

Family Handbook



Our Lady of Hope School
Cnr Goldenway & Golden Grove Rd ,
GREENWITH SA 5125

Phone: 82899751
Vacation Care Mobile: 0499012814

Website: www.goshc.org.au/

Provider ID: 4-2QNRNVY

Organisation ID: 4-3V97OG3

Welcome

This handbook is an informational resource that is intended to guide you through your child's care and educational journey at Our Lady Of Hope OSHC.

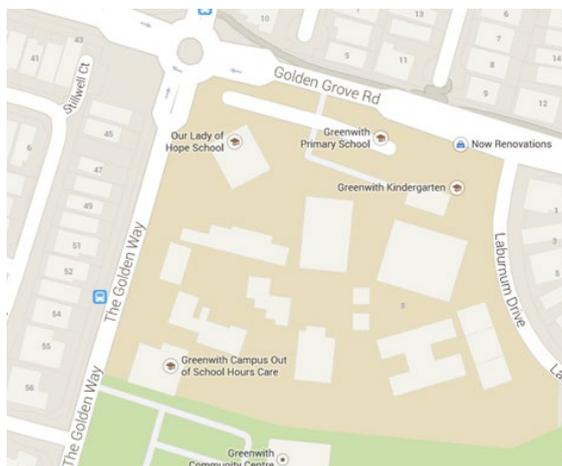
Please read this handbook thoroughly and feel free to ask us about anything that you do not fully understand. Please request additional information if we have not covered something in this handbook, that you are querying.

Once you have read this handbook, please sign and date the accompanying documents with this booklet that specify that you have read and understood the Parent Handbook and Enrolment Form.

For your convenience, our centre have an open door policy. You and your family are welcome to visit your centre at any time. If you wish to meet with the Director, we ask that you request a meeting time convenient to both parties. This helps to ensure the centre continues to operate smoothly while the Director takes time away for the meeting.

Our Lady Of Hope OSHC follows clear and robust policies, practices and procedures. Our centre policies are available in the Policy Folder located in the foyer area in the front entrance of your centre. Please feel free to look and comment on our policies at any time. Should you have any queries or if you need more information about our policies and procedures, please don't hesitate to ask.

Our Location



Introduction

Welcome to Our Lady Of Hope Greenwith Campus OSHC. Our OSHC centre is community based and is made up of our not-for-profit organisation that also consists of family and community programs and activities through our family.

For you to have received this handbook, you have chosen our OSHC to provide safety for your child. We are very happy you have chosen our OSHC to care for, and educate, your child. The aim of our centre is to provide safe, secure, inviting and happy play based environments where children can develop their skills to become competent and confident learners and individuals. Our committed staff are passionate about providing high quality education and care, and developing meaningful relationships with you and your child. It is important to us that as parents and guardians, you feel safe in the knowledge that your child is receiving the best possible care and education.

We believe the best way to work with you and your child is by building a partnership of care. To build a partnership of care, our intent is to ensure, but is not limited to, the below:

- That you are welcomed, recognised, acknowledged and respected by all OSHC staff.
- That your child develops a sense of belonging through the care of all members of the Our Lady Of Hope OSHC team.
- That you are given plenty of information about what is occurring and that you are aware we always welcome your feedback and views.
- That you are invited to be involved in making decisions about your child's experiences, care and education.
- That you and your child are greeted upon arrival and we say farewell you both at the end of your child's day.
- That you know your child is settled, happy, secure and engaged.
- That you know your child is not just looked after, but very much cared for by all OSHC staff.

Our Lady Of Hope OSHC is licensed and approved to provide care for children aged between Foundation and year 7, by the Education and Care Regulatory Unit. We comply, and where possible exceed, with current standards outlined in the National Quality Framework and the My Time Our Place Framework. These requirements include but are not limited to: providing a standard of care that meets regulations as a minimum, providing appropriate activities, experiences and programmes, maintaining correct ratios of educators and children, and ensuring Educators have required qualifications and skills. Parents are welcome to contact the Department of Education SA by phoning (08) 8226 1000 for further information, or if you have any concerns with our service. We very much appreciate issues being brought to our attention so we are given an opportunity to clarify things based on regulations, or rectify things once they have been brought to our attention, and if appropriate and applicable.

Philosophy

VISION

To collaborate with families and provide opportunities for children to develop through engaging, differentiated and open ended learning experiences.

MISSION

Together we grow through meaningful interactions.

ORGANISATIONAL VALUES

- Respect
- Confidentiality
- Collaboration and professionalism
- Ongoing learning and reflective practices
- Open Communication
- Inclusive and reflective practices

PHILOSOPHY

WE BELIEVE THAT CHILDREN SHOULD:

- Feel safe, supported and respected
- Be acknowledged for their unique identity
- Have their developmental cultural, spiritual and personal interests recognised and developed
- Feel that their sense of well-being is nurtured
- Build and maintain positive relationships

THIS IS ACHIEVED BY THE PROVISION OF AN APPROPRIATE ENVIRONMENT THAT IS:

- Fun
- Nurturing
- Child-oriented
- Collaborative
- Facilitative of life-long learning through play-based experiences

Attendance and Absence

To ensure the safety of your child and to assist in the smooth running of the program, it is extremely important that you notify the program in the event of their absence. If your child is absent from the program in the afternoon we will ring you to ascertain why unless we can verify this absence with the school or classroom teacher. However, if your child does not turn up for care in the morning we will not ring you as your child is in your care.

OSHC Office on 8289 9751 or leave a message on the answering machine

PLEASE NOTE THAT DAYS BOOKED ARE STILL PAYABLE EVEN WHEN A CANCELLATION OCCURS.

Families are eligible for 42 days of Allowable Absences for each child per financial year. An allowable absence is where Centrelink will pay Child Care Subsidy even though the child did not use care. Days which count as allowable absences are any casual absences and absences caused by holidays or illness without a certificate.

If you use all of the 42 absences you will then need to supply a medical certificate if the child or any member of the family is ill or a statement from your employer confirming absence from work to receive CCB.

