your child has anaphylaxis, a copy of the child's Action plan for anaphylaxis must be provided to the Director.

## Allergy Awareness

Throughout our centre we have a number of children with life threatening allergies. Flinders Park OSHC is a nut free centre. We take into consideration all our children's allergies, dietary requirements and cultural needs when planning meals for our OSHC children and ensure that everyone is catered for. Parents should inform the centre of food restrictions or dietary requirements concerning their child / children. We can make provisions for vegetarians, gluten and dairy intolerances and may be able to support other dietary requirements or needs. We understand that circumstances may change over time so it is the responsibility of the parent/caregiver that they let the Director know of any changes to their child's requirements.

## Meal Times

The centre provides breakfast for children who request it from 7:00 am to 8:00 am Monday – Friday.

During Vacation Care, breakfast will be served from 7:00 am to 9:00 am. The daily breakfast option comprises of a selection of different cereals, toast with various spreads, fruit and milk or milo.

We provide an afternoon tea meal after school which is created following the healthy eating guide lines and children's voice. Afternoon tea is served with a variety of fruit.

During Vacation Care children are required to bring their own morning tea and lunch unless specified otherwise. Fruit and water are available throughout the day and a light late snack will be provided.

The centre has a policy on the provision of food and shall ensure that the policy is practiced. The staff at the centre shall ensure that safe drinking water is always available for children.

## Workplace, Health and Safety

The safety of children, staff and families of the centre, is achieved through following the specific policies and procedures to provide a safe, clean and healthy environment.

The centre encourages parents to notify the staff should they see any potential hazards at the centre.

## Sun Safety

We are a sun safe service and advocate sun protection for all our children and staff. We follow guidelines for sun protection

We do this by encouraging children and staff on both After school care, Before school care and Vacation care throughout the whole year to:

- Wear a hat
- Wear sun safe clothing



During terms 1 and 4, and days with a UV index level of 3 or above we will encourage the use of sunscreen. *(Sunscreen is provided by our service, if your child has an allergy, we ask that you provide their own sunscreen labelled clearly with their name.)*

The sun safe policy is enforced even when children are not required to wear school uniform (vacation care, school closure days)

*\* A copy of the sun safe policy is available upon request.*

## Building Cleanliness, Maintenance and Repairs

The centre shall ensure that the venue, grounds and all equipment and furnishings used by the session are maintained in a safe, clean, hygienic condition, are always age appropriate and child safe and in good repair

## Emergency Procedures

In the event of an emergency staff and children will follow the centre's emergency plan which is available to all families to view on request. The centre's staff members are trained to respond to emergencies, with emergency and fire extinguisher training. The staff and children at the centre shall practice its emergency evacuation and lock down procedures at a minimum of one per term and one per vacation care.

To facilitate emergency evacuation procedures, exit routes and evacuation meeting points will be posted near every exit in the building.

## Centres Daily Operations Rules

### ESSENTIAL RULES FOR THE DAILY RUNNING OF THE CENTRE

1. All children **must** be signed in and out of the centre everyday by an authorised adult. No consideration will be made to parents to sign their child in.
2. Failure to notify the centre of your child being absent will result in full fees being charged.
3. Reception children report to the staff member collecting them in the afternoons, at the designated spot near the JP unit while in the transition period.
4. All clothing and belongings must be clearly named. No responsibility can be taken for lost property.
5. Any loss or damages to the centre, school, equipment or another family's property which is due to your child's behaviour, will be your responsibility.
6. The Director/ Nominated/ Certified Supervisor must be informed if the child is to be collected by someone else other than those authorised in the enrolment form and photo identification must be shown when collecting the child. This must be written

permission with the parent's signature.

7. The Director/ Nominated/ Certified Supervisor must be informed of changes in days of attendance, daily routine, and change of address, telephone numbers or home details, medical details.
8. Children must not attend the centre if they are sick. If your child becomes ill whilst at the centre, the staff will telephone one of the parents and ask them to collect the child immediately.
9. If your child is taking medication, it must be handed to a Certified Supervisor. Do not leave it in the child's bag.  
*\*Refer to medication policy.*
10. Please read the Notice's displayed each week. Also remember to collect any notices from the Director
11. Parents / guardians must notify the Director if their child has an excursion on that day which requires them to be at school earlier than the set time. Failure to do so could result in your child missing out on the planned excursion.

## Duty of Care

The safety of children, families and staff is of the upmost importance to the Flinders Park OSHC Centre. The centre's employees have a duty to take reasonable care for the safety and welfare of the centres enrolled children. Educators will take all reasonable action to protect children from risks of harm that can be reasonably predicted. The risks associated with all activities is assessed and managed before the activity is undertaken.

The duty encompasses a wide range of matters, including (but not limited to);

- the provision of adequate supervision
- ensuring grounds, premises and equipment are safe for children & staff
- implementing strategies to prevent bullying from occurring at the centre
- providing medical assistance, or seeking assistance from medically trained personal

## Child Protection

Flinders Park OSHC ensures responsibility towards providing a safe and caring environment for all children. The centre believes that the safety of children is always paramount and aims to protect a child's right to be safe from harm of any kind. It is a requirement that all staff maintain current Child Protection training.

Any suspicion of child abuse is immediately reported to Department of Child Protection (DCP). All persons working with children are considered "Mandatory Reporters". A Mandatory Reporter is

someone who is required by law to make a report to DCP if they have reasonable suspicion and concerns about the safety, welfare, or wellbeing of a child.

## Behaviour Guidelines / Policy

Flinders Park Out of School Hours Care has a behaviour management policy / procedure to ensure all children attending the centre have a fun filled day and are happy to participate in the centre's program.

