



REYNELLA SOUTH OUTSIDE SCHOOL HOURS CARE & VACATION CARE

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FAMILY INFORMATION

PHILOSOPHY

Our program aims to provide high quality care for school aged children within our community in an environment that is fun, safe, supportive and welcoming. We aim to provide Children with the opportunity to learn, play, work together and establish and maintain friendships. We uphold our School values of Care, Learning and Respect.

Children

We believe each child is important with individual needs and it is our aim to meet these needs by -

- Encouraging children to express their ideas and feelings.
- Having an understanding of the Convention of the Rights of the Child and respecting the dignity and integrity of each child.
- Encouraging communication, full participation and appropriate behaviour of all children.

Families

- We welcome parent and family participation and feedback to support children's wellbeing and learning and recognise the importance of families for children.

Staff

We expect our staff to –

- Work as flexible members of a team.
- Recognise children as individuals and have an understanding of their individual needs.
- Be sensitive to the needs of families and the community, and be able to respond to these needs through open communication.
- Demonstrate and understand the importance of continuous improvement, ongoing learning and reflective practice.

We are committed to providing –

- Access to Staff Training and Development.
- Opportunities to be involved in decision making.
- Opportunities to give and receive feedback.
- An environment which is supportive of the individual worker.

Community

Our service will endeavour to –

- Promote awareness and knowledge of the need for the value of quality childcare.
- Participate with other community groups, agencies and services to share resources and develop a support network.
- To remain aware of and respond to, where possible, the changing needs within our community.

Program

Our Program Offers –

- To support children's wellbeing and development by using 'My Time, Our Place', the Framework for School Aged Care.
- A caring and relaxed environment that allows children to learn through play and real-life meaningful experiences.
- Positive and flexible opportunities that allow children to use their imaginations, be involved, explore, express, interact, problem solve, extend their knowledge, try new things and take risks.
- Experiences that recognise the individual interests, strengths and needs of children in a supportive environment.
- Role modelling by educators to encourage appropriate behaviour.
- A choice of play and leisure activities and experiences that children are able to choose and engage in, that enrich their development.
- An environment where children, families and educators are treated as equal and valued individuals and their diversity is respected and promoted within the service.

SERVICE STRUCTURE

Council, who acts on the advice of the OSHC Advisory Committee. The Advisory Committee comprises of parent representatives, Governing Council members, the OSHC Director and Principal of Reynella South School. The committee meets twice a term to ensure the centre is being managed correctly and that all relevant Framework, Guidelines, Acts and Regulations are adhered to. All parents/caregivers are welcome to join our OSHC Advisory Committee.

CONTACT PHONE NUMBERS

During the operating hours staff may be contacted by ringing 8381 1407. During School Hours a message can be left with the School front office Staff.

HOURS

Before School Care

6:30AM - 8.30AM

After School Care

3:00PM – 6:00PM – Monday, Tuesday, Thursday, Friday

2:45PM – 6:00PM – Wednesday

Early Finish

2:10PM – 6:00PM

Pupil Free Days / School Closure Days

6:30AM – 6:00PM

Vacation Care

6:30AM – 6:00PM

The centre is closed for last week of December and the first week of January each year.

Late Pick-up

If a child has NOT BEEN COLLECTED by 6:00PM we will endeavour to contact the parents/caregiver. If a child has not been collected by 6:30PM and all reasonable measures have been explored the Police and Principal will be called.

Enrolments

Enrolment forms can be obtained from the Director or staff members of OSHC, situated in the OSHC room in the Morphett building, before 8:30AM or after 2:30PM and also from the front office. Each child must have a completed enrolment form before attending the centre. Parents/guardians are expected to keep the staff notified of any changes and to check that the details are correct.

FEES

Registration Fee – Annual per family

4 Terms	\$20.00
3 Terms	\$15.00
2 Terms	\$10.00
1 Term	\$5.00

Before School Care

6:30 AM – 8:30 AM \$ 17.00

After School Care

3:00 PM – 6:00 PM	\$22.00
2:45 PM – 6:00 PM	\$27.00

Early Finish days

2:10 PM – 6:00 PM \$27.00

Pupil free days

Full Session 6:30 AM – 6:00 PM \$60.00

Vacation Care

Full Session 6:30 AM – 6:00 PM \$60.00

Accounts

Accounts will be available by Tuesday afternoons each week barring unforeseen circumstances.

