O.S.H.C.
Outside School Hours Care
2015
INFORMATION HANDBOOK

"Bridging the gap between School and Home."

Lidia Alfonsi
OSHC
PM Director
Tel: 0409 675 738

Josie Nicolescu
OSHC
AM Director
Tel: 0423 594 623

Mr Laurie Sammut
Principal
Tel: 8362 2153
WELCOME

We would like to welcome you to St Joseph’s School Payneham OSHC. We provide a stimulating and fun program in a safe and friendly environment. Throughout this handbook you will find lots of valuable information to help make your child's stay in OSHC enjoyable throughout the year. If you have any additional queries that are not answered in our handbook, please speak to Lidia Alfonsi or Josie Nicolescu.

All OSHC Policies, Practices and Procedures are located in a black folder which is displayed next to the Sign – In booklet. You are welcome to peruse, and discuss any aspects of our procedures with OSHC staff.

PHILOSOPHY

The St Joseph’s School Payneham OSHC is a valuable and integral part of the school community. We provide a simulating and enriching program for children aged between 5 and 12 years of age to bridge the gap between school and home. We give children the opportunity to have fun, enjoy playing together and to develop friendly relationships while attending before school care and after school care.

VISION STATEMENT

St Joseph’s is a Catholic Parish School
which in partnership with families strives
to create a community of faith
where all are called to live in a loving relationship
with God and with each other.

We promote the pursuit of personal excellence
and the love of learning in an environment
which respects the dignity of each person.

Out of School Hours Care
works in partnership with
families, school and the wider community
to provide children’s services and care
during extended school hours.

We value our unique heritage,
and we work towards creating a better world for the future.

AIMS

St Joseph’s School Payneham OSHC aims to provide a high quality care for primary school aged children, in a warm, comfortable and safe environment while their parents/caregivers work, study or have respite time.

Our aim at OSHC is to provide a safe, interesting and relaxed environment for children to cater for their nutritional, physical, social and intellectual needs. During this time, the children have access to a variety of learning, recreational and social activities that take into account any special needs.
OBJECTIVES

The OSHC service is a child-centred place where:

- Children and families and staff are treated as equal and valued as individuals
- Children are encouraged to develop to their full potential within a safe, caring and supportive environment
- Children have the opportunity to participate in activities which are interesting as well as fun and which are inclusive of physical, cultural, intellectual and social needs with challenging, rewarding and stimulating activities
- Children have the opportunity to enhance different areas of development that incorporate their strengths, needs and interests
- Children are given opportunities to develop self-esteem and independence through positive experiences and providing choices
- Appropriate supervision with adult – child ratios in accordance with regulations
- Relaxing and comfortable surroundings
- Facilities/equipment are maintained in accordance with OHW&S guidelines.

The OSHC service encourages communication and social interactions by:

- Promoting group activities while still recognizing individual needs.
- Encouraging responsible and positive behaviour guidance
- Children to respect the values and cultural differences in others.

The OSHC service is affordable, accessible and addresses the needs of families by:

- Encouraging all parents to participate in the service
- Providing parents with information on Child Care Benefits
- Respecting all families' rights to have input into the decision making about the operation of OSHC
- Setting and regularly reviewing OSHC budgets based on standards
- Being transparent in all management, financial and administrative matters

The OSHC service employs appropriately qualified and skilled staff who are:

- Caring and supportive in their interactions with children and families
- Develop enjoyable and stimulating age appropriate experiences and activities
- Continually improve and review their professional skills

ACCESS AND AVAILABILITY

The O.S.H.C. program is accessible to all children inclusive of their physical, social, intellectual, cultural, or religious needs provided its facilities are suitable and can accommodate their needs. Since the O.S.H.C. service is provided within the school grounds, it caters for children from Reception to Year 7 who have enrolled for the service. Numbers are in accordance with approved OSHC places for our school. Limited spaces may become available for Preschool children.

O.S.H.C. STANDARDS

Our OSHC is licensed by the Department of Education and Children's' Services under the new National Quality Framework. Our registration is displayed on the wall. St Joseph’s School Payneham OSHC is allocated 22 places for children in Before School Care, 45 places in After School Care.
QUALITY ASSURANCE: The objectives of the National Quality Framework are to:

- ensure the safety, health and wellbeing of children attending OSHC
- improve the educational and developmental outcomes for children attending OSHC
- promote continuous improvement by providing quality education and care in OSHC
- be part of a national system of administration within the National Quality Framework
- improve public knowledge, access to information, about the quality of OSHC

The National Quality Framework includes:

1. A national legislative framework of the OSHC Education & Care Services (“National Law”)
2. The Education and Care Services National Regulations (‘National Regulations’)
3. A National Quality Standard consisting of 7 Quality Areas:
   - Educational Program
   - Children’s health and safety
   - Physical environment
   - Staffing arrangements
   - Relationships with children
   - Collaborative partnerships with families and communities
   - Leadership and service management.
4. A national quality rating and assessment process rating from 1 -5
5. A Regulatory Authority with primary responsibility for monitoring and assessment
6. A national body—ACECQA—to oversee the new system and guide its implementation.

