



Family Handbook 2024



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

Phone: 82899751
Vacation Care Mobile: 0499012814

Website: www.goshc.org.au

Email: oshc@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 Greenwith Campus OSHC.

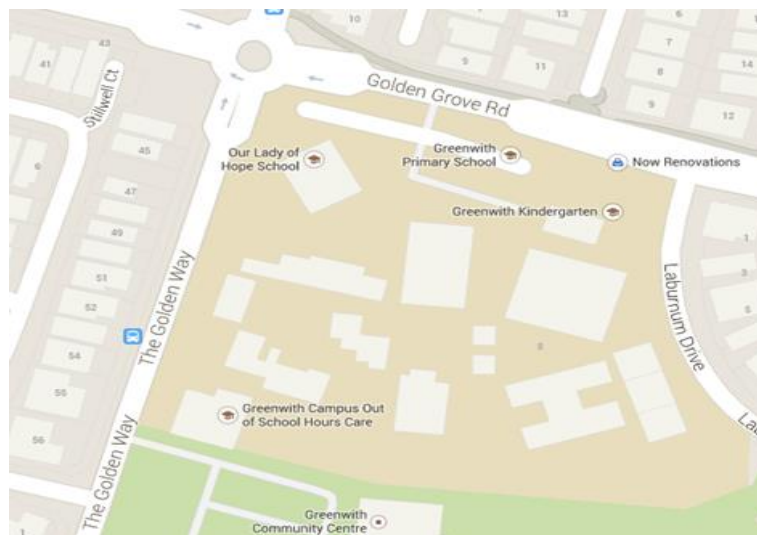
Please read this handbook thoroughly and feel free to ask us about anything that you do not fully understand. Please request additional information if we have not covered any of your queries in this handbook.

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

Due to COVID-19 our centre's open-door policy has been suspended to protect the health and safety of the children, the families, and staff members.

Our Lady of Hope Greenwith Campus OSHC follows clear and robust policies, practices, and procedures. Our centre policies are located on our website www.goshc.org.au. We ask families to make themselves familiar with these policies and encourage families to provide feedback. 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 Service is a community based not-for-profit organisation.

For you to have received this handbook, you have chosen our OSHC to be an educational provider 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 as well as developing meaningful relationships with you and your child.

It is important to us that as parents and guardians, you feel safe with the knowledge that your child is receiving the best possible care and education.

We believe the best way to work with you and your children is by building a partnership of care. To build a partnership of care, we intend to ensure the following:

- 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 Greenwith Campus 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 children's experiences, care, and education.
- That you and your child are greeted upon arrival, and we 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 Greenwith Campus OSHC is licensed and approved to provide care for children aged between Foundation and year 6, 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
- 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 issues based on regulations or rectify issues 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 embraced
- Feel that their sense of well-being is nurtured
- Build and maintain positive relationships
- Take control of their own learning journey
- Be supported to make positive behaviour choices

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

- Promoting opportunity for positive social and emotional interactions
- Nurturing
- Child-oriented
- Collaborative
- Facilitative of life-long learning through play-based experiences
- Culturally sensitive

EDUCATORS WILL:

- Be positive role models
- Provide an atmosphere that is welcoming, friendly, and calm
- Provide structured and unstructured learning
- Provide an aesthetically pleasing and supportive physical environment
- Encourage all stakeholders to be part of the decision-making and planning process
- Build and maintain secure, respectful, and confidential relationships with families and the local community
- Capture the child's voice
- Work within the guidelines of our Protective Practices 2019

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 the family notify the service in the event of their child's absence** on days booked in at OSHC. Families should notify the office of absences either by email/Spike correspondence or telephone message. If your child is absent from the program in the afternoon and we have not received notification from the family, we will ring the emergency contacts to ascertain why unless we can verify their absence with the school or classroom teacher. However, if your child does not arrive for care in the morning, we will not ring you as your child is in your care.

PLEASE NOTE THAT ALL DAYS BOOKED FOR YOUR CHILDREN MUST STILL BE PAYED FOR WHEN A CANCELLATION OCCURS UNLESS A WEEKS NOTICE HAS BEEN GIVEN.

Families are eligible for 42 days of Allowable Absences for each child per financial year. An allowable absence is where Centrelink will pay Childcare 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 the 42 absences, you will then need to supply a medical certificate if your child or any member of the family is ill or a statement from your employer confirming absence from work to receive CCS.

The purpose of allowable absences under the family assistance law is to enable families to receive CCS 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 CCS for these days. **Absences are therefore not available for these days even when a fee is charged, the family is financially responsible for the entire amount owed.** Centrelink will initially pay CCS for these days but after 14 weeks will reclaim the CCS resulting in a debt with our OSHC Service.