Fees MUST be paid in full either weekly or fortnightly, accounts statements are placed in family pockets.

All fees must be paid as above unless arrangements have been made with the director.

Families who make no effort to pay their fees will be placed with a debt collection agency, with all costs incurred being added to the outstanding fees and the child/children will be withdrawn from care.

Child Care Benefit

Child Care Benefit (CCB) is a payment from the Australian Government that helps you with the cost of your child care.

Child Care Rebate

Child Care Rebate (CCR) is a payment from the Australian Government that helps working families with the cost of child care. If you are using approved child care for the purposes of Child Care Benefit (CCB) for work, training or study-related reasons the Government will provide you with 50 per cent of your out-of-pocket child care costs, up to the annual cap.

You have the option to receive your CCR paid fortnightly, either directly to your bank account, or through your child care service provider as a fee reduction. You still have the option of having your CCR paid quarterly or annually as a lump sum directly to your bank account.

For further information on your eligibility for CCB & CCR and to register please contact the Australian Government Department of Human Services:

Online Services at www.humanservices.gov.au/onlineservices call 13 61 50 between 8 am and 8 pm Monday to Friday or visit a Service Centre (located in Medicare Offices and Centrelink Service Centres).

Non Attendance Days

All booked care will be charged unless required notice is given –

- Permanent bookings – 14 days
- Casual bookings– 7 days
- All Vacation Care bookings will be charged whether used or not.

Failure to give the above notice will result in families/guardians being charged.

If the absence is approved or allowable, the Australian Government will still pay you CCB.

You will get CCB for 42 absence days per child each financial year.

More information is available from the Department of human Services.

In the event of an emergency, and if the centre has been informed as soon as possible, no fee will be charged.

Late Pick-up Fee

- A late collection fee of \$1.00 per minute will be charged to parents/guardian for each child not collected from the service by 6:00pm.

In the event of an emergency, and if the centre has been informed as soon as possible, no fee will be charged.

Vacation Care

A non-refundable \$5.00 deposit per day per child for Vacation Care is required at the time of booking.

Keep in mind prior to booking all booked days will be charged.

Payment Methods

Cash, Cheque (made out to Reynella South OSHC) and Direct Deposits are accepted at the centre.

Awareness Note

Did you know that all the fees collected at this centre are used for the complete running costs of the centre including wages of all staff as we are self-funded.

Child Care Management System (CCMS)

The Child Care Management System is a National child care system that all approved child care services online. Our service uses CCMS registered software to record child enrolment and attendance information. Parents / guardians of children are able to access an online statement via the “view child care details” of the online services section of the Centrelink website (www.centrelink.gov.au). This statement includes details of CCB payments and absences. CCMS ensures that CCB fee reductions are calculated on your child’s actual use of care. Due to the privacy act, any problems relating to your Child care benefit rebate will be your responsibility to contact Centrelink ensuring you receive the correct entitlement. Further information on CCMS is available from the DEEWR website www.deewr.gov.au.

INDUCTION OF NEW STUDENTS

The service will provide options for orientation to the education and care service for families which may include –

- An orientation meeting for new families;
- Inviting new families to visit the service with their child at times that suit them, to familiarise families with the service prior to the child's attendance.
- Providing all new families with a conducted tour of the premises which will include introductions to other educators/staff, children and families at the service, and highlights specific policies and procedures that families need to know about the service.
- Ensuring each family has a copy of the Parent/Guardian Handbook and an opportunity to have any questions answered.
- Giving family members the opportunity to stay with their child during the settling in process.
- Ensuring all new families are encouraged to share information about their child and any concerns, doubts or anxieties they may have in regard to enrolling their child at the service.

On the first day of attendance each new student will -

- Be partnered buddied with another child either from the same class or an older child to help show them the routines.
- Each child will be introduced to the group if they are not known and made welcome.

Diversity and Inclusion

Our service aims to provide a care environment which is free from bias and prejudice in which children learn the principle of fairness and respect for the uniqueness of each person. The service involves the community to assist educators/staff and children understand and accept a range of cultures and abilities of members of the local community. Differences in backgrounds, culture and abilities are valued and families are actively encouraged to share their experiences with educators/staff and carers and other families. The service will ensure children's wellbeing and full inclusion into the program.

