REYNELLA SOUTH
OUTSIDE SCHOOL HOURS CARE
&
VACATION CARE

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FAMILY INFORMATION
Reynella South School Outside School Hours Care Programme aims to offer an environment, which is emotionally supportive, safe, secure, relaxed and flexible where children can establish and maintain friendships and uphold our school values, Care Learning and Respect.

Children
We believe that 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.
- Providing opportunities for social learning, fostering initiative and building self-esteem.
- Encouraging communication, tolerance, participation, responsibility and positive behaviour.

Parents
- We welcome parent participation, and encourage them to assist with decision-making by becoming a member of the Advisory committee.

Staff
We expect our staff to work as a team, to be;
- Warm, caring and responsible.
- Flexible and adaptable.
- Have awareness of and be sensitive to different cultural backgrounds.
- Able to communicate with other staff members, families, and children.

Program
We offer a relaxed and flexible program where the children are encouraged to use their imaginations to extend their knowledge and skills rather than having fully structured activities. They are given the freedom to explore and extend their imaginations and risk taking which enables their cognitive skills along with their other growth areas to be challenged.

SERVICE STRUCTURE
Governing 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.
**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.
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

Pupil free days
Full Session 6:30 AM – 6:00 PM $55.00

Vacation Care
Full Session 6:30 AM – 6:00 PM $55.00

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 2 working days’ notice has been given. 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.

Account Keeping Fee
An account keeping fee of $5.00 dollars will be added to all accounts not paid within 28 days.

Late Pick-up Fee
Please note that a late pick-up fee of $15.00 for every 15 minutes or part thereof will be imposed if you pick your child up after 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

When enrolling, parents and children will be shown around the centre and forms and booklet explained.
The complete Policy guidelines are available for parents’ perusal.
On the first day of attendance each new student will:
 Be partnered with a regular user (buddy), either someone 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.
 The centre’s rules, guidelines and expectations will be explained to the child by their buddy and reinforced by Educators.

Inclusion and diversity
It is the Policy of the Reynella South School OSHC & Vacation Care Centre to make every effort to include all children within the centre, and provide a program that caters for their individual physical, cognitive, social, creative and emotional needs.

Equal opportunity
Our Centre 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 or disability, marital status, pregnancy, sexuality, political conviction, family responsibility or family status. The service will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences. Out of School Hours Care will be made available to the community in accordance with the Commonwealth ‘Priority of Access Guidelines’.
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

**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
Each session the children are provided with a wide range of interesting activities and experiences which include:

- Construction
- Arts /Crafts
- Computing / Electronics
- Indoor / outdoor games
- Music
- Reading
- Outdoor play
- Television & DVD

The program is displayed on the pin up board at the entrance for both Children and Parents.

**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 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.
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

The Reynella South School Outside School Hours Care & Vacation Care Centre protects the privacy and confidentiality of individuals by endeavouring that all records and information about individual children, families, staff and management are kept in a secure place and are accessed by or disclosed only to those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

GRIEVANCE PROCEDURES

The Reynella South School Outside School Hours Care & Vacation Care Centre fosters positive and harmonious relations between all levels of the centre. Every OSHC member has the right to a harmonious and responsive environment. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner.

Our Service has a Grievance Procedure that we follow:-

- Arrange a time to speak to the Director or staff member about the problem.
- PLEASE DO NOT discuss major problems or grievances at school or in the office without prior arrangement.
- 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 addressed arrange a time to speak with the Principal/ Advisory Committee member about the issue.
- (Ask for their support by speaking to the person involved on your behalf, acting as a mediator in a meeting).
- If you are still unhappy, please arrange a time to resolve the issue further (eg. Governing Council, External Mediator).

STAFFING

Staffing ratios

During OSHC hours there must be one qualified person on duty for every 30 children. The basis for this is the Government Licensing and Standards, the safety and welfare of the children and the duty of care requirements.

We operate with the following ratios:

- Up to 15 children: 1 staff (qualified)
- Over 15 children: 2 staff
- Over 30 children: 3 staff (2 qualified)

Single staffing

There will be occasion when this centre operates on a single staff basis, this will occur when the student numbers fall below 15.

When the number of children exceeds 15 then a second staff member will be on duty. 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.

Persons unknown to staff must be prepared to show some form of identification when picking up children.

If persons other than those listed on enrolment form are to pick up children, authorisation in writing must be given to staff beforehand.

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 authorization form is required.

**BEHAVIOUR MANAGEMENT**

Children are expected to behave in a manner acceptable to all people attending OSHC and Vac Care. In the event of a child’s behaviour being unacceptable the staff member will take immediate action to ensure the safety and well being of all children. Our behaviour management programme is based on the school’s behaviour policy and over arching Values of Care, Learning and Respect, with the guidelines for OSHC being those that the children themselves have contributed to.

The guidelines of this policy are as follows:

Guidelines -
- 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(s)/guardian(s) concerned.
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
Sun safety is of paramount importance to the Reynella South School OSHC and Vac Care
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.
Our OSHC room is equipped with a fire extinguisher, smoke detectors and a fire blanket.

**Child protection policy**
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 down by DECD under the Children’s Protection Act 1993 Section 11(1) & (2), when dealing with any allegations of abuse or neglect of children, to ensure the child’s and other children’s protection.
The Reynella South School Outside School Hours Care & Vacation Care Centre 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 Criminal History Screening.
- Families are encouraged to contribute their ideas to the service by joining the Advisory Committee and through the parent feedback book.
- All families are invited to the Advisory Committee meetings. Our service aims to have at least 5 parents/family members on the Committee.
- OSHC staff will chat informally to families each day about their children, the activities or general conversation.

Inclusive Directions are available to help provide support for families from non-English speaking backgrounds.

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 problems 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.