ABSENT JUNIOR PRIMARY CHILDREN FROM COLLECTION POINT

Families of junior primary children must 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. Electronic signing in/out using a pin code and times on the attendance records are important; if electronic signatures are not recorded entitlements received may be deducted from your tax return at the end of the financial year.

Children are not permitted to leave our centre with a person who is not stated on the enrolment form unless prior arrangements are made with the OSHC office. These arrangements need to be in writing such as an email and photo ID must be presented when collecting the child.

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. Accounts are issued **weekly** on a Monday. Accounts are to be paid **fortnightly** on a Tuesday morning and invoices will advise when direct debits will be processed. Dates of debits are also advised as part of the enrolment package.

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 contribute to our program to join our committee.

Chairperson Darren Bolland

School Representative: Our Lady of Hope Principal, 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 at our Service, 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 individuals must accept responsibility for their own behaviour. (Please see our Interactions with Children Policy.) You are required to promptly collect your child if requested to do so.

Bookings

BEFORE & AFTER SCHOOL CARE BOOKINGS

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. A permanent booking is where your child is booked in on that day, or days, for the entirety of the year, whereas a casual booking, refers to bookings which occur on a once off occasion. 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, or 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.

BEFORE & AFTER SCHOOL CARE CANCELLATIONS

All sessions booked, whether casual or permanent, are reserved for your child and consequently will be charged accordingly. We require **one week's notice** of any cancellation, regardless of whether your child has permanent or casual bookings. Any bookings cancelled within a week's notice, will be marked as absences, and charged. However, if you provide us with **one week notice** of intent to cancel, a cancellation will occur without charge. **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 during your phone interview. If you are re-enrolling for the following year for your existing child and/or a new younger sibling starting for the first time your bookings are guaranteed (as long as within the specified time frame). You will receive an email confirming your bookings once your re-enrolment has been processed. Existing families submitting bookings outside of the specified time frame will receive an email advising whether their bookings were successful or not.

If your child leaves the service and you do not give 1-week notice, then you will be charged for your bookings for the following week. A family may initially be given CCS for these absences as Centrelink is not aware the family has left the Service. **Centrelink will not pay Childcare Subsidy for bookings after the child does not physically attend OSHC anymore and this will result in the family being responsible entirely for the fees charged.** Centrelink will withdraw CCS when the child has not been attending the Service for 14 weeks and they were absent on their last day or prior days, this will result in an outstanding amount payable to OSHC and a debt with Centrelink. The family will receive an account and be charged for the amount outstanding. Please note our Service is not notified when this happens.

PUPIL FREE DAY BOOKINGS

Bookings forms can be located on our website and are emailed out to families several weeks prior to a pupil free day. Bookings forms must be completed to have a place allocated for your child.

PUPIL FREE DAY CANCELLATIONS

Please book the Pupil Free Days carefully as there are no refunds given once the bookings have been made. (See Fees Policy)

VACATION CARE BOOKINGS

Booking forms for each holiday period will be emailed to families and be available online from the Friday of week 7 for each term. Bookings for Vacation care can only be accepted with the Consenting Written Agreement (booking form) and signed permission forms. Bookings for Vacation Care will not be accepted via phone or verbally. At this stage the parent App does not allow bookings for Vacation Care.

VACATION CARE CANCELLATIONS

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

SPIKE Parent Childcare App Booking System

We have introduced a new booking system via the SPIKE Parent Childcare App where families book for the year, cancel bookings, make additional bookings, and add casual bookings. [Link to download the App.](#)
<https://greenwith.spike.economicoutlook.net/clients/>

All families **need** to download the Parent Childcare App. If you have not already downloaded this App, please see instructions below.

On the App, families can see their children's allergy / dietary requirements, emergency contacts, current and upcoming bookings, invoices & statements, CCS entitlements and current balance owing as well as correspondence and messaging.

Bookings can only be cancelled on the App if more than a week's notice is given. The one-week cancellation policy still applies. If less than one week's notice is given you will not be able to cancel these bookings on the App and you will need to contact the service via email to advise that your child will be absent for that session.

Before School Care changes can be made up to **6.00pm the night before.** After this time, you will need to contact the OSHC office.

After School Care changes can be made up to **9.00am on the day.** After this time, you will need to contact the OSHC office.

If our daily **Utilisation** has been reached you will not be able to book your child in and you will need to contact the OSHC office. You will go on a waiting list awaiting a cancellation and if one occurs, we will advise you.

Unfortunately, we are currently unable to offer all of our different types of bookings on this booking as we cater for 2 schools with different Early Finishes and Pupil Free Days.

For **Early Finish** all you have to do is book ASC on an early finish day and we will make the adjustment on our end.

