



HALLETT COVE OSHC 2016 Parent Information Booklet

**GLEDSDALE RD
HALLETT COVE
PH: 8381 3761
oshc@hcs.sa.edu.au**

WELCOME

Welcome to the Hallett Cove Out of School Hours Care (OSHC) program. Our service offers a high quality accredited, reliable, affordable and consistent service to the parents and children of Hallett Cove School. OSHC is a safe and comfortable environment where your child can enjoy a range of activities, sports and games provided by qualified, professional and caring staff.

SERVICES: Before School Care (BSC)
After School Care (ASC)
Vacation Care (VAC)

AGE GROUP: Reception to Year 7
Exceptions: *In special circumstances where parents require care for a child after Year 7 they can provide a written submission to our Management Committee. The Management Committee will evaluate whether our service is suitable to provide quality care for the child.*

LOCATION

ADDRESS: 2-32 Gledsdale Road
Hallett Cove SA 5158

Hallett Cove OSHC is located on the grounds of Hallett Cove School. It is situated in a transportable building on Gledsdale Road.

CONTACT NUMBERS

PHONE: 8381 3761 (An answering machine is available to take messages after hours).
FAX: 8381 6713
EMAIL: oshc@hcs.sa.edu.au

PHILOSOPHY

Our Mission is to promote learning and development with emphasis on play, social interactions, recreation and the development of leadership and life skills.

Our aims are:

- To provide a stimulating and enriching program
- To ensure children and staff can enjoy a range of engaging experiences
- To allow children to thrive in an environment where staff are happy
- To acknowledge the different developmental stages of school aged children
- To encourage the individuality of the children and their relationships, recognising diverse backgrounds regardless of age, gender, race, religion or abilities
- To promote student initiated activities, play and ideas

Our objectives are:

- Safe, homely and welcoming environment
- High quality care
- Values, respect and encouragement
- Children's voices being heard and valued
- Working well as a team
- Same expectations and consequences
- In-line with the 'My Time Our Place' Framework (MTOF)
- Continual revision of our service policies and procedures

PROGRAM

Programs are displayed on the programming notice board in the Hallett Cove OSHC foyer. They are available for you to read through. We welcome and value your contribution. Please speak to a staff member if you have any questions, comments, suggestions or concerns.

EDUCATORS

REGULAR EDUCATORS

Director: Christie Johnson (Bachelor of Teaching)

Vicki Johnson (Support Staff)

Tahlia Fealey (Qualified Staff)

Lucas Lane (Qualified Staff)

Breanna Trigg (Support Staff)

STAFF / CHILD RATIOS

- 1 – 15 children = 1 qualified staff member
- 15 – 30 children = 1 qualified staff member and 1 unqualified staff member
- 31 – 45 children = 2 qualified staff members and 1 unqualified staff member

DROP OFF AND COLLECTION OF CHILDREN

The custodial parent, guardian or authorised person who brings the child to the service and who collects the child from the service must record and initial the times of arrival and departure.

No child will be allowed to leave with anyone other than persons authorised to collect the child as stated on the enrolment form. In special circumstances provision can be made verbally or in writing to the Director.

LATE COLLECTION

Children must be picked up on or before 6.30pm. A late fee of \$1-00 per minute will be incurred for any time of care after 6.30pm. If a child/ren are still at the Centre at closing time the following procedure will take place:

1. After closing time the Staff member on duty will attempt to contact parents/guardians/emergency contacts as listed on the enrolment form.
2. Staff will continually attempt to contact parent/guardians/emergency contacts until 6.45pm.
3. If no contact is able to be made 30 minutes after closing time the staff will proceed to contact the Principal and the Police and the child/ren will be handed over to their care. Parents will then need to contact the Police regarding the whereabouts of their child/ren. The appropriate phone numbers will be displayed in the services front door window.

SESSION CANCELLATION

Please cancel any sessions where your child/ren are booked in but will not be attending. We can provide better quality care for the children who are present if we do not have to spend time calling to find out why your child/ren have not arrived.