The purpose of allowable absences under the family assistance law is to enable families to receive CCB in certain circumstances where care is not provided. However, these circumstances do not include days after a child ceases to receive care. While our service will continue to charge fees if one-week notice is not given after a child ceases care, the family is not eligible to claim CCB for these days.

Absences are therefore not available for these days even if a fee is charged and the family is financially responsible for the entire amount owed.

ABSENT JUNIOR PRIMARY CHILDREN FROM COLLECTION POINT

Families of junior primary children need to approach the collection point and advise staff that they are collecting their children if they have not notified OSHC already.

Arrival and Departure

For safety and security reasons, and as a regulatory and government requirement, ALL children must be signed in on arrival, and signed out on departure. The times must be noted. Signatures and times on the attendance records are important; if no signatures or times are entered it may be deducted from your tax return at the end of the financial year, at full fees.

No child will be allowed to leave our centre with a person who is not stated on the enrolment form, unless prior arrangements are made with the Nominated Officer.

Accounts

Families need to supply an email address to receive an account. Families without an email address will need to collect their account from the office.

Advisory Committee

Our advisory committee comprises of families, staff and a representative from the sponsoring body (OLOH School). The committee meets once a term to discuss policies and the day to day running of the centre. The advisory committee advocate for, represent and ensure that children, families and staff have a voice in advising the School Board on issues relating to the management of the OSHC service. We encourage any families who wish to make a contribution to our program to join our committee.

Chairperson Phoebe Youd, Email phoebe.youd@gmail.com

School Representative: Our Lady of Hope Principal, Ashley Keane, Phone 8289 8344

Behaviour Management

Our objective is to provide a safe, caring and stimulating environment for children. The children, staff and committee collaborate in the development of the rules and responsibilities for the behaviour of the children whilst they are in care. These responsibilities are clearly displayed in our room and we also discuss them with children at the beginning of each School Term and Vacation Care Block. These responsibilities promote the children's understanding that behaviour has consequences and that individuals must accept responsibility for their own behaviour. (Please see our Interactions with Children Policy.)

Bookings

VACATION CARE

Booking forms for each holiday period will be available online from the Friday of week 7 for each term. However, bookings will only be accepted from the Monday of week 8. Bookings for Vacation Care will not be accepted via phone or verbally.

Please book carefully as there are no refunds for days booked in Vacation care. (See Fees Policy)

BEFORE & AFTER SCHOOL CARE

Booking forms for the year will be given at the time of either enrolment or re-enrolling during Term 4. Existing families have until the conclusion of the school year to complete and return their enrolment package. Bookings will only be taken if the enrolment package is complete. Both permanent and casual bookings can be made. This may be for one or more sessions per week. To ensure the safety of your children, the child:staff ratios must be within accordance to National Standards. Therefore, bookings whether permanent or casual, are essential.

*****If your child attends the service without being booked in for care, and we do not have enough staff for the child ratio of 1:15 / we have reached our ceiling, we will not be able to accept your child into care. During After School Care your child will be returned to the school and they will contact you so that you can make other arrangements. *****

All sessions booked are reserved for your child and consequently will be charged for. However, if we are given one week notice for a medical appointment or you are made to take annual leave, a cancellation may occur without charge. Please note that these are the only exceptions to not being charged for cancellations. A doctor's certificate is required from the doctor and a letter regarding annual leave from your employer.

Please refer to the Fees Policy in the section titled 1 Week Notification for Cancelling OSHC Bookings.

If you are enrolling for the first time, your bookings will be confirmed at your interview. If you are re-enrolling the following year for your existing child and/or a new younger sibling starting for the first time your bookings are guaranteed if you booked within the specified time frame and you will not receive confirmation of your child's bookings. Existing families submitting bookings outside of the specified time frame will only be notified if bookings were not successful.

All sessions booked are reserved for your child and consequently will be charged for.

However, if we are given one-week notice for a medical appointment or you are made to take annual leave, a cancellation may occur without charge. Please note that these are the only exceptions to not being charged for cancellations. A doctor's certificate is required from the doctor or a letter regarding annual leave from your employer is required.

Please note that if you leave the service and do not give 1-week notice then you will be charged for your bookings for the following week. Centrelink will not pay Child care Benefit for bookings after the child does not physically attend OSHC anymore.

Any allowable absence after the child does not come to OSHC physically, will result in the family being responsible entirely for the fees charged. There may be some cases where a family has several allowable absences and then decides to leave the service, which may be several months later, we then need to back date this information and charge the families full fees.

Bond

If payment is declined on three separate occasions in one year, a \$200 bond will be applied to the family account in order for them to continue to use the service. Please note, that this bond does not offset any future fees.

If a family is sent to our Debt Recovery Service for debt recovery, and the family then pays in full their outstanding account and they then wish to re-enter the program, then a bond of \$200 will be applicable also.

Children Bringing Personal Belongings

Our service strongly discourages children from bringing any personal belongings to the service that could be lost, stolen, and or damaged. Other than the necessary items required during the day such as a drink bottle, hat, and jumper, etc., we recommend children leave their personal belongings at home,

- The staff will not be held accountable for any personal belongings brought to OSHC and Vacation Care.
- The children will be responsible for their own belongings.
- Personal belongings should be clearly labelled, so the owner can easily be identified.
- Any items that have been banned by the school (eg. Trading cards, electronic games, MP3 players, etc), should not be brought to OSHC or Vacation Care. If they are, they will be confiscated until families collect children.
- If your child brings a mobile phone to school, when they come down to OSHC it must remain switched off at all times and remain in their bag. Mobile phones will be confiscated if the child does not adhere to this procedure and returned to the family upon collection of the child.
- Digital cameras can only be brought on excursions and again they are the responsibility of the child, not staff members.

Child Care Subsidy

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

The age of the child (must be 13 or under and not attending secondary school)

The child meeting immunisation requirements

The individual, or their partner, meets the residency requirements.

In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider, and not be part of a compulsory education program.

How does it work

There are three factors that will determine a family's level of Child Care Subsidy.