Equal opportunity

Our service is committed to the principles of Equal Opportunity in relation to community access to the service and the appointment of staff. Individuals will be treated with respect regardless of their gender, race, religion, age, impairment, marital status, political conviction, pregnancy, family responsibility or family status. The service will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences. Education and care will be made available to the community in accordance with the Commonwealth "Priority of Access Guidelines".

NATIONAL QUALITY FRAMEWORK & STANDARDS

The National Quality Framework is a national system for the regulation and quality assessment of child care and early learning services.

The National Quality Framework was established on 1 January 2012 and sets out requirements for child care and early learning service providers, including qualification and educator-to-child ratios. Information on these requirements is available on the Australian Children's Education and Care Quality Authority (ACECQA) website - www.acecqa.gov.au

The framework creates a uniform national approach to the regulation and quality assessment of child care and early learning services. It replaced existing separate state/territory licencing and quality assurance processes. The national legislative framework consists of the Education and Care Services National Law, and the Education and Care Services National Regulations.

National Quality Standard

The National Quality Standard sets a new national benchmark for the quality of education and care services, and promotes the safety, health and wellbeing of children. It includes seven quality areas:

- Educational programme and practice
- Children's health and safety
- Physical environment
- Staffing arrangements
- Relationships with children
- Collaborative partnerships with families and communities
- Leadership and service management.

National quality rating and assessment process

Approved services are assessed and rated against the National Quality Standard. The aim is to promote continuous improvement in the quality of child care and early learning services. Further information is available on assessment and ratings on the ACECQA website - www.acecqa.gov.au

Regulatory Authority – South Australia

The role of the Education Standards Board (the 'Board') is to provide regulation of the provision of education and care services in South Australia, ensuring quality education services and maintaining high standards of competence and conduct by providers.

The Board is responsible for approving early childhood services and registering schools. The Board is responsible for issuing approvals and waivers to service providers and certificates to service supervisors.

Website – www.eecrsb.sa.gov.au phone -1800 882 413

MY TIME, OUR PLACE

My Time, Our Place – Framework for School Age Care in Australia supports the ongoing development of children in school age care services. It ensures that they have opportunities to participate in leisure and play-based activities that are responsive to their needs, interests, and choices.

The Framework is part of the Australian Government's National Quality Framework for early childhood education and care. It has been incorporated in the National Quality Standard to support consistent and quality school age care across sectors and jurisdictions, and builds on the Early Years Learning Framework.

More information on the Framework can be found on - www.education.gov.au

PROGRAM

Our program provides children with both structure and unstructured opportunities to learn through play including -

- Construction
- Arts /Crafts/science
- Dramatic play
- Technology
- Indoor/Outdoor & physical
- Group and individual

The program is displayed on the program information board at the entrance of the service for both Children and families. Program feedback is welcomed.

SNACKS

AM

A nutritious breakfast is provided until 8:00 AM consisting of cereal and toast with water or milk to drink.

If you would like your child to have something different please feel free to bring it along and the staff will prepare it. If you are providing cereals we ask that they be of a healthy nature e.g. Vita Brits, Muesli etc.

PM

Afternoon Tea consists of a variety of healthy foods. A platter of snacks and fruit/Vegetables are provided.

Vacation Care

To ensure that your child gets the most out of each day; Breakfast will be available if needed until 8:00AM.

Children are required to bring a healthy lunch, healthy morning & afternoon tea and a drink each day. Water only will be provided at the centre.

Please ensure that lunch doesn't need heating, if your child's lunch needs to be kept cool we suggest a freezer block to fit their bag or lunch box.

WE ARE A NUT AWARE CENTRE

Due to children having allergies to nuts, all products containing nuts and nut products MUST NOT be brought to the centre.

If your child has special dietary or cultural need please advise staff. We may ask you to assist by providing something from home.

POLICY GUIDELINES

In the interest of the children, staff and families we must ask you to adhere to our policy guidelines set out below. If you would like to read our policies in more detail please feel free to ask a staff member.

CONFIDENTIALITY

Reynella South OSHC protects the privacy, dignity and confidentiality of the individuals by ensuring that all records and information about individual children, families, educators/staff and management is treated with discretion and kept in a secure place only accessed by or disclosed to authorised people who need the information to fulfil their responsibilities at the service or have a legal right to know.