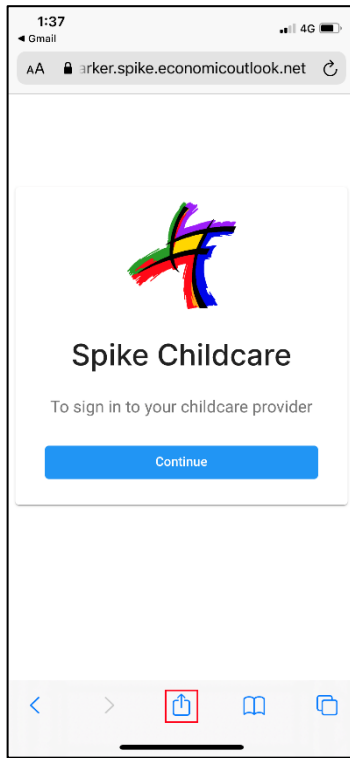
Pupil Free Day will still need to be booked with a booking form which we will email out or can be accessed on our website. <https://goshc.org.au/>

Vacation Care bookings at this point in time will remain the same with families completing and signing the booking form then returning it back to OSHC via email/spike, or in person. Please remember until we receive the completed and signed booking form, we cannot book spaces for children in Vacation Care.

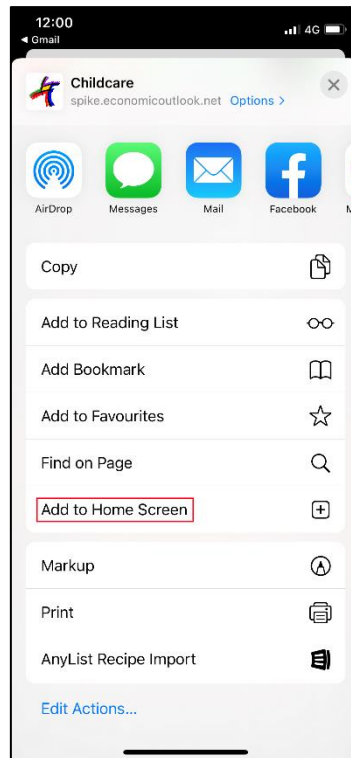
Contact details for OSHC: Landline: (08)82899751 Mobile: 0499012814 Email: oshc@goshc.org.au

Installing the Spike Parent Childcare App on iPhone / iPad


Click on the link to the Parent Childcare App from either your invoice or email



1



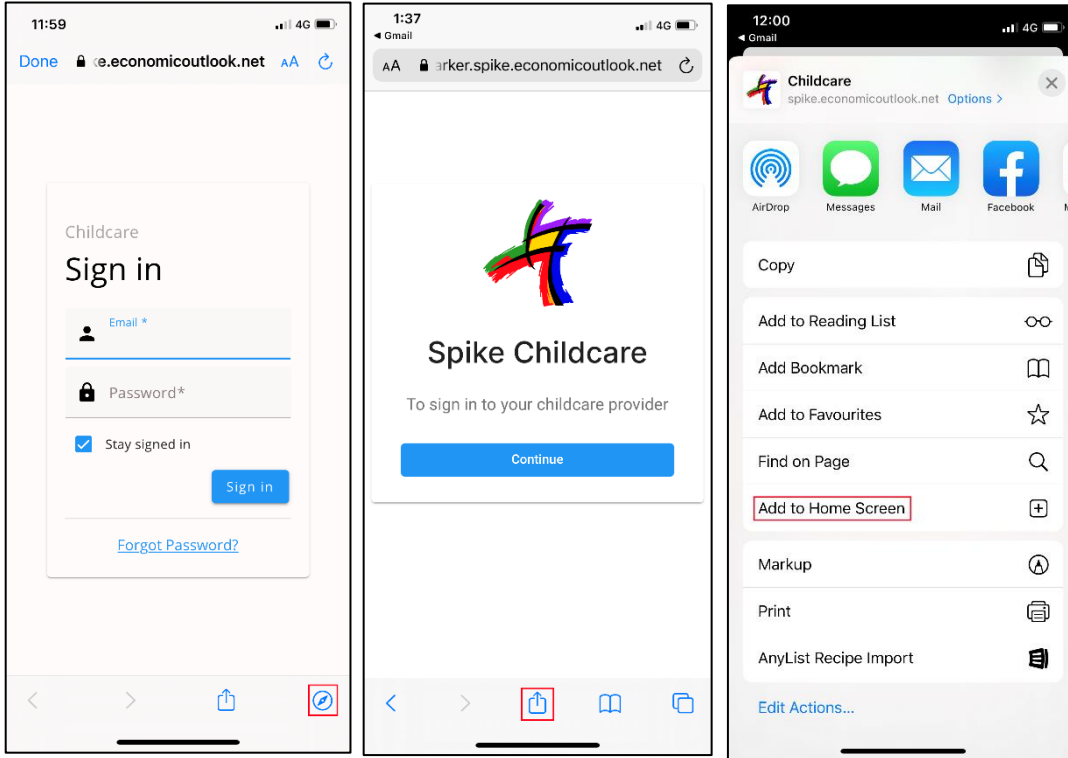
2

1. Click the Share Icon 
2. Add to Home Screen



To log in your username is the email address that you have provided to your service and your password is your pin number. If your service does not use the electronic attendance system or you have forgotten your pin number / password, select forgot password and an email will be sent to you. The subject will be "reset password".