- A **BSC session** not cancelled by 6.15pm the previous day will be charged as a short session.
- An **ASC session** not cancelled by 9.00am on the same day will be charged as a short session.
- For **VAC sessions** 48 hours notice must be given or the session will be charged in full.
- **School Closure Days** 48 hours notice must be given or the session will be charged in full

Should we not be notified of non-attendance the session will be charged in full. We have child/staff ratios to uphold and if a session is not cancelled in time, staff will be allocated and need to be paid.

REGISTRATION FEE

A registration fee of \$20 per family is charged when initial enrolment details are processed. You are also required to annually complete new enrolment / medical forms to ensure that all current details are correct. Please advise us of any relevant changes in enrolment information promptly throughout the year. **Included in this fee your child will be supplied with a red bucket hat which will be kept at OSHC.**

FULL FEES AND SESSION TIMES:

Before School Care Sessions

8.00 am – 8:30 am	Short Session	\$10-00 per child
6:30 am – 8:30 am	Full Session	\$15-00 per child

After School Care Sessions

3:10pm -6:30pm		\$20 per child
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After School Care Early Dismissal Sessions

2:15pm - 6:30pm		\$23.00 per child
12:30pm - 6:30pm		\$25.00 per child

School Closure and Pupil Free Days

7.00 am - 6.30 pm		\$50-00 per child
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Vacation Care Sessions

7.00 am - 6.30 pm		\$55-00 per child
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Please note the early closure of 2:20pm on a Tuesday is still charged at a normal After School Care Session

CHILD CARE BENEFIT

What is Child Care Benefit (CCB)?

Child Care Benefit is a subsidy provided by the Commonwealth Government to Child Care services so they can reduce the fees families pay for childcare. In order to receive Child Care Benefit parents must sign each of their children in and / or out EVERY day they attend care.

Who is eligible to receive CCB?

All families using our service (except non-resident families and those with children under 7 years who have not complied with immunisation requirements) are eligible for some level of CCB.

How is CCB paid?

You can choose to receive CCB either as reduced fees through your service or as a lump sum at the end of the financial year through the Family Assistance Office (FAO). If you choose to claim CCB as a lump sum you will need to request a Customer Reference Number (CRN) from the FAO if you don't already have one and complete a (FA022) Full Fee Paying Customer Form which can be collected & returned via our service please notify us if this is your intention.

How do I register my child to receive CCB as reduced fees?

To receive CCB as reduced fees you must contact the FAO to nominate the service you intend using. If your child is not registered with the FAO as attending a service you will not be able to receive CCB as reduced fees at that service.

To nominate the service your child/ren attend contact the **FAO on 136 150** and quote our CRNs (below). PLEASE make sure FAO is clear which services you are nominating when you ring as we can only provide reduced fees for the nominated service you are eligible for.

Service Name	Centre Reference Number (CRN)
Hallett Cove OSHC Combined (BSC and ASC)	1-631-5309 BSC 1-631-5310 ASC
Hallett Cove Vacation Care	1-631-5718 VAC

How will the service know my correct CCB percentage to calculate fees?

The FAO will send us an Assessment Notice that tells us about your CCB eligibility. Please check with the Coordinator to make sure we have received an Assessment Notice for your family. The FAO will also notify us of any new assessments. Families will be required to notify the FAO if their circumstances change.

What about allowable absences?

Each child is allowed to claim CCB for 30 unexplained absences, plus explained absences (ie verified Doctor's Certificate) in each financial year (1 July to 30 June). If you exceed the 30 days unexplained absence quota then the FAO will reclaim any excess benefits they have paid on your behalf. Receipts will show your absence total to date.

How is CCB calculated?

CCB is calculated as a percentage of the CCB standard hourly rate. The CCB standard hourly rate is currently \$3.47. (Reviewed annually in July by FAO)

CCB is calculated per child, per component, per week according to the following formula:

$$\begin{array}{ccccccc}
 \text{Standard hourly rate} & & \text{Schooling percentage} & & \text{Hours} & & \\
 & & \text{X} & & \text{X} & & \text{X CCB \%} \\
 & & & & & & \\
 (\$3.47) & & (85\%) & & (\text{total for week}) & &
 \end{array}$$

The CCB amount is then subtracted from your weekly fee.