These are:

Combined Family Income

Activity Test – the activity level of both parents

Service Type – type of child care service

The Child Care Subsidy will be paid directly to providers to be passed on to families as a fee reduction. Families will make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount.

Our centre's name with Centrelink is OUR LADY OF HOPE PRIMARY SCHOOL OSHC

Collection

COLLECTION OF JUNIOR PRIMARY CHILDREN

OSHC Staff collect junior primary children from collection points within the school. If a child fails to arrive at the collection point the school will be contacted to ascertain the child's whereabouts. Please note that all junior primary children are required to go to their collection point. Upper primary children walk down to OSHC themselves. Older children of siblings may also go to the collection point if they wish.

Our Lady of Hope School collection point: under the canopy in the OLOH courtyard.

Greenwith Primary School 3 block collection point: Under the canopy at the 3 block classrooms.

Greenwith Primary School 1300 block collection point: The common area inside of the 1300 block classrooms.

Communication

What is the best way to communicate with you? Everybody has a different communication style and different availability times for communication. We understand that mornings and afternoons can be a little rushed, and are not always the best time to discuss your child. We have many types of communication we use for families in the centres.

Below is a list of ways we communicate with families:

- Face to face verbal interactions at arrival and departure times.
- Emails
- Regular newsletters which will be sent via email and available in print if requested.
- A message section on the daily communication sheets (if applicable to your child), where brief notes can be left between the educators and parents.
- A notice board where various messages and notices are displayed presenting current issues and upcoming events.
- Parent meetings can be held where parents can raise any issues or topics they feel relevant and contribute to decision making. Please speak with the educators or Centres Director to set up a meeting time and date.
- Occasionally the educators will ask parents to complete short surveys in order to maintain up to date records and seek parent feedback on various topics.
- Information received through written and spoken communication with families will be treated with discretion.
- At any time if you require a private discussion with any member of our team, please inform us. This can happen face-to-face or by phone.

What can you expect from the educators?

- Educators will make efforts to communicate effectively with families.
- Educators will inform families promptly and sensitively of any out of the ordinary incidents affecting their child.
- Educators will share with children's families some of the specific interactions they had with the children during the day.
- Educators will provide information on children's eating patterns at the centres through verbal communication.
- A record will be kept of any family/educator joint decisions that affect your child's progress, interest and experience. Please feel free to contact us at any time to discuss your child's progress, relationship, interest and experiences.

Complaints

We believe that all families have an important role in the centre and we value their comments. We aim to ensure that family member's feel free to communicate any concerns they have in relation to the centre, staff, management, programs or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service and collaborate with families to accomplish this.

COMPLAINTS PROCEDURE

Please refer to our Complaints Policy.

CONFIDENTIALITY

Privacy is respected at all times. No information is given out without written authority from the family or legal guardian. The only exceptions will be for legal reasons such as information for the Police or Department of Community Services. (Please refer to Confidentiality Policy)

Centre Fees

Application fee	\$50.00	per family is payable at the time of the enrolment
Re- enrolling fee	\$25.00	per existing families
Before School Care	\$12.00	breakfast included
After School Care	\$21.25	afternoon snack included
Early Finish 2.05pm	\$27.75	afternoon snack included
Early Finish 12.30pm	\$37.50	lunch & afternoon snack included
Vacation Care	\$60.50	includes all meals and excursions
Excursion Fee	\$7.50	(Vacation Care Fees are non-refundable)
Pupil Free Day	\$60.50	includes all meals
OSHC Hat	\$7.00	per child
Bond	\$200	See 'Bond' section

Late collection

late collection of children will incur a cost of \$3.00 per minute per child after 6.15pm, \$5.00 per minute per child for reoccurring families.

Court Orders

Parents must notify their centre of any Court Orders affecting residency of their children or custody arrangements, and provide copies to their centre. Without a current Court Order we cannot stop a parent collecting your child should they attend the centre.

Damage of Equipment

If children damage equipment through inappropriate behaviour, the families will be financially responsible for the replacement of the equipment. Please see policy on Facilities and Equipment.

Dropping off Children In The Morning

Junior primary children are dropped off at their classroom every morning by a staff member. Upper primary children walk up to school themselves. Older children and siblings may walk to school with the junior primary children if they wish.

Early Finishes

On the last day of each term, school finishes early. They finish at either 12.30pm or 2.00pm. The schools will advise you on what time they will be finishing. If you have a booking for the last day of term, we will automatically include the early finish for you. Please see costs for the extra charge. Lunch will be provided for students who finish school at 12:30pm.

Enrolment

No child will be accepted in to our OSHC centre, without a completed enrolment form, and a signed copy of the acknowledgement of this handbook and other requirements. The enrolment form is important and provides us with paramount information that assists us to provide high quality care for your child. Please ensure that any changes to information on the form is made available to the centre in writing, to the Director. It is the responsibility of the parent/guardian to ensure all information is up to date, true and correct, and valid at all times.

ENROLMENT & RE-ENROLLING PROCESS

- New and re-enrolling families can access the enrolment package online. The paperwork includes a Family Information Booklet, Fees Policy, Enrolment and Orientation Policy, Medical Conditions Policy, Interactions with Children Policy, Family information sheets on Child Care Benefit, Enrolment Form, Fees Account

Form, Booking Details Form, All About Me Form, Health Care Plan, Diet Care Plan, 4-7 Club Registration Form and an Acknowledgement of Policies form.

- Families are required to fill out the enrolment form, read the Fees Policy and Interactions with Children Policy and then sign the form to say that they have read the policies, fill out the All About Me form and fill out any other relevant forms. This constitutes an application for enrolment for students who are new to the service.
- Families of re-enrolling children need to submit their completed enrolment package before the conclusion of the school year.
- Families of children (new to the service) are then required to make an appointment to meet with the Director or Assistant Director to discuss their enrolment application. A \$50 Application Fee is payable at the appointment. New families submit their forms at this time.
- Families with children who have special needs will be referred to the Principal of Our Lady of Hope (the sponsoring body) who will work through CESA procedures to determine how best to meet these needs.
- During the interview, the family's requirements will be discussed and the family will be taken on an orientation of the service. A starting date will either be given at the conclusion of the interview or the family will be contacted when a starting date becomes available.