Installing the SPIKE Parent Childcare App on iPhone / iPad for users of Google Chrome

Click on the link to the Parent Childcare App from either your invoice or email



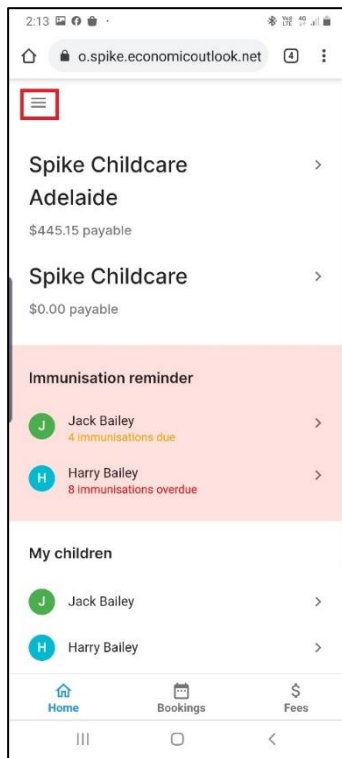
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1. Click on the Safari icon  to open the App in Safari
2. Click the Share Icon 
3. Add to Home Screen

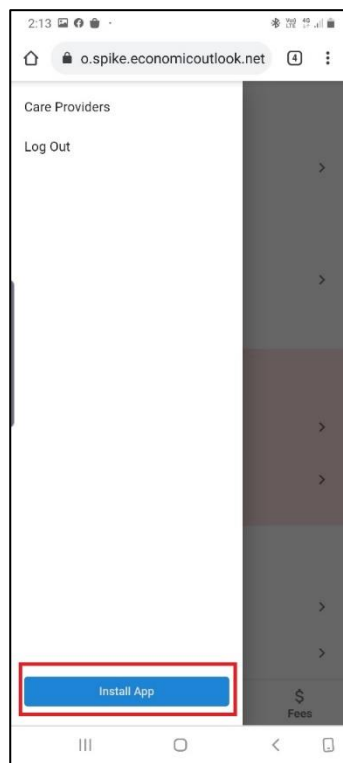
To log in your username is the email address that you have provided to your service and your password is your pin number. If your service does not use the electronic attendance system or you have forgotten your pin number / password, select forgot password and an email will be sent to you. The subject will be “reset password”.

Installing the SPIKE Parent Childcare App on Android

Click on the link to the Parent Childcare App from either your invoice or email.



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2

If you did not install the App at initial sign in

1. Click on 3 lines on top left-hand side
2. Install App

To log in your username is the email address that you have provided to your service and your password is your pin number. If your service does not use the electronic attendance system or you have forgotten your pin number / password, select forgot password and an email will be sent to you. The subject will be "reset password".