IMPORTANT NOTE:

The amount of CCB you are eligible for is not related to the fee charge by our OSHC service. If you are eligible for 100% CCB this does not mean that you have free childcare. You are eligible for 100% of the standard hourly rate (multiplied by the schooling percentage for school aged children). This amount of CCB is then deducted from your fees.

PAYMENT OF FEES

ACCOUNTS: Weekly accounts are emailed to you Monday morning or if requested put into families' pockets located in the Hallett Cove OSHC office.

WHEN & HOW TO PAY: It is a policy of the service to have **all fees paid weekly or fortnightly**. Fees can be paid directly into our bank account (information found on the top right corner of your bill) or to a staff member via Eftpos or Cash when they are available during OSHC operating hours.

LATE PAYMENT OF FEES

If your account is overdue we will follow our late fee collection policy and your child/children may no longer be eligible for care. **Please note fees that are overdue by 14 days or more will incur a \$5-00 charge per week until fees are overdue by 28 days, when a final notice will be issued.**

If you have difficulty paying your fees, please do not hesitate to contact the Director, as she may be able to help.

ADVISORY COMMITTEE

We have a Advisory Committee Meeting on Tuesdays at 6:30pm, Weeks 3 and 7 of each term. Everybody is welcome. For further information on our Advisory Committee contact the Director.

PROGRAM POLICIES

A copy of all of the program's policies is available for parents to access. If you are interested ask a staff member to show you them.

Behaviour Management Policy

In order for our program to operate successfully parents and children, together with the staff need to support acceptable behaviours within our centre. OSHC staff have the right to work in a safe environment and provide care as required to all children. Your children have a right to feel safe and be safe. They have a right to care, attention and support from the staff. They have a right to be treated with dignity and respect - to be treated fairly and thoughtfully by others. They have the right to play, to enjoy their recreational time and to be involved in the activities of our program.

Our code of behaviour is expressed in our program rules. These rules have been developed by the staff and children and have been developed to protect your children's rights and hold them to their responsibilities as well as providing an environment in which staff can work safely and efficiently. They are posted clearly at the service.

RULES

1. We respect others and ourselves.

This means not hurting anyone physically, verbally or emotionally. Harassment and violence of any kind will not be tolerated.

2. We are seen at all times.

When playing inside or out we must be seen at all times by a caregiver. If we need to go to the toilet we need to tell a caregiver, and take a friend and a staff member with us. Outside our rooms there are two clearly marked white lines that we need to stay within unless we are with a caregiver.

3. We use appropriate language.

You are responsible for our own language. Swearing is unacceptable.

4. **We walk inside.**

5. **We share and take care of our equipment.**

You have a responsibility to care for the property of this program and the property of other children as well as your own.

6. **We clean up after ourselves.**

You are responsible for cleaning up equipment, games and any mess you make during your time at the program.

All inappropriate behaviour will be dealt with fairly by staff within the program rules. Children need guidance, direction and correction, to protect them from any inappropriate behaviour that affects their own rights and those of others.

If these rules are not followed it could eventuate in one or more of these consequences.

CONSEQUENCES

1. **A warning** regarding the rules that have been broken.

2. **Chill out time** from an activity

This could be:

- A cooling off period of a couple of minutes.
- Removal from an activity.
- Reflection time.

3. **A restorative task** chosen by caregivers. This could be:

- Helping to pack up the room.
- Drawing a picture involving appropriate behaviour choices.
- Apologies / a caring act for the other child.
- Completing a 'Thinking Sheet'

4. **Discussion with parent/guardian about inappropriate behaviour.**

This is not necessarily a time to deal out more consequences but to encourage discussion at home that might stimulate communication regarding:

- What is the background of the behaviour?
- How we can meet the child's needs to alleviate the inappropriate behaviour.
- Your support of OSHC staff explaining why the behaviour is unacceptable and inappropriate, and encouraging your child in making responsible behaviour choices.

5. **Principal or delegate informed.** This is a similar discussion to the previous consequence but with the Principal or delegate of your child's school providing guidance to deal with inappropriate behaviour.