As educators, we create an environment that will limit conflict by giving children choices. Conflicts are handled in a constructive way to help children develop skills in problem solving and independence. We acknowledge the uniqueness and potential of every child and aim to engage in practices that are respectful, provide security and in no way degrade, endanger, exploit, intimidate or harm them physically or psychologically.

Below is a list of expectations that children are expected to follow:

1. Children will always stay together as a group and within sight of staff. Never be left alone.
2. Children will be expected to co-operate with and be respectful to staff.
3. Children will always stay inside the designated play areas.
4. Children must never hit or cause harm to another child.
5. Children are not permitted to damage or break the property of OSHC, other children, staff or school property.
6. Appropriate language must be used while at OSHC.
7. Throwing of objects which may injure another person or property is not permitted.
8. Bullying / Teasing of other children will not be tolerated.
9. Appropriate use of resources, furniture, and environments

## Dismissal Policy

In extreme circumstance, where the safety of other children is jeopardised, your child may be 'suspended' from OSHC for a period of time. Termination of enrolment may also be possible result.

The following circumstances may warrant termination of enrolment.

- Assault or threat of assault by parent / guardian will result in immediate expulsion
- Non-payment of fees.
- Non-compliance with the policies and procedures of the centre.
- Parent's use of abusive language or any inappropriate behaviour towards others.
- Any destructive, violent behaviour by a child that is harmful to other children or staff.
- Consistent lateness in picking up a child.

## Grievance and Conflicts procedure

In the event of a conflict the matter must be brought to the attention of the Director immediately and not handled directly. Under no circumstances will the parent be allowed to approach another child directly. Staff are unable to inform parents of the names of children involved in incidents other

than the parents own child as this is a breach of privacy. (Please see our privacy policy and procedures)

If you feel concerned about any aspects of our service, please use the following steps to advise us.

**Step 1** Talk to OSHC staff

**Step 2** Make an appointment to meet with the OSHC Director

**Step 3** Make an appointment with the school principal

*\* A full copy of the grievance policy is available upon request*

## Additional Needs

It is the responsibility of parents/guardians to inform the Director of any medical or additional needs their children may have. The centre will support the inclusion of children with additional needs, working in conjunction with the family and other support services and agencies. Enrolment acceptance will be at the discretion of the Management Committee and Director / Nominated Supervisor.

## Personal Belongings

Please label all personal belongings. We are not responsible for lost or damaged personal items. Any items we find that do not have a child's name will be held in the designated lost property area. At the end of each month all items remaining in lost property will be donated.

## Confidentiality

Access to a child's information record is given only to the legal guardians of the child and the staff of the centre. In the case of an emergency or injury to the child, information may be released to the proper authorities, medical staff attending a child, or, in the case of suspected abuse, the appropriate child protection authorities.

Parents should be aware that, in the case of non-payment of fees, pertinent information will be provided to an external collection agency.

Parents are responsible to update their children's files when there are changes of address, work / home phone numbers, etc. All staff respects the privacy / confidentiality of families. Each year families will be reminded to update their child's enrolment information.

## Photography and Videos

Parents and guardians must give their permission before any photography will be carried out by any person at this centre. This permission is given via the child's enrolment form. In the event of research situations or external organisations wishing to videotape or photograph your child, you will be informed in advance as to the nature of the research and the extent of your child's involvement and will be requested to give written consent for your child to participate in the specific study.

Parents should acknowledge that Flinders Park OSHC may photograph your child / children for a range of purposes including accreditation, posters, programming and documenting shared on the Xplor app with families. If a child appears in a photo with another child/ children, that photo will be shared amongst all the children's families in that photo.

## Movies and technology

### Movies

Movies will be viewed that have a G or PG rating. At the time of enrolment, consent for viewing PG movies will be sought. Movies may be used as part of a balanced program of activities. They could highlight an activity or interest in the program. Movies may be planned as part of the program during vacation care. Should parents **NOT** want their child to watch a PG rated video, they must advise the Director. Staff should preview the film or video where possible and discretion about the suitability will be used by OSCH educators..

Children will continue to be provided with other activities during the showing of a movie and be properly supervised, even if the majority of the children are attending the viewing.

### Technology

At Flinders Park OSHC we aim to minimise the use of technology. Technology may be used at times with a planned purpose, such as, smart board. When engaged with technology children will always be closely supervised by educators.

## Family and Community Involvement

Flinders Park OSHC aims to develop and maintain respectful and meaningful relationships and partnerships between; children, families, educators and the community, all of which play a significant role in the child's learning, development and wellbeing.

### Family Partnerships

The centre recognises the relationships between families as one of the most influential and valuable in a child's life and understands the centre's role in being part of this wider community. Staff will endeavour to support parents in their values and beliefs, through considering their needs, including their ideas, requests in the program and daily operations, and providing referrals to relevant support agencies. Families and children are invited take part in an orientation tour to familiarise themselves

and their child with the centre, enrolment process, and discuss important information and share experiences and knowledge with the children and staff.

Parents are encouraged and welcome to participate in the Centre in a variety of ways. Ways that you can become involved include attending the Governing Council meetings, volunteering, helping on excursions, assisting with policies, programming, offering the centre resources or information that could benefit the centre and children.

## Providing Feedback and Information

Information for families is shared via our Xplor app, email and verbal communication. Feedback is encouraged through these communication channels and through the centres parent feedback / suggestion and evaluation forms. All relevant centre information is distributed to families in the Family Handbook

## Communication

The main form of communication at Flinders Park OSHC is done through the Xplor app. Face to face appointments can be arranged regarding any concerns or questions families have about their child at a time convenient to them and staff. Parents and guardians are welcomed to telephone the centre to discuss with staff any concerns they may have or just to see how their child is going.

