

Flinders Park Primary

Out of school hours care

Parent Handbook



Flinders Park Primary Out of School Hours Care

70 Holbrooks Rd, Flinders Park 5025

Telephone: 0451 087 436

Contents

Welcome	3
Our Philosophy.....	3
Hours of Operation	4
Bookings and Accounts	4
Fees	5
Orientation.....	5
Programming	6
National Quality Standard.....	6
Centre Policies	7
Food and Nutrition.....	7
Health, Safety and Accident Procedures.....	7
Medication	8
Illness	8
Behaviour Management	9
Sun Care	9
Grievance Procedure	9
Enrolling Your Child.....	9
Collection of Children.....	10
Advisory Committee	10

Welcome

The Flinders Park Primary Out of School Hours Care staff and management welcome you. Flinders Park Primary OSHC staff are committed to ensuring your child is cared for in a welcoming, supportive and stimulating environment. We follow the National Standards and Regulations for Outside School Hours Care and participate in National Accreditation Framework. Your input and feedback are encouraged to ensure the service continues to achieve high standards.

Our Philosophy

Children and families guide Flinders Park Primary Out of School Hours Care Philosophy and educators' input, ideas and values. Our philosophy, like our program, fosters children's wellbeing, development and learning through recreational experiences. Our outcomes and school philosophy combine to guide our program decision making for children and educators to reflect upon to promote children's opportunities for "My Time Our Place"

We meet our aims by following the National Quality Framework (National Regulations National Children's Act 2010, DfE Regulations and the Education Standards Board) and by utilising information from the My Time, Our Place Framework for School Aged Children in Australia.

WE BELIEVE WE SHOULD:

Provide a safe and healthy environment where we run a program of activities that promotes play and involvement for all children as well as a strong sense of wellbeing and belonging.

Provide nutritional food and drinks, as part of our program, to foster the children's sense of health and wellbeing.

Build a secure, trusting, caring and fun environment for children and their families by consulting with them, encouraging their involvement in the school and by role modelling fairness and respect for one another and our environment.

Understand that each family and individual in our community is unique with their own individual interests, abilities, beliefs, customs and cultures.

Show support through our school and our management of children, families and staff by providing information, guidance, training, school guidelines through open communication systems.

Promote through our program the importance of play where children have the opportunity:

- A. Learn at their own pace through involvement
- B. Are given opportunities to create, explore, experiment, be active
- C. Practice skills

D. Interact with other whilst being engaged in various experiences

Ensure children have the right to be cared for in a comfortable, relaxed, safe, secure, nurturing environment.

Provide for educators and children alike to work and play in a harmonious, happy, supportive environment where open communication is encouraged and respected and teamwork valued.

Ensure children connect with their community through our school involvement in extracurricular activities, involvement with excursions and incursions and special events.

Hours of Operation

The Flinders Park Out of School Hours Care operates 'After School Care' from the time students are dismissed at 3.10pm to 6pm each school day. 'Before School Care' from 7am to 8.30am (breakfast provided). Pupil Free Days and Vacation Care from 7am to 6pm. We also cater for early school finishes until 6pm.

Bookings and Accounts

Bookings are done each term. It is the responsibility of parents/caregivers to notify the Director of any changes to your bookings. Failure to cancel a booking will result in the full fee being charged. Cancellations can be made via mobile phone, text, Seesaw, email or in person. Cancellations for after school care, before school care and vacation care require **1-week notice**.

To remain viable and a service of the school we must achieve a "breakeven" balance and fees paid remain the parent's/caregiver's responsibility.

A late fee of \$1.00 per minute will be charged for the failure to collect children by 6pm. Parents/caregivers must contact staff with an estimated arrival time if they are running late.

Casual bookings and unexpected children will be added to the roll and accommodated if possible. Casual bookings and the unexpected arrival of children cannot be guaranteed a place in the program due to legal restrictions on educator/child ratios.

Where a program session is full the Director will inform the parent/caregiver via phone or text at the time of booking and unexpected children who are in excess of the staff/child ratios will be sent to the school office and parents contacted to collect them as soon as possible.

Please be aware the Director is only contactable from 1:00pm on weekdays. During this time, the Director is available to answer emails, respond to messages or app requests. From 3:10pm, all staff are busy on the floor, this means we are with children and cannot engage in conversation. If you have any concerns or wish to discuss anything in detail, please contact the Director to arrange a meeting during office hours.

Fees

The service aims to achieve a “breakeven” balance and has no capacity to operate at a loss. All monies received from fees are used to pay staff wages and cover operating costs.