6. **Suspension from the program.**

Repeated inappropriate behaviour may result in suspension from the program at the discretion of the Director.

First Aid Policy

OSHC staff will administer first aid to your child as required. Any assistance your child receives will be recorded on an incident/accident report, shown to parents, and then filed. Parents will be informed and asked to sign the form to indicate their knowledge of the treatment.

Illness and exclusion

Our service follows the guidelines for prevention of infectious diseases as outlined in the document *Staying Healthy in Child Care*. Children and staff with infectious diseases will be excluded from the service in accordance with the departmental Administrative Instructions and Guidelines.

If a child is unwell at home or becomes unwell at school, parents are asked not to send the child to the service, but to make alternative arrangements for their care.

Medication

No patent medicines (Panadol etc) will be given to children. Prescribed medicines can only be administered if parents have filled in the medication form. Prescribed medication needs to be provided to the staff in the original container - showing child's name, dosage and expiry date.

Also needed on occasion is a 'Health Management Plan' – eg when a child has asthma or there is ongoing medication required there **MUST** be a plan provided from your doctor and it needs to be updated annually. (See Medical Conditions Policy)

Nutrition

Our service provides breakfast, afternoon tea and on special Vacation Care days lunch. Food provided at our service is nutritious and varied, and prepared hygienically. A variety of seasonal fruit and vegetables are served. Snack times and activities involving food preparation provide positive learning experiences for children, who are encouraged to develop healthy eating habits. The menu is displayed on the notice board in the office. Please discuss your child/ren's dietary needs with us. Water is readily available at all times for children.

Please note we are a **NUT FREE ZONE** as we have children enrolled you will go into an anaphylaxis shock if they come into contact. We also have a child that is highly allergic to egg, dairy & wheat & therefore can't accept any items that may contain these in our making cupboard.

Parent Concerns

Parents are requested to raise any concerns they may have regarding their child/ren's care with the staff member concerned. This should be followed up by speaking to the Director if the concern has not been resolved. The Director will be pleased to discuss any aspect of your child/ren's care. If you have any concerns or complaints please do not hesitate to consult with the Director so appropriate action can be taken. All concerns will be dealt with in a confidential and professional manner. If the issue still is not resolved, the Director may offer to take the matter to the advisory committee for guidance or the parent may write directly to the advisory committee to resolve the issue, confidentiality is maintained.

Sun Protection Policy

Hats

All children are required to wear a legionnaires, broadbrim or bucket hat that protects their face, ears and neck for excursions and outside play at all times while at OSHC. Your child will need a hat everyday to participate in activities. We have a **NO HAT, NO OUTSIDE PLAY** policy. To ensure your child always has their own hat to wear at OSHC each child will be given a red bucket hat at initial enrolment. If your child loses their hat a replacement cost of \$5 will be charged to your account.

Sunscreen

Our sun smart policy states that it is the parents' responsibility to supply SPF 30+ sunblock for their child/ren, this is in-line with that of Hallett Cove School and is for the health and safety of all children attending OSHC. When enrolling their child/ren parents are asked for their consent for OSHC staff to provide a The Cancer Council 30+ sunblock if a child does not have access to any sunblock & in that situation it is the parents' responsibility to notify OSHC staff if their child/ren are allergic to these products.

VACATION CARE DETAILS

BOOKINGS AND CONSENT FORMS

Bookings and Consent forms must be completed and returned to the OSHC program prior to Vacation Care commencement.

EXCURSION DAYS

Children must arrive no later than the time written on the program for excursions. Each day a packed lunch, including recess and drinks, must be sent with each child. Take note of days where lunch will be provided.

STAFF / CHILD RATIOS - Excursions

This is determine by the risk assessment carried out and finalised by our OSHC Advisory Committee. The determine ratio will be on the consent sheet written for the individual excursion. If you ever wish to see the risk assessment please ask a staff member & please feel free to flag your concern if you are every unhappy with a particular ratio given.

SUITABLE CLOTHING

To ensure your child gets the most out of each day, please ensure that they wear appropriate clothes, including protective clothes like raincoats. **NO THONGS** on excursion days.

Thankyou,
Christie Johnson
Director.