RE-ENROLLING FEE

Families are required to submit a new enrolment package every year. The updated enrolment package will be on the website as from Week 5 in Term 4.

- Families are required to return their completed package before the conclusion of the school year to maintain legislative requirements, ensure a placement for their child for the following year and to give our administration staff time to process this information before the beginning of the new school year.
- Families that do not return a completed enrolment package before the conclusion of the school year will need to pay a \$25 re-enrolling fee in the new school year or when they return to OSHC.
- Families are not obliged to use OSHC just because they have submitted their enrolment package. It just means that you have an active OSHC account and can book your child into OSHC if you require care for your child.

ENROLLING YOUNGER SIBLINGS

If current families are submitting an enrolment package with a new child to our service, they are required to make an appointment to meet with the Director or Assistant Director prior to the commencement to discuss the new enrolling child. During the interview the child's requirements will be discussed to include any special needs,

dietary or health conditions. Families with children who have special needs will be referred to the Principal of Our Lady of Hope (the sponsoring body) who will work through CESA procedures to determine how best to meet these needs. This will ensure that the child's needs can be catered for when they start at the service. This is also an opportunity for the Director or Assistant Director to meet the child prior to their commencement which is beneficial for the child on their first day. There is no fee charged for this appointment time.

Electronic Entertainment

Electronic Entertainment (TV, DVD, Computers, GAMES- Wii, Xbox and PlayStation) can be used as part of the programmed activities with thoughtful consideration relating to content. Staff will ensure all Electronic Entertainment is suitable for children's ages and that they have families consent.

Electronic Entertainment will be:

- Rated G during OSHC before and after school care
- Rated G & PG during Vacation Care, when the rating is PG family consent will be required for viewing. Families will be advised of this through the daily description of the program
- Planned as part of a balanced program of activities and will not be a daily activity in the centre
- Previewed by staff where a PG rating is applied.
- Rated PG for children attending 4-7 club

Excursions

Cancellation of excursions is at the discretion of the director (see Excursions Policy). Notification will be on the Family Notice Board, in the Note section of the attendance sheets, and an email will be sent to families. Spending money is not to be brought on excursions.

When your children attend excursions please ensure that they bring the following:

- Appropriate and enclosed footwear
- A water bottle (drinking water is available to re-fill their bottles)

We cannot accept children into care for excursions if they do not have these items.

A broad brimmed hat purchased from OSHC is kept at OSHC for the child to wear during excursions

Expectations of Families

It is an expectation of this centre that families become familiar with the procedures outlined in this information booklet. If you have any concerns with your child, staff, procedures or policies please follow the guidelines in this booklet to resolve them. Always keep the centre informed of who is picking up your child, if your child is participating in any extra curricular activities that will take them away from the centre. Please keep your personal information current at all times, especially emergency contact numbers. We also cannot emphasise enough, the importance of checking the family information board on a daily basis or every time your child attends our centre.

Please always remember to advise us when your child will be absent from the program.

Footwear

Due to the variety and nature of activities offered by our service it is advised that when children attend OSHC they must wear enclosed footwear (in accordance with the School's uniform policy). This will ensure that they are able to participate in all activities without increased risk of injury. Thongs and backless shoes are not acceptable footwear for our service as they are inappropriate for activities offered including cooking, crafts, outside play and other general play. Please ensure when your child/ren attend our service that they wear appropriate footwear.

During vacation care, if your child/ren arrive at the service without appropriate footwear they will not be allowed to attend the service, as this would pose a risk to their general wellbeing and safety.

Hat Policy & Procedure

As Our Lady of Hope is the sponsoring body of our service, the Outside School Hours Care Hat Procedure for your child/ren follows the same guidelines as the hat policy at Our Lady of Hope School. Whilst attending OSHC, students are expected to wear a sun-safe hat (*broad brimmed purchased from OSHC and kept at OSHC*) for the whole school year including school holidays.

Hat procedure during ***school time***:

School	Term 1	Term 2	Term 3	Term 4
Greenwith Students	Yes	Yes	Yes	Yes
OLOH Students	Yes	Yes	Yes	Yes

Hat procedure during ***school holidays***:

School	December/January	April	July	September/October
Greenwith Students	Yes	Yes	Yes	Yes
OLOH Students	Yes	Yes	Yes	Yes

Hours of Operation

Please note that our centre have a close down period during Christmas and New Year. Each year the dates may/will differ, so please check with the centre to find out when we will be closed each year. The centre will display our closure dates by October each year.

Our Lady of Hope OSHC office hours are from 7:00am to 9:00am and 2:45pm to 6:15pm Monday to Friday, 50 weeks per year.

Vacation care: 7:00am-6:15pm

Pupil Free Days: 7:00am – 6:15pm

Early Closures: 12:30pm – 6:15pm (OLOH). 2:05pm – 6:15pm (Greenwith)

Illness

You will be contacted if your child becomes ill whilst they are in the care of our program. You are required to collect your child if requested to do so. We are obliged to comply with State Government Health Department guidelines concerning infectious diseases and exclusion practices. The emergency contact person will be phoned if we are unable to contact families. If your child has an illness and you are not sure whether they are to be excluded from the program, please phone the Director for clarification.

Late Payment of Fees

If payment is declined during the direct debit process, then the family will be contacted to arrange payment. If payment is not received by the due date a late fee of 10% of total fees owed with the minimum being \$5.00 will be applied to the family account. If payment is not received by Friday, being the last day of the week the child's place will be suspended until payment has been made in full.

If payment is declined on three separate occasions in one year, then a \$200 bond will be applied to the family account in order for them to continue to use the service.

Families are encouraged to discuss any difficulties that they may have in paying fees with the Director, who will discuss and make suitable arrangements for payment of fees, as well as informing them of other avenues for financial support available.