- a. Invoicing for care booked will be on a weekly basis as a 7-day account. Payment in full is required by Friday of the same week. This is always in arrears as it takes a few days for all Child Care Government Subsidy to be taken off the account.
- b. Payment can be made by cash, Eftpos or cheque to the front office between 8:00am and 3:45pm. Electronic transfer to the Out of School Hours Account is preferable and bank details will be made available to account holders.
- c. Invoices have a summary attached and it is the responsibility of parents/caregivers to clarify any points which are unclear to them in a timely manner and ensure payment are made by the due date. **Account holders are responsible to contact Centrelink on 136150 to be assessed for any government benefits they may be entitled to and for the service to have correct details to claim these on behalf of the account holder.**
- d. Failure to make payment or to discuss with the Director any hardships within 28 days of the date of invoice may result in an Overdue Fee (of 10%) at the discretion of the OSHC Advisory Committee.
- e. Accounts may be suspended for nonpayment of fees and will remain inactive until the full balance has been paid. The service will consult with families having difficulty paying their account to facilitate ongoing access to the service, however the service management reserves the right to suspend bookings to families who are persistently not contactable, **repeatedly late or in arrears in excess of \$200.** (Please see Payment of Fees Policy in policies folder for comprehensive policy)

Orientation

Flinders Park Primary OSHC invites parents to bring their children in for a visit prior to commencing. This provides an opportunity for both children and parents to familiarize themselves with the staff and daily routines. It is important to have a good understanding of the needs of all our students attending our service. We therefore request all relevant details including medical history / allergies, dietary concerns and the completion of any questionnaires and forms be completed and returned promptly. This valuable insight enables us to provide an environment that caters for the individual.



Programming

The program is prompted by the children and enhances opportunities to foster friendships. Opportunities towards the interests and talents of the children are encouraged whilst being flexible for spontaneity. The program will include opportunities for physical exercise and enjoyment of the outdoor spaces. The appreciation and preservation of the natural world will form an inherent part of the daily life in Out of School Hours Care. Healthy food choices, activities and the enjoyment of life will be embedded within our service.

The program will be inclusive of culture, linguistic diversity and children with special needs, and will create a safe, accepting and warm environment for all children and families.

Children will be supervised at all times. We will encourage practices which promote care for all resources within the school which Out of School Hours Care has access to.

Staff will communicate in a friendly manner and endeavor to promote secure attachment between carers and children at all times. This will include promoting cooperation and responsible behaviors among children. Children will take ownership of their behaviour and work together to make positive choices about their own behaviour. Poor choices or inappropriate behaviour will result in consequences accordingly.

If a child displays inappropriate behavior, the staff use a number of strategies in dealing with the situation. The behaviour management strategies are consistent with Flinders Park Primary School practices. The response to inappropriate behaviour may include a reminder, time out, and exclusion from an activity. For serious matters a meeting of a parent with the OSHC Director and Flinders Park Primary School Principal may be required. This may result in a short- or long-term ban from using the Out of School Hours Care service.

National Quality Standard

Key to the National Quality Framework is National Quality Standards. The NQS sets out the seven quality areas against which all services will be assessed and rated. Assessment against the standards aims to improve development and educational outcomes for children.

The seven quality areas 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

Flinders Park Primary Out of School Hours Care is regularly implementing, reviewing and documenting these areas so as to provide an optimum level of care for children and families. We will seek input and feedback from all involved (parents, children, staff and management) and this information is greatly appreciated. If you would like to find out more about these quality areas, please feel free to speak to the Director.

Centre Policies

The Out of School Hours Care service has a folder of policies located in the parent sign in area. Please feel free to read the policies in detail. Important aspects of the policies are incorporated into this document.

Food and Nutrition

Flinders Park Out of School Hours Care regards mealtimes as pleasant, social experiences for all to enjoy. Good eating habits are encouraged. Food will be used as a learning experience and at times the children will take part in activities involving its preparation.

Parent involvement is encouraged to share multicultural values and experiences with food from their culture.

Heathy eating guidelines will be adhered to at all times, afternoon snack of fruits and vegetables are provided after school and breakfast is available in Before School Care.

Drinking water is available and accessible at all time for children and staff.

Menu's will be planned with children's input; any special dietary requirements need to be discussed with the Director upon enrolment.



Health, Safety and Accident Procedures

The practice of health and hygiene is an integral part of the children's education and our program.

All staff are aware of daily health and hygiene requirements and the practice of safe play and habits is promoted.

For the safety of children, as well as your own, **please** do not bring sick children to the program.

Please ensure the Director has up to date information with any allergies your child may have with food, medicines, creams etc. or treatments they may require. Children with ongoing health issues such as Asthma, Seizures, Diabetes or severe allergies are required to have a health care plan on the premises. Please keep the Director up to date with these.