GRIEVANCE PROCEDURES

Reynella South OSHC welcomes each complaint as a means of improving its services and upholding positive relationships between the service and its stakeholders. Everyone has the right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all disputes, issues or concerns in a prompt and positive manner that recognises the importance of –

- Procedural fairness and natural justice;
- Ethical conduct;
- A service culture free from discrimination and harassment;
- The opportunity for review and further investigation.

Our Service has a Grievance Procedure that we follow -

- Speak to the educator, nominated supervisor or Director about issue.
- Let the Director or staff member know what you consider to be the issue.
- Allow a reasonable time frame for issues to be addressed.
- If the grievance is not resolved the director or parent may take the issue to the Principal or Advisory Committee for guidance.
- If you are still unhappy, the issue will be taken further (eg. Governing Council, External Mediator).

STAFFING

Staffing ratios

National Standards require that services have specific educator to child ratios and qualifications for OSHC. During OSHC hours there must be one qualified person on duty for every 30 children with an educator:child maximum ratio of 1:15 for over Preschool aged Children and a maximum ratio for pre-school aged children of 1:10.

A risk assessment is carried out for each individual excursion to determine correct ratio. .

Single staffing

There will be occasion when this centre operates on a single staff basis, this will occur when the student numbers fall below 10.

Emergency procedures are in place and are on view near the front door.

BOOKINGS

All children **MUST** be booked in for each session requiring care. Morning bookings must be made no later than 6:00PM the previous night and afternoon no later than 1:30PM on the day afternoon care is required so that staffing arrangements can be made, the interests of children's safety and as well for catering reasons.

ARRIVAL AND DEPARTURES

All children **MUST** be signed in and signed out on the attendance sheet daily.

If the service has not been notified and someone other than the enrolling parent/guardian arrives to collect the child the nominated supervisor/educator will contact the enrolling parent/guardian to obtain their authorisation which will be in writing wherever possible. The child will not be released until the enrolling parent/guardian's authorisation has been obtained. If the authorised person is not known to the service, the enrolling parent/guardian will be asked to provide a description of the person concerned, who will also be required to provide proof of their identity on arrival.

If the enrolling parent/guardian arranges for an authorised person to collect their child from the service, they must contact the service to advise of this arrangement and confirm who will collect the child.

We ask that if you have an older sibling picking up or dropping off a child or if your child rides a bike to or from OSHC or has sports training to attend, a completed authorisation form is required.

BEHAVIOUR GUIDANCE

Behaviour guidance and support is a process that focuses on the 'whole' child. The service will provide a secure, respectful and stimulating environment which encourages children to co-operate, enhances their self-esteem and encourages their ability to interact with others, and where acceptable behaviour is promoted and any recriminations are kept to a minimum. The educators/staff will endeavour to build relationships with children based on mutual respect and trust.

Service rules for behaviour have been created with the children to ensure the above needs are met

Rules -

- Respect others - their feelings - the property
- Respect adults and follow their requests
- Put things (toys, game, equipment) back where they belong
- Use good manners - e.g. please, thank you, excuse me
- Speak quietly – not yelling, speak respectfully – not swearing
- Use equipment and school grounds in a responsible manner
- Walk inside – not run
- Stay where you can be seen at all times

Equipment

It is important to note that any intentional misuse of equipment by children may result in the replacement cost being charged to the parent/guardian concerned.

HEALTH & SAFETY

Special health care needs

If your child has special health care needs the centre requires a Health Care Plan from your doctor outlining any special care that may help staff to relieve symptoms should they occur.

Infectious disease

Your child should be excluded from the centre for the exclusion period set out in the Childhood Infectious Diseases list, which is available at the front office.

Staff and children who appear to be suffering from an infectious illness shall be isolated and removed from the programme as soon as practicable.

Medication

If your child requires medication a "Permission to Administer Medication" form must be completed by the child's Parent / Caregiver. These forms are available from the staff.

All medication should be given to the staff and should be in the original container, with full instructions and dosage details clearly marked.

It is the responsibility of the Parents / Caregivers to keep information on enrolment and medical forms up to date.

Head lice

Please check your child/children's hair regularly to avoid an outbreak of head lice during Vacation Care and inform staff if child/children affected. If head lice are found in a child's hair while at OSHC Parents / Caregivers will be called and notified to pick up their child.

Accident procedure

Should an accident occur, the staff will administer First Aid.

A Qualified staff member will make an assessment if further treatment is needed.

Every endeavour will be made to notify the parent/caregiver of their child's accident.