Leaving The School Grounds

Children are not permitted to leave the school grounds unless they are accompanied by their families. In the event of an emergency, only authorised persons will be able to collect the children and proof of their identity must be shown before children will be allowed to leave the centre.

If your child is to participate in an After School sport or activity, written authorisation must be given to the service. Access to this form can be located on online. Please note that we cannot provide supervision whilst children are going and coming back from these activities.

Medication and Dietary Conditions

If your child requires any prescribed medication the following conditions apply:

- Written permission and instructions, including clear dosage times signed by a medical practitioner must be supplied.
- Medication must be in the original container with the child’s name, date, description of medication and dosage.
- Families need to fill out a medication day sheet.
- Please refer to Medication Conditions Policy.

MEDICAL AND DIETARY CONDITIONS

National Regulations require families to either:

Complete new health care plans and dietary requirement forms for each new school year.

OR

Sign off on current plans to acknowledge that they are still up-to-date when re-enrolling.

Meet & Greet

At the beginning of each year we host a Meet & Greet where staff and families have an opportunity to form positive relationships with one another. We believe that forming these relationships, help to facilitate family participation in the program such as becoming a committee member, offering ideas for programming, providing cultural information etc.

National Quality Standards Current Rating

QA1	Educational program and practice	Exceeding
QA2	Children's health and safety	Exceeding
QA3	Physical environment	Exceeding
QA4	Staffing arrangements	Exceeding
QA5	Relationships with children	Exceeding
QA6	Collaborative partnerships with families and communities	Exceeding
QA7	Leadership and service management	Exceeding

Family Drop Off And Collection

When dropping off children in the morning for before school care, families are required to sign their children in on the attendance sheet. If you wish to leave a message concerning your child, then write a message next to their name on the attendance sheet or send an email to oshc@goshc.org.au.

If you are collecting your child in the afternoon from after school care, then you are required to sign your children out on the attendance sheet. Please ensure that a staff member is aware that you are taking your child home. Again if you wish to leave a message concerning your child, then write a message next to their name on the attendance sheet or send an email to oshc@goshc.org.au. If you need an immediate response, then please speak to a staff member.

If you elect for a person to collect your child that is not on the child's enrolment form, you must advise us in person or via email confirming their identity.

Family Participation

We believe that participation of families in issues relating to their children is important. We aim to provide a caring and supportive environment where everyone is able to feel welcomed and valued. Involvement of families in activities will be actively sought, and open communication will be constantly maintained. Families are encouraged to be involved in issues that relate to them and their children, through participation and discussion about all issues relevant to the running of the centre.

Payment Of Accounts

Payment of Fees

Our Lady of Hope Greenwith Campus Outside School Hours Care and Vacation Care is committed to providing efficient account keeping practices. We rely on families to pay their fees on time to be a viable service. **Fees are debited from either a nominated bank account or credit card once a fortnight on a Tuesday. If there is a public holiday, the fees will be deducted on the Wednesday.** If you choose the credit card option, only Visa and MasterCard are accepted. A payment schedule is available on our website. Families are required to fill out a deduction authority for each New Year allowing the balance to be debited from their account/card.

If CCB or CCR are not deducted from the account prior to the balance being debited by the service, the full fee will be deducted. The excess of this amount will then be credited to the families account, once the CCB or CCR is processed. These are the only methods of payment that are available at our service. If families have a query with their account they can raise their issues with the OSHC office either by phone, in person or email. All accounts need to be brought to a nil balance by the end of the year. Enrolment and bookings will be cancelled for families with outstanding amounts carried over to the New Year.

Issuing of Accounts

Families will receive a weekly account by email at the beginning of the new week. This is for your information only and not for payment. Payments will be debited from your account each fortnight.

Policies

Administration & Management

A-1	Enrolment and Orientation
A-2	Fees
A-3	Philosophy Statement
A-4	Authorisations
A-5	Governance and Management
A-6	Complaints
A-7	Confidentiality
A-8	Sustainability

Facilities and Equipment

B-1	Facilities and Equipment
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Staff Policies

C-1	Staffing
C-2	Social Network

Health and Safety

D-1	Interactions with Children
D-2	Nutrition
D-3	Child Safe Environment
D-4	Child Protection
D-5	Sun Protection
D-6	First Aid
D-7	Infectious Diseases and Infestations
D-8	Incident, Injury, Trauma and Illness
D-9	Medical Conditions
D-10	Delivery and Collection of Children
D-11	Excursions
D-12	Water Safety
D-13	Emergency Procedure
D-14	Risk Assessment
D-15	Bushfire Action Plan

Scheduled for Review

March 2018
November 2020
March 2020
June 2020
June 2020
August 2020
August 2020
March 2020

June 201

March 2020
November 2020

March 2018
March 2018
June 2020
June 2020
June 2020
August 2020
August 2020
August 2018
August 2018
June 2019
June 2019
June 2019
March 2019
March 2019
June 2019

All of these policies are in the policy folder located in the bookcase in front of the office. If you would like a copy of a policy please request one from a staff member.

Portfolios

Each child has a portfolio that contains learning stories and children's work which documents their learning and development. We encourage you to view your child's portfolio with your child.

Priority Of Access

- Non-discriminatory principles will be observed in relation to access to the service for children, families and staff.
- No family is guaranteed a placement for their child
- Enrolments will be subject to Commonwealth Government Priority of Access Guidelines:
 - **Priority 1** – a child at risk of serious abuse or neglect
 - **Priority 2** – a child of a single parent who satisfies, or of both parents who satisfy the work/training/study test under section 14 of the Family Assistance Act
 - **Priority 3** – any other child

Any Child Care Service that does not have any vacant places and is providing care for a priority 3 child may require that child to leave the service to provide a place for a higher priority child.

PROGRAMMING

Our program supports the Framework for School Aged Care, My Time Our Place. In school-age care settings educators collaborate with children to provide play and leisure opportunities. These are meaningful to children and support their wellbeing, learning and development. School-age care settings pay attention to the needs and interests of individual children within a context that promotes collaboration and active citizenship. Children in school-age care settings have choice and control over their learning as they collaborate with educators to extend their life skills and develop dispositions towards citizenship.