Out of School Hours Care and the school are a totally smoke and vape free environment.

Accidents happen at times and qualified staff are required to have first aid qualifications that include the management of asthma and anaphylaxis training. If your child has an injury or has been distressed, staff will provide an accident report for parents/caregivers to sign at pick up time. If this is impractical due to time or supervision constraints, the report will be completed by staff and presented to the family ASAP. A verbal breakdown of the incident will be given at pick up time until a report can be done and signed by a parent/caregiver.

In case of an emergency an ambulance will be called, every effort will be made in these situations to contact the parent/caregiver straight away. If no emergency contact can be reached staff will be guided by the Ambulance service. If no parent/caregiver or emergency contact person has arrived to accompany the child to hospital a staff member will accompany the child in the ambulance, however this cannot be guaranteed as the service cannot be left without a staff member.



The service has no responsibility for Ambulance or medical bills.

(Please see Health and Safety procedures in policies folder for comprehensive policy).

Medication

All medications must be given to qualified staff. Prescribed medication must be in the original bottle with the child's name, dosage and storage requirements.

Medication forms must be filled out by a GP and qualified staff will check all details before administering. A second staff member will also check and co-sign dosage given.

Staff will not administer non-prescribed medication.

Children with a health care plan, must have medication at the center which will be stored in a secure location, such as, EpiPens, asthma medication etc. Only a qualified staff with training will administer in an emergency situation.

An ambulance will be contacted if a staff is unsure of a child's safety, condition or necessary treatment. Parents/caregivers will be contacted ASAP in these situations.

Illness

Children who are ill or suffering from a contagious disease will not be able to attend the program. We will follow SA Health Guidelines and recommendations for exclusion periods.

In the event of a child becoming unwell during the program, they will be comforted and cared for, and the parents/caregivers or emergency contacts will be advised to come and collect the child as soon as possible.

Out of School Hours Care staff will ensure appropriate hygiene standards are observed for all children. These measures, combined with responsible supervision, aim to safeguard the health and well-being of all children attending our program.

Behaviour Management

We believe we have the right to feel safe – physically and emotionally – and it is both rules and routines that help give a sense of belonging to our surroundings. The children have set the rules which are consistent with Flinders Park Primary School Rules. Our behaviour management procedure is based on guidance positive reinforcement and re-direction; however, we also believe that children have choices to make about their own behaviours and poor choices or inappropriate behaviour will result in consequences accordingly.

If a child displays inappropriate behaviour, the staff use a number of strategies in dealing with the situation. The responses to inappropriate behaviour may include a reminder, time out, exclusion from particular activities or excursions. For more serious matters a meeting with the parent with the Director and Principal may be required. This may result in a short- or long-term ban from using Out of School Hours Care.

PARENTS MAY BE PHONED TO PICK UP THEIR CHILD IF THERE IS A SERIOUS BEHAVIOUR ISSUE.

Sun Care

Following the Sun Safe procedure all children attending Outside School Hours Care are required to wear a hat during all outdoor play. Students should bring their own sunblock (especially if they have allergies), however the Service will have a supply if students have forgotten.



Grievance Procedure

In the event of a concern arising in relation to any matter associated with the Outside School Hours Care program, the matter should in most cases be directed to the Director. These matters may include, but are not limited to behaviour, management, programs and activities, policies, fees, health and illness. If the matter is not resolved, further inquiry into the issue can be undertaken by the Flinders Park Primary Principal.

Enrolling Your Child

All Children **MUST** be enrolled with the service before they can attend. Enrolment forms are available at the front office or in the OSHC building. Upon enrolment, parent/ caregiver's will be given a parent handbook and a copy of our Booking and Cancellation Policy.

Collection of Children

To ensure the safety of children and to fulfil the duty of care we have to our students, the following procedure is in place:

- All children will need to come over to the Outside School Hours Care service at 3.10pm to be signed in by a staff member.
- When a parent or carer arrives to collect their child, a staff member must be notified and the authorised collection person must sign out the child on the attendance roll.

If a child is to be collected by a person other than the nominated adults on the enrolment form, prior notification is required from parent/caregiver. In the case of an emergency, a telephone call will suffice.

Advisory Committee

The Advisory Committee assists in implementing our Outside School Hours Care philosophy and policies. It provides support to staff to ensure the best interests of the families and service are met. The Committee comprises of the Out of School Hours Care Director, the Flinders Park Primary Principal, a parent also on School Council, and the Finance Officer. The committee meet once a term, or as required, and any issues or ideas can be addressed to the Director for such meetings.