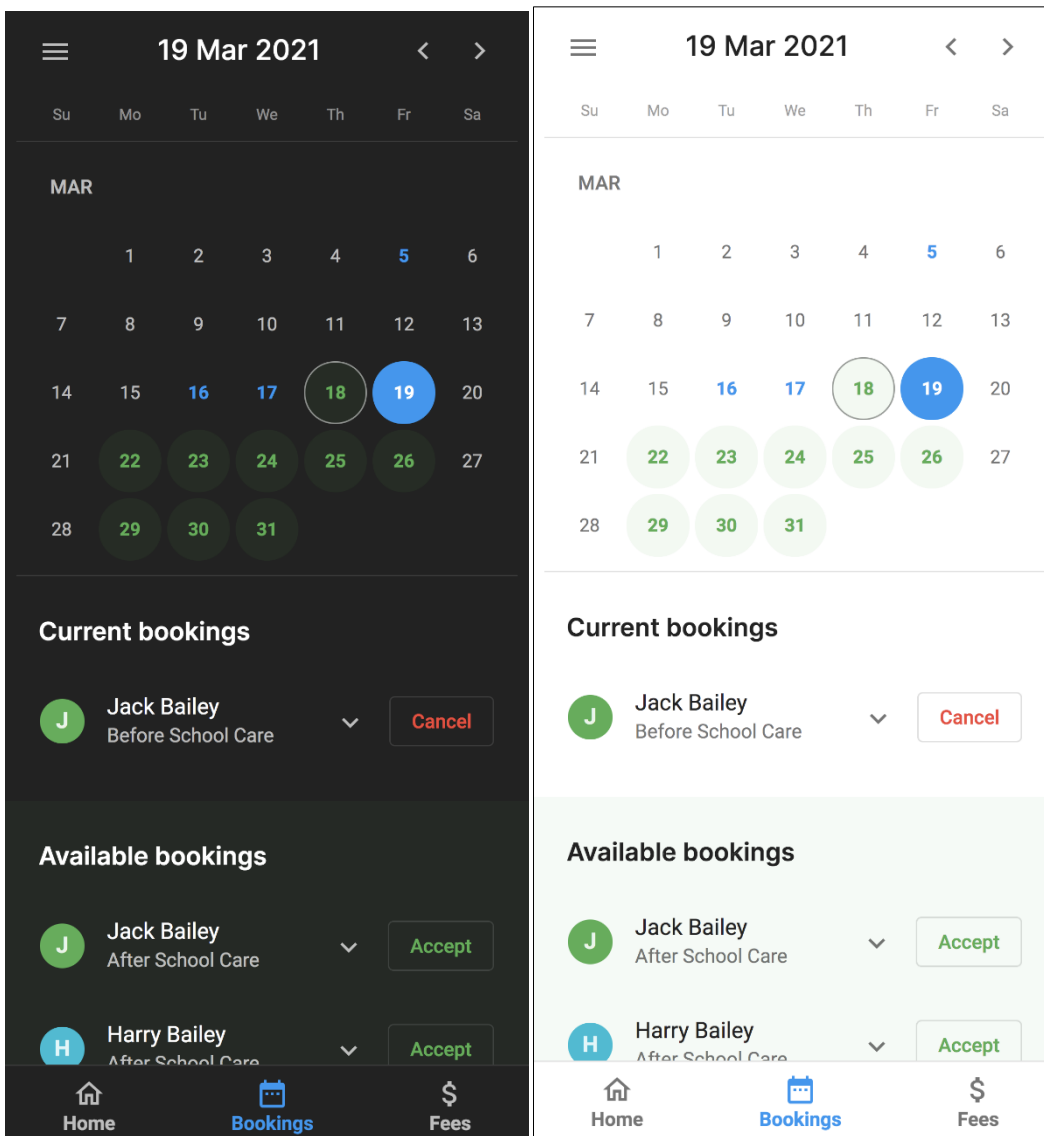
Bookings Via the SPIKE Parent Childcare App

The Parent Childcare App can be displayed in both light and dark mode.

Dates that appear in **blue** indicate that there is a current booking.

Dates that appear in **green** indicate that there are available bookings.

To **Cancel** and / or **Accept** a booking, parent's simply select the desired action and confirm. **(Parent's must select CONFIRM or the action will not be completed)**



If there are multiple children and not enough available bookings, no bookings will be made, and an error message will display. The number of available bookings will display above the Accept button.

The Parent Childcare App is a web-based app. Once you have logged in you can save this website to your home screen, and it will appear as an app on your phone. Changes to an individual's email address will not be updated in the Parent App until 24 hours later.

Bond

If your OSHC payment for fees is declined on three separate occasions in one calendar 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.

Child Care Subsidy

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

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 attending primary school), the child meeting immunisation requirements and the individual, or their partner, meeting 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 childcare provider, and not be part of a compulsory education program.

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 childcare fees and pay to the provider the difference between the fee charged and the subsidy amount.

An enrolment will end for Child Care Subsidy purposes if a child does not attend a session of care for 14 continuous weeks. This does not mean that your child is un-enrolled from our service, it is only the enrolment with Centrelink that is terminated. If this occurs, you will need to re-confirm your child's enrolment with our Service through MyGov.

Collection

COLLECTION OF JUNIOR PRIMARY CHILDREN

Junior Primary children will be walked to their school's collection point by school staff. It is the family's responsibility to inform their teacher if the child's is attending OSHC that day. It is also the family's responsibility to inform OSHC when their child will not be attending.

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 by themselves through the school grounds at the end of the school day and are not to leave the school grounds at any point on their way to OSHC. If older children do not arrive in a promptly manner, then families will be called to confirm their booking and ascertain their whereabouts. Upper primary 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 collection point: The shaded seated area in between the resource centre and canteen.

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:

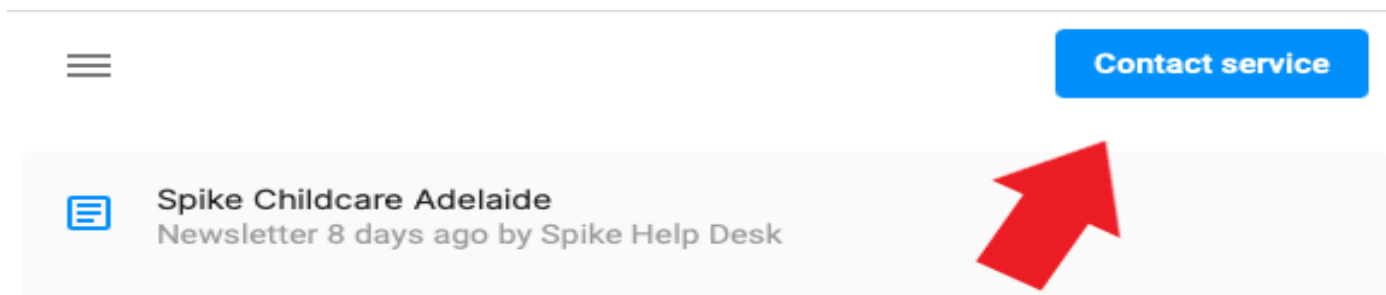
- Face to face verbal interactions at arrival and departure times.
- Emails
- Through the Spike app
- Regular newsletters which will be sent via email, displayed on the website and available in print if requested.
- A notice board where various messages and notices are displayed presenting current issues 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.
- At any time if you require a private discussion with any member of our team, please contact 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.
- Information received through written and spoken communication with families will be treated with discretion.
- 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.

Communication through the SPIKE Childcare App

Parents can contact our service directly from the app by clicking on the 'contact service' button in the messaging screen. This will open up an enquiry page. Parents can add photo's and PDF's to their enquiry. Only the account holder can receive messages. The account holder can choose to share their log in details with someone else.



Court Orders

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

COVID-19 Procedures

- Families can no longer enter our Service and must sign their child in and out at OSHC's front gate.
- If a child displays COVID-19 symptoms whilst at OSHC the child will be isolated from the rest of the children and their family will be contacted for immediate collection from the Service.
- Social distancing for staff members and reduced number in groups for children.
- Healthy hand hygiene behaviour.
- Educating children to cover coughs and sneezes.
- Families collect their children at the hall and resource centre from the front door.
- A new simplified menu with whole pieces of fruit on offer instead of being cut up into pieces.
- Food being plated for children instead of helping themselves.

Refer to Covid-19 policy on our website: oshc@goshc.org.au

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 an educator. 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 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

Our OSHC Service does not accept children without a completed enrolment form, a signed written agreement and medical and dietary forms completed (if applicable). The enrolment form is important and provides us with necessary information that assists us to provide high quality care for your child. This also includes the 'All About Me' page as it is a valuable way of information sharing between home and OSHC. Please ensure that any changes to your child's enrolment information are communicated to the OSHC Service in writing. It is the responsibility of the family 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 Handbook, Fees Policy, Enrolment and Orientation Policy, Medical Conditions Policy, Interactions with Children Policy, Family information sheets on Child Care Subsidy, Enrolment Form, Fees Account Form, Booking Details Form, All About Me Form, Health Care Plan, Diet Care Plan, 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 are also asked to supply a photo for their children.
- 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 \$100 Application Fee is payable at the appointment and \$10 OSHC hat per child. 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 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 6 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 for a phone interview 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. There is no fee charged for this appointment time. However, a fee of \$10 is payable at this time for an OSHC hat.

Electronic Entertainment

Electronic Entertainment (TV, DVD, Computers, GAMES- Wii, Xbox) 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 family's 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.
- Previewed by staff where a PG rating is applied.

Excursions

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

- Appropriate clothing (tops that cover the shoulders are required to ensure sun safety)
- 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 in children's bags for the child to wear during excursions. Spending money is not to be brought on excursions.

Planned excursions maybe cancelled prior if conditions are deemed unsafe and such conditions would include the temperature or UV rating is too high or extreme weather (see Excursions Policy). Notification will be on the Family Notice Board and a spike correspondence will be sent to families.

Expectations of Families

It is an expectation of this centre that families become familiar with the procedures outlined in this Family Handbook. 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 extracurricular activities that will take them away from the centre, please fill out a movement form (available online www.goshc.org.au).

Please always keep your personal information current, especially emergency contact numbers. We also cannot emphasise enough, the importance of checking the OSHC emails or the Spike app on a daily basis. Families also are required to keep their credit card/debit card information up to date.

Family Code of Conduct

At Our OSHC Service we value mutually respectful relationships and expect all stakeholders including both children and adults to behave in an acceptable manner towards each other. We ask you to support us by ensuring your behaviour is appropriate when interacting with OSHC staff and other adults at OSHC. Types of behaviour that are considered unacceptable and will therefore not be tolerated include but are not limited to the following:

- Shouting- in person or over the phone
- Verbal abuse, swearing
- Physically intimidating a member of staff including, standing very close to him/her, aggressive hand gestures
- Threatening behaviour

Anyone displaying unacceptable behaviour will not be welcome at our OSHC Service and will need to make alternative childcare arrangements.

Family Drop Off and Collection

When dropping off children in the morning for before school care, families are required to ring the doorbell at the gate and sign their children into the OSHC Service electronically by reciting their unique pin code to the staff member that comes out with the iPad.

When families are collecting their children in the afternoon from after school care, they are required to ring the doorbell at the gate and sign their children out of the OSHC Service electronically by reciting their unique pin code to the staff member that comes out with the iPad.