The program is displayed weekly on the pin board located next to the educator's cupboard in the activities room. This displays the theme for the week, the area that the activity will take place in and the activity planned. We also seek families' contribution by emails, surveys and informal and formal discussions.

Pupil Free Day

We are open for Pupil Free Days from 7.00am – 6.15pm. Breakfast, recess, lunch and afternoon snack are provided. Please do not send any food. Bookings are essential.

Lost Property

OSHC has a lost property box located in the activities room. Please see a staff member if you think your child has lost their property at OSHC.

Review Of Policies

All policies will be reviewed by stakeholders within a five-year period and more frequently if the need arises, if there are changes to legislation or if it is recognized best practice. The review of the policies will be based on the following criteria:

- Is the policy operating effectively?
- Does it include appropriate responses to individual incidents?
- Does it meet the needs of all involved in the centre?
- Does it meet the aims and objectives as outlined?
- Is it consistent with current philosophy?
- Is it consistent with current legislation, acts and standards?

Any changes to current policies will be communicated immediately to all involved in the service.

BEFORE SCHOOL CARE PROCEDURE

The Before School Care Program is child orientated. Children are given the opportunity to choose from a selection of activities/experiences which may include board games, simple crafts, talking with friends, outside play or group-based games.

Educators greet and farewell families as they enter and exit the service, ensuring any new families are helped with the sign in routine and new children are introduced to staff and all children present.

- 6.45am** The Educator/Grounds man arriving needs to ensure the building is opened up e.g. gates, roller door, toilet area, etc.
Cook arrives and sets up ready for breakfast. Cook serves children on arrival if they require breakfast.
- 6:55am** Educator arrives 5 minutes prior to shift. Educators need to collect their walkie talkie, first aid bum bag, name badge and then sign in.

N.B. On a Monday morning, office duties are completed by additional staff in office.

- 7:00am** The 7.00 am Educator needs to set up
- Art/craft activity box for before school care
 - Groups activity box(s) for after school care
 - Write on the groups board

Evaluations on all before school activities need to be completed by end of shift. If the children do not complete the activities do an evaluation on what they did participate in.

7.10am Educators arrive 5 minutes prior to shift.

Educator needs to collect their walkie talkie, first aid bum bag, name badge and sign in.

7:15am Educators take the children who are not eating breakfast or have finished over into the Activities Room.

One educator to be supervising the toilets at the activities room door. If there is only one educator in the activities room the door will need to be closed.

7.25am Educator arrives 5 minutes prior to shift.

Educator needs to collect their walkie talkie, first aid bum bag, name badge and sign in.

Educator collects any equipment for programmed outside play (weather permitting) as discussed with the 7.15am Educator.

All programed activities (craft and sport) start at 7:30am.

7.50am Breakfast finishes.

All children need to be encouraged to finish their breakfast and go to the Activities Room or join the outside group by 8.00am.

Roll needs to be taken to Activities Room.

8.00am Remaining breakfast children need to go to the Activities room with the staff member.
Staff Member to grab office folder.

8.15am All children are required to start packing up in the Activities Room and/or outside. Once the space is completely tidy, children sit quietly at the front of the room.

A group game will be played.

8.30am Children are signed out through roll call by the staff member in charge.

The nominated Educator/s ensure reception to year two children remain with them ready for drop off.

One Educator who is nominated on the roster for child drop off stands at the OSHC gate to supervise children walking to school. Year three to seven can walk to their classrooms via the stairs at OLOH School.

Drop off children will be split into 2 groups at OSHC. One educator will take OLOH and Greenwith 3 block children via the OLOH courtyard and past the canteen. Two educators will take the Greenwith 13 block children via the Greenwith stairs near the Resource Centre. The 3 block educator must drop off the folder at the school office and return the school office folder to the OSHC office. The person responsible who finishes at 9am must supervise the 13 block until the classrooms are open. They then ensure the Activities Room is secure e.g. air conditioners/heaters are off, lights are off, windows are closed (if the room needs airing leave the windows open), doors are locked and blinds are left open near the emergency door. Educators also need to ensure the toilets and alcove lights are off. Check the toilets.

Attendance sheet for the morning is handed to the office staff.

8.45am Educator/s return from drop off ensuring the OSHC gate is closed.

Hand any items to the office from the school office.

Other Information

Children must line up, order their breakfast and remain seated at all times while eating. Once finished breakfast children must ensure their rubbish is in the bin, chair pushed in and check that their table doesn't need wiping down before asking to go to the AV Room/ Activities Room.

Children moving from the Art n Craft room to the Activities Room will be supervised by staff members at all times.

All children arriving for breakfast after 7.50am will be offered a piece of fruit and/or yogurt. The child and family will be reminded of our breakfast times.

Staff need to ensure they are interacting with the children through activities/experiences while adequately supervising at all times.

If children require the toilet or a drink they must be supervised. Regular checks of the toilet area should be undertaken by all staff throughout the morning for cleanliness and if required mop the floor of water.

Children playing outside need to have their hats on. Please follow hat procedure.

The nominated Educators who have been rostered for school drop off are required to follow the child drop off procedure at all times.

BEFORE SCHOOL CARE DROP-OFF PROCEDURE

The Educators nominated (D) on the roster are the Educators responsible for ensuring the safe drop-off of all children from R-2 in both schools.

The Educator/s are required to collect the school office folder from the OSHC office before commencing roll call/ sign out.

Pack up of the children will occur at 8:15am for all children to be ready to go to school by 8:30am.

Roll call will allow for the 3-7 children to leave first and the r-2 children to line up next. When roll call commences one Educator is to open and latch the OSHC gate and supervise the year's 3-7 children walking to school via the OLOH stairs. All children R-2 are to line up in two lines inside the gate with the Educator, ready to be walked to their classrooms.

The nominated Educators must ensure all reception to year two children remain with them ready for drop off to their classrooms.

All children need to be ready to go to school at 8:30am. The Educator signing children out will give the Educator/s notification that all children have been signed out and that they are able to proceed with the drop off children.