An ambulance will be called if carer deems necessary and parents/caregiver notified immediately.

An accident report will be filled out and is to be signed by both staff member and parents/caregiver.

Sun Protection

Reynella South OSHC will endeavour to provide a balanced approach to ultraviolet radiation exposure. This approach will follow the current scientific advice on UV exposure and provide children and educators with the opportunity for safe and protective UV exposure related to the UV index and will be seasonal in nature.

The service will act to ensure the appropriate level of UV exposure by –

- Encouraging the use of sun-smart techniques as outlined in the Cancer Council SA Sun Smart policy.
- Accessing the current predicted UV index rating from May to August.
- Encouraging the use of a combination of sun protection strategies when the UV index is 3 and above.
- Encouraging safe levels of exposure when the UV index is below 3.
- Requiring educators to role model good sun-safe practices.
- Encouraging children to take responsibility for their own sun protection.
- Providing an environment that allows children and educators to access areas of both sun and shade.
- Ensuring families, educators and staff are informed about the service's sun-smart policy.

Appropriate sun-safe equipment

Hats

- The service requires children and employees to wear hats that protect the face, neck and ears whenever they are outside i.e. legionnaire, wide brimmed or bucket (Caps are not sufficient).
- Staff will make every endeavour to ensure all children have their hats on for outdoor activities.

Sunglasses

- Children and educators will be encouraged to wear sunglasses. The service recommends sunglasses that meet Australian Standards AS/NZS 1067:2003 with lens category 2, 3 or 4.

Clothing

- The service recommends that children and staff wear loose fitting clothing that protects as much of the skin as possible for outdoor activities. Shirts that cover the shoulder, have collars and sleeves that are at least elbow length, and longer style skirts and shorts are most suitable. Singlets and tank top styles are not acceptable.
- Close fitting t-shirts, rashies or similar will be worn for outdoor water activities.

Sunscreen

- Parents are required to supply SPF 50+ broad spectrum water resistant sunscreen for their child/children to use as necessary. Sunscreen should be applied liberally at least 20 minutes before going outside and should be reapplied every two hours or more regularly if involved in water activities.
- The service will also supply SPF 50+ broad spectrum water resistant sunscreen for educators/staff and children's use as necessary.
- Children will be encouraged to apply sunscreen themselves, under appropriate supervision to ensure effective application.
- Parents/carer's will be encouraged to apply sunscreen for their child/children prior to drop off.

Children who do not have appropriate sun-safe clothing, hats or unable or unwilling to wear sunscreen will be required to play in shaded areas only.

Emergency procedures

In the event of an emergency the evacuation and safety procedures are put in place. These procedures are displayed above the OSHC front door and are practiced once a term in both sessions of OSHC and Vacation Care.

Child protection

Our OSHC has an obligation to all children attending the service to defend their right of care and protection. To support this right, the service will follow the procedures set by DECD under the Children's Protection Act 1993 when dealing with any allegations of abuse or neglect of children, to ensure the child's and other children's protection.

PARENT PARTICIPATION

Our service endeavours to be responsive to the interests of families and encourages participation in the operation of the service in a number of ways:

- Families are encouraged to volunteer their time and/or knowledge if they have particular interests, hobbies etc. that they wish to share with the children at the service. All volunteers will be required to undertake relevant working with children checks..
- Information is exchanged with families at arrival and departure times on a daily basis.
- Educators will welcome and value family input and treat all suggestions or concerns with respect.
- Families will be provided with regular opportunities to contribute to curriculum decision making and provide feedback about the experiences planned for their child.
- Families are encouraged to speak with educators regarding any aspect of the care of their child at any time. This may be spontaneous, by telephone or by appointment. Educators will respond to families' questions, concerns and suggestions in a prompt and courteous manner. Educators will not discuss information of a confidential nature regarding any other child or family within the service.
- Families will be invited to participate in a parent advisory committee that meets with the approved provider and contributes to the development and review of the service's operations, policies and procedures.
- Invitation to families to give input and feedback.

Roles and responsibilities of parents

- To collect children on time
- Notify the staff if children are not attending
- Notify staff if children are attending.
- Pay fees on time
- Keep in touch with Director regarding child's health and their attendance.
- Take an active interest in the centre, how it runs and to support the staff in their roles.

If you have any questions please feel free to come and talk with us.

This is your centre that we run on your behalf and we value any input that you give us.