When families utilise Vacation Care, they are required to ring the doorbell at the gate and sign their children in/out of the OSHC Service electronically by reciting their unique pin code to the staff member that comes out with the iPad. Staff may request to see your photo ID upon collection if they do not recognise you.

If you wish to leave a message concerning your children's attendance, then send an email to oshc@goshc.org.au or telephone 8289 9751

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 can 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.

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

Fees

Before School Care	\$14.00	breakfast included
After School Care	\$25.00	afternoon snack included
Early Finish 12.30pm	\$45.00	lunch & afternoon snack included
Early Finish 2.00pm	\$33.50	afternoon snack included
Vacation Care (Fees are non-refundable)		breakfast, recess, lunch, afternoon snack included
Bronze	\$66.00	home Day
Silver	\$77.00	incursion Day
Gold	\$88.00	excursion Day
Pupil Free Day (Fees are non-refundable)	\$66.00	breakfast, recess, lunch, afternoon snack included
OSHC Hat	\$10.00	per child
Application Fee	\$100	per family and payable at the time of the enrolment
Re-enrolling Fee	\$25.00	for existing families that do not re-enrol before the end of the year
Bond Fee	\$200.00	see "Bond" section
Up-front payment of full fees		only applicable to non-school community families

Late collection

The OSHC Service closes at 6.15pm. **A late collection of children will incur a cost of \$3.00 per minute per child after 6.15pm for the first instance, \$5.00 per minute per child after 6.15pm for re-occurring late collection.** If a family continues to collect their child after 6.15pm, the Director will need to discuss other care options with them, and suitable arrangements made or the child's place in the centre will be cancelled.

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.

Grievances

We believe that all families have an important role in the centre, and we value your 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.

GRIEVANCES PROCEDURE

Please refer to our Grievance Policy located on our website.

CONFIDENTIALITY

Privacy is always respected. 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 located on our website.

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 in the child's bag*) for the whole school year including school holidays.

Hours of Operation

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

Pupil Free Days: 7:00am – 6:15pm

Early Closures: 12:30pm – 6:15pm (OLOH and Greenwith last day of school). 2:00pm – 6:15pm (Greenwith)

Office Hours 7.00-9.00am and 2.45-6.15pm

Please note that our centre has a 2-week close down period during Christmas and New Year. Each year the dates may differ, so please check with the centre to find out when we will be closed each year. The centre will display our closure dates in our newsletter and on the parent notice board.

Illness

We understand that it can be difficult for families to know when their child is sick. Families may experience problems taking time off work or study to care for their child at home. Obtaining leave from work or study can enhance negative attitudes in the workplace which can cause stress on families. Families may also experience guilt when they send their child to care who is not well. However, it is imperative that families preserve a focus not only on the well-being of their own child but also upon the well-being of other children and the childcare professionals at the Service.

Children arriving at the Service who are unwell

OSHC will not accept a child into care if they:

- Are unwell and unable to participate in normal activities or require additional attention.
- Have had a temperature, vomiting and/or diarrhoea in the last 24 hours.
- Have started antibiotics in the last 24 hours.
- Have a contagious illness or disease.
- Have been given medication for a temperature (Panadol etc.).

You will be contacted if your child becomes ill whilst they are in the care of our service. You are required to promptly 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 OSHC office for clarification.

Please refer to our Sick Child Policy for all exclusions which can be located on our website.

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 for accounts under \$100 outstanding or a fee of \$25 for accounts over \$100 outstanding will be applied to the family account. If payment is not received by Friday, being the last day of the debit 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. (Please refer to our Fees Policy which can be located on our website).

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 on a movement form must be given to the service. Access to this form can be located online or from OSHC. Please note that OSHC provides supervision going to the after-school sport or activity, but you will need to organise the facilitator of the after school sport or activity to bring your child back to OSHC.

Lost Property

OSHC has a lost property bin located near the sign in gate. Please see a staff member if you think your child has lost their property at OSHC. At the end of each term school clothing unlabelled will be given to each school. Non-school clothing or items will be given to charity.

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 which has links to download any relevant documentation that needs to be completed by a doctor and yourself.

National Regulations require families to:

- Complete a new health care plan, risk minimisations plan and dietary requirement forms for each new school year.
- **Children requiring medication to be held at OSHC to support their medical condition will not be able to be booked into OSHC if their medication has expired or we are awaiting medication.**

(Please refer to Medical Conditions policy located on our website).

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 and 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	Governance and Leadership	Exceeding

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 debit bank card or credit card once a fortnight on a Tuesday morning. These are the only methods of payment that are available at our service. We are unable to accept cash.

Visa and MasterCard are the only credit cards 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 CCS is 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 CCS is processed.

If families have a query with their account, they can raise their issues with the OSHC office either by phone 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**.