Drop off children will be split into 2 groups at OSHC whilst lining up. One educator will take OLOH and Greenwith 3 block children via the OLOH courtyard and past the canteen. Two educators will take the Greenwith 13 block children via the Greenwith stairs near the Resource Centre.

The Educator/s must ensure they take particular notice of children whom are attending for their first time to ensure they reach their classroom, put away their bag and get their things ready for school.

The nominated Educator who drops off OLOH and Greenwith 3 block children must drop off the school office folder in the Bursar's office and collect the OSHC folder to bring back to the OSHC office.

The Educator who finishes at 9am will supervise the 13 block area, ensure all OSHC children are unpacking their bags, getting ready for school and playing safely until the bell goes and the classrooms are open. On arrival back to OSHC all windows and doors are to be closed and locked, all lights turned off, all rubbish in the bin and toilets checked.

AFTER SCHOOL CARE PROCEDURE

2.40pm Educator arrives 5 minutes prior to shift. Educators need to collect their walkie talkie, first aid bum bag, name badge and then sign in.

2:45 Staff Meeting

Educators in charge will go through and read Staff Communication and Behavior Book. Educator to make everyone aware of any medical conditions or allergies of children attending OSHC that day. Important information for the day to be discussed and roles and responsibilities read out from the job allocation sheet as well as group activity descriptions.

Allocated Educators roles and responsibilities

OLOH Collection: Collect OLOH children from R-2 at 3:05pm. Once all children have been checked off and brought to OSHC, they will undertake supervision of children in activities room (children must finish their snack first).

Greenwith Collection: Collect Greenwith children from R-2 at 3:10pm. One educator to check off children and 1-2 educators to supervise. Once the first 10 children arrive one educator to bring them down to OSHC. The next 10-15 children to be brought down by another educator. Once all children have been brought to OSHC, supervise the line until children have signed in and picked their group. The first Greenwith educator to come down will be in charge of running the 4-7 club.

Sign In: Sign in all children and supervise children lining up to sign in and choose their group. Once all children are signed in, go to the office to complete missing children and numbers.

Groups: Record Children's Group next to their name on the list and tally numbers on IPad. Once all children have picked a group, go to the office and photo copy the list 5 times. Label each copy a room (e.g. Activities, AV, Resource etc.), then highlight all the children that have chosen that group. If there is an outdoor activity send that list into the activities room first for hats to be sorted out. Allocate staff to groups as per the staff allocation list. Radio over to the activities room when groups are ready to go or a couple of minutes earlier.

If the R-1 Club is on, then staff to also supervise while sorting groups.

Toilet Supervisor: Educator to stand on the activities room door and supervise children putting their bags away correctly, using the toilets appropriately as well as children coming in and out of the room. Children in R-2 put bags inside activities room, neatly in bag racks, children in 3-7 put backs in the alcove bag racks then when filled up put neatly under the benches. All children are to wash hands before eating snack. Children who go into the activities room need to go in quietly and be reminded about the rules. Children need to ask permission to leave the room again and have good reason for doing so.

Snack Supervisor: Supervise children lining up for snack and eating at the snack tables. Ensure children are seated at all times and ask permission to go inside after finishing. Ensure they put their rubbish in the bin and encourage children to go to the toilet and get a drink before going. Wipe down the snack tables after children have finished eating and put away the serving table. Ensure the toilets are checked and if required mop the floor of water.

3.00pm The Educators on collection to head to collection points.

All remaining Educators are to take up their role and responsibility for the day.

3:05pm OLOH children are dismissed from school.

R-2 children head to their collection point at their school.

3-7 children walk down to OSHC.

3:10pm Greenwith children are dismissed from school.

R-2 children head to their collection point.

3-7 children walk down to OSHC.

3.10- 3.45pm Children sign in, choose their group for the afternoon, place bag in allocated area, wash their hands, and eat snack. During snack, it should be supervised while children are sitting at a table eating. Once finished eating they need to ask permission to go inside. Staff need to make sure they put their rubbish in the bin. After they have eaten children head into the Activities Room for 'Chill Out Time' or if in years 4-7 into the AV room or Tue-Thu r-1 club.

During 'Chill Out Time' each day will alternate from watching a movie to playing quiet games. When the movie is on all children are to find a spot quietly to relax and watch the movie. During quiet play children may read a book, talk to friends, colour in or play a game but they must be seated.

3.50pm If the groups are ready the children are to pack up and ensure the room is tidy before sitting on the floor in front of the white board. Children sit quietly to listen to any instructions and wait to be told to leave. Children may leave group by group (e.g. Resource may stand up and line up)

All Educators to supervise and ensure all children are listening quietly. No one is to speak while an Educator is at the front speaking.

An educator in the Activities Room will radio the AV Room and Craft room Educator when it is time to pack up. The children in 4-7 club will ensure the AV Room is tidy before they got to groups.

4.00pm Group time.

4.50pm All children and educators are to return from their allocated groups and send their children to the veranda to line up to sign in for 5 o'clock. Staff will be delegated to either supervision the sign in line or head into the activities to supervision the room. The Pink Person on the roster completes this roll call.

4.55pm The person doing sign in will then count the number of children remaining and contact the office to ensure staff are able to continue or end their shift.

- 5:00pm** Floor coordinator (pink person) stays at the door to greet family members and farewell children as well as ensure any documentation is signed, while other staff members supervise children in the room. The pink person supervises the toilet area from the doorway. If the staff member on the door is required to leave, they must nominate another educator to take their place.
- Children have the option of playing with the toys, board games, colouring in or going to the grass area if weather permits, if not they may also go to the AV Room.
- 5.45pm** Pack up of the activities room ensuring all windows are secure and cupboards and doors are locked. The blinds near the emergency door must be kept open.
- 6.00pm** Children and Educators move to the AV room.
- Children can participate in small group games or quiet activities in the AV room.
- 6.15pm** OSHC concludes.

Other Information

To ensure children's safety, all children need to have a buddy when exiting a room during group time for example, for the toilet or a drink. Before 4pm children are encouraged to use the toilet and get a drink before entering the Activities Room or AV Room. After the five o'clock drink and toilet walk, children are not permitted to go outside without an educator present due to safety concerns. If only one educator is left on the floor, they need to radio the office staff to supervise children while they accompany the child to the toilet.

Regular checks of the toilet area should be undertaken by all staff throughout the day for cleanliness and if required mop the floor.

All Educators need to ensure they greet and farewell parents upon entering and exiting the service.

If a parent/person collecting a child is unfamiliar to you, you need to ensure you ask a Senior Educator if they recognise them. If the Senior Educator does not recognise them then you need ask the person collecting for ID and radio the office to ask for confirmation the person's details.

Active supervision will also ensure that children's play is enjoyable and their learning opportunities are promoted. By watching children closely, Educators will be able to see opportunities for supporting and building on children's play experiences.

AFTER SCHOOL CARE COLLECTION PROCEDURE

The Educators nominated on the Staff Allocation Sheet for Greenwith and OLOH collection are to check their nominated school's collection sheet to ensure that they are aware of any new children for the day.

All Educators nominated for collection are to ensure they are at the collection point of their nominated school at 3.00pm ready for children to arrive.

OLOH's collection point is under the canopy closest to the stairs leading to OSHC.

Greenwith's collection point is at the canteen

When children arrive at the collection point the Educator must tick that the child has arrived next to the child's name on collection sheet and ensure the child is seated.

Children are required to remain seated with the group until all children have been collected.

At 3.15pm if children have not arrived at the collection points, educators will radio the OSHC office.

The Educator/s must then wait at the collection point until they are notified that the stated children have been located or directed by the office that they can proceed down to OSHC.

Educators must ensure children walk at all times.

All children from collection are then required to line up inside the OSHC gate to be signed in.

Educators must supervise their collection children in the line or proceed into the Activities Room upon the direction of the nominated Educator on supervision.

Signing In And Out

Families **must** sign their children in and out of the program each **morning** and **evening**.

The Federal Government has stated that this is mandatory as families are handing over duty of care to our program.

Please inform a staff member that you are collecting your child or children. It is also important that families do this so that staff can communicate any changes, which may occur during the day, as well as ensuring the safety of your children. We also put notices up on the family communication board. Please check before you leave.

Children are not permitted to enter or leave the service on their own. If your children are to be collected by anyone other than those listed on your enrolment form, please notify the Director. If the person collecting the child is not known to staff then they will need to bring in proof of their identity, preferably their drivers license. We are not able to release children into the care of any unauthorised person.

Slip, Slop, Slap

Our service provides your child/ren with an OSHC hat upon enrolment. Sun cream will be provided by the centre if a consent form is filled out and returned. Please send along extra clothing on colder days if needed, as we do not have any spare clothing.

Special Needs Children

Enrolment of students with special needs will be referred to the Principal of Our Lady of Hope School (the sponsoring body) who will work through Catholic Education SA inclusive practices to determine how best to meet these needs.

Snacks/Meals

We provide a varied menu that is healthy, nutritious and popular with the children's taste buds.

Before School Care

Breakfast will be provided by the program until 7.50am.

After School Care

Afternoon snack will be provided by the program.

Vacation Care

Breakfast, recess, lunch and afternoon snack will be provided by the program. Please ensure a drink bottle is provided every day.

Early Closure

12.30pm – Lunch and Afternoon Snack will be provided by the program.

2.05 pm – Afternoon snack will be provided by the program.

Drinks: Water is always available. Plain milk is available for breakfast. Milk and water is on offer for recess. Milkshakes are sometimes on offer for afternoon snack and lunch. Please ensure a drink bottle is provided every day.

Sponsoring Body Of OSHC

Our Lady of Hope Greenwith Campus OSHC service is operated by Our Lady of Hope School and the legal liability and accountability rests with our **Provider** – The South Australian Commission for Catholic Schools, through the School Board. The principal who is the **nominated supervisor** ensures that the quality of care being offered is in keeping with the values, policies and principles of the school, CESA and the National Quality Framework. Our Lady of Hope School Board is the sponsoring body of our OSHC centre. The Principal of Our Lady of Hope School is the representative of the school board.

Taxi

If you have requested that your child be collected by taxi you need to inform the taxi company that identification will be required to be shown when they arrive to collect your child. The taxi driver will also be required to sign the child out of the program.

Teacher Strikes

The Service will not be open for business when teachers take strike action.

Transportation of Children On Excursions

When the children attend excursions they are transported to and from the centre by private bus. Bus drivers and vehicles must meet guidelines and accreditation set by Catholic Education SA.

The Curriculum

All educators at Gowrie centres have had training and experience in areas of OSHC and early childhood education, or are currently undertaking training and building their bank of experience under the mentorship and support of our highly skilled, experienced and passionate leadership team. Due to Our Lady Of Hopes high expectations and standards, and via the commitment of our valued and committed educators, we are able to provide developmental and educational programmes for each group of children, that are play based, fun and engaging.

Our educators develop a daily program. Educators do this by observing children in their care and planning their programmes based on the needs and interests of the children

OUTCOMES:

The five Outcomes are designed to capture the integrated and complex wellbeing, development and learning of all children. The outcomes are:

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

The outcomes are broad and observable. They acknowledge that children in school age care settings have choices and opportunities to collaborate with each other and educators. Children learn in a variety of ways and vary in their capabilities and pace of learning. Considerations need to be given to time and place. Children engage with increasingly complex ideas and learning experiences, which are transferable to other situations.

Vacation Care

We are open for Vacation Care during the school holidays from 7.00am – 6.15pm. Breakfast, recess, lunch and afternoon snack are provided. Please do not send any food. Bookings by completing the booking form are essential. Please note we do close for 2 weeks during the Christmas school holidays for repairs and maintenance.

Water Bottles

All children are encouraged to bring water bottles to OSHC. Children are encouraged to drink water whenever they are thirsty and refill their bottle when required. Please ensure the drink bottle is clearly marked with the family name.