Late Payment of Fees

Please refer to Late Payment of Fees Section of this handbook. Additional fees apply

Personal Belongings being brought to OSHC

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 (e.g., Trading cards, electronic games, etc), should not be brought to OSHC or Vacation Care. If they are, they will be confiscated until families collect their children.
- If your child brings a mobile phone to OSHC, it must remain switched off at all times and 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.

Policy Review

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.

Policies

Greenwith Campus OSHC Policy List

Administration & Management

A-1	Enrolment and Orientation
A-2	Fees
A-3	Philosophy Statement
A-4	Authorisations
A-5	Governance and Management
A-6	Grievance
A-7	Confidentiality
A-8	Sustainability
A-9	Code of Conduct - Families & Visitors

Scheduled for Review

November 2024
November 2024
March 2024
August 2025
August 2025
March 2026
March 2025
March 2025
June 2026

Facilities and Equipment

B-1	Facilities and Equipment
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May 2028

Staff Policies

C-1	Staffing
C-2	Social Network

March 2028
September 2028

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
D-16	Sleep and Rest Policy
D-17	Sick Child Policy
D-18	Coronavirus (COVID-19) Management Policy

March 2024
September 2028
March 2025
June 2025
June 2025
March 2024
Sept 2025
Sept 2025
Sept 2024
June 2024
June 2026
March 2028
March 2027
March 2027
Sept 2028
June 2028
June 2027
March 2026

Portfolios

Each child has a portfolio that contains observations, photo records and their own work documenting their learning and development. We encourage you to view your child's portfolio with your 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. Our programming links to both local community and extended community days of interest.

Our educators develop a daily program. Educators do this by observing children in their care, consulting children, and planning their programmes based on the needs and interests of the children. The program is displayed weekly on the pin board located next to the educator's cupboard in the activities room and is also emailed each week to families. 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.

All educators 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 emphasis at Our Lady of Hope Greenwith Campus OSHC is on your child's social / emotional development and wellbeing.

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.

Pupil Free Day

We are open for Pupil Free Days from 7.00am – 6.15pm providing we have a minimum of 13 children booked in. Breakfast, recess, lunch, and afternoon snack are provided. Please do not send any food. Bookings forms must be completed to have a place allocated for your child. Bookings forms can be located on our website and are emailed out to families several weeks prior to a pupil free day.

Signing In and Out

Families **must** get a staff member to electronically 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. As such the sign in /out must be completed by the **responsible authorised adult**.

Please inform a staff member that you are collecting your child or children by giving them your pin. 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.

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 office. If the person collecting the child is not known to staff, then they will need to bring in proof of their identity, preferably their driver's 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. Sunscreen will be provided by the centre however if your child requires a special sunscreen for any reason, it must be provided by the family. Please send along extra clothing on colder days if needed, as we do not have any spare clothing. (Please refer to our Sun Protection Policy located on our website).

Snacks/Meals

We provide a varied menu that is healthy, nutritious, and popular with the children's taste buds. A weekly menu display is located next to the kitchen, so children are aware of what food will be available.

Before School Care

Breakfast will be provided by the program until 7.50am. A selection of food is available, assorted toasted breads and spreads as well as cereal, yoghurt, and fruit.

After School Care

Afternoon snack will be provided by the program. In warmer weather snack includes sandwiches, dips & biscuits, fruit & custard or in colder weather the menu includes toasted sandwiches, soup & hot crusty rolls, pizza muffins etc. Cultural foods, themed foods and children's choices are also included in the menu. Fruit is always on offer.

Vacation Care

Breakfast, recess, lunch, and afternoon snack will be provided by the program. Please ensure a drink bottle is provided every day. A detailed lunch menu selection for families to choose for their child is included with the Vacation Care Booking form. Menu includes hamburgers, chicken fried rice and spring rolls, lasagne & salad and a sandwich of your choice is available everyday as an alternative to the main selection. Fruit is on offer every day.

Early Closure

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

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

Drinks

Water is always available. Water or milk are available for breakfast, recess, lunch, and afternoon snack. Please ensure a drink bottle is provided every day.

Special Needs of 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. Families must disclose all children's needs at the family enrolment interview. i.e., Medical, dietary etc.

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 during the day when a pupil free day occurs, however the service will be open as per usual for before school care (7:00am-8:45am) and after school care (3:00pm-6:15pm).

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.

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 are only accepted by the Vacation Care booking form including the permission forms and menu selection. Please note we close for 2 weeks during the Christmas school holidays for repairs and maintenance.

Water Bottles

Children are encouraged to bring water bottles to OSHC. Children are required to bring a drink bottle on all excursions. If a child arrives to attend an excursion but failed to bring a drink bottle, then a disposable drink bottle will be provided at a cost of \$1 which will be added to the family account. 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. Please encourage your children to keep track of their drink bottles, as it is not up to staff to locate lost ones.