CONSULTATION
The OSHC service encourages feedback and engagement with families through its Quality Improvement Plan (QIP) and aims to improve both student outcomes and family satisfaction. Please check the parent board for details of the specific focus items within the seven quality areas.

PRIVACY STATEMENT
Any personal, family or medical information is collected for the purposes of care and supervision of the students. The OSHC service will ask permission for any external excursions or the use of images or names of students or families to be used in the public arena including newsletters and images used by the school.

BEFORE SCHOOL CARE: 7.30 am to 8:30am

During before school care, we aim to provide a quiet and relaxing program. Children have access to computers, games, craft or quiet reading/learning time. Children leave at 8:30am when the school staff is on duty. At special request, children who are starting or new to the program will be assisted by staff to their class rooms.
All children attending BSC must be dropped off at the Multi-purpose Room by a parent/caregiver and signed in by that person. Parents/ Carers, if you require your child to eat breakfast, could you please provide the base ie: bread or cereal, and OSHC will supply milk and spreads.

**AFTER SCHOOL CARE: 3.00pm to 6.00pm**

Children are greeted and signed-in on arrival. St Joseph’s School Payneham OSHC provides a program which is developmentally appropriate to the learning and leisure needs of the children from 5-12 years. We provide a healthy afternoon tea at 4pm. All children are encouraged to have afternoon tea. Allergies and special dietary needs will be catered for with prior arrangement. A staff member meets the children at 3.00 pm each day at the seats in front of the IT Room. Once all children have been signed in, the children and staff members walk to the Multi-Purpose Room together.

The coordinator and staff are responsible for developing the OSHC program. Children are actively involved in programming and planning. St Joseph’s School Payneham OSHC uses the new national Early Years Learning Framework (EYLF). The program also reflects individual children's needs, and the group as a whole, with the philosophy and both long and short term goals. There are many different activities set up for the children, both indoors and outdoors and you are welcome to contribute to suggestions or give feedback on any aspects of the different learning and leisure experiences. At the end of each term, we do our best to upgrade our facilities with maintenance and new equipment. There will be Active After School Sports activities for two days a week in 2014.

**ENROLMENT**

We ask that all children are fully enrolled into the program each year before they commence using it. An application fee of $ 30 per family applies for the enrolment. Forms are available in the OSHC office and also in the School Front Office. When enrolling, please speak to the coordinator personally as we will give you a tour of the OSHC facilities and also inform you of the availability of the days you request care. When filling in the enrolment forms, please complete all areas carefully and clearly.

If your child has any allergies or illnesses please notify staff prior to your child’s commencement of care in order for the appropriate measures to be taken for your child's health and well-being.

**PARKING**

Parking is available on Portrush Road, Marian Road and Tarcoma Avenue. Parents/ carers are not to drive into the school yard to deliver or collect their children during especially after school hours when there is sports training or other school outdoor activities.

**FIRST AID & MEDICATION**

All personal information and emergency contact details from annual forms given to the school are used to administer medication or attend to First Aid and any allergic reactions. We are a nut free environment and encourage all parents to promote healthy and safe practices.

All children who require medication during their time at OSHC, in both Before/After school care, will need to have a medication form filled out and signed by their doctor with an accompanying action plan. These forms are kept in the OSHC office and the
School Front Office First Aid Room. Every child that suffers from Asthma will need to have an Asthma plan filled out, signed by a doctor and returned to the OSHC service.

UNIFORM & HAT POLICY
Normal school uniform and hat policy applies in OSHC.
Hats are mandatory when the UV index is 3 and above and beanies are allowed during the Winter months (Term 2 & 3).

INTERNET & PHOTO CONSENT
At the beginning of each year, forms are sent home asking permission to use student images for school purposes like newsletters, blogs, school website and marketing. Students also sign an ICT agreement for the proper use of internet, email, school publications and digital media. This also applies to the students while they are in OSHC.

SUSTAINABILITY
We like to promote care for our environment and therefore we have garden beds near OSHC and we also promote recycling. Our making tables are a great way to recycle cereal boxes and cardboard cylinders, cartons and other items for the children to do modeling. Also plastic bottles and cans are recycled in the special RED bin at the RECYCLE STATION near OSHC. Yellow lid bins are for recycling paper and cardboard. We have a special compost bin for food scraps & green organic bin. You are welcome to recycle with us or contribute flowers or plants for the garden beds.

OSHC SUN PROTECTION POLICY
The aims of the Sun Protection Policy are to promote:
• positive attitudes toward skin protection
• lifestyle practices which can reduce the incidence of skin damage
• personal responsibility for, and decision making about, skin protection
• an awareness of the importance of environmental conditions in our school
  with the aim of reducing the level of exposure to the sun.

Implementation
The following procedures are for the implementation from the 1st September until the 30th April and when the UV levels rise to 3 or above at other times. When the UV radiation levels are below 3, sun protection is not required to allow sun exposure for vitamin D.

OSHC Sun Protection Policy ensures children, staff and visitors use a combination of sun protection practices during terms 1 and 4 and at other times when the UV is 3 and above. At After school care, it is important to monitor the UV radiation daily to determine when children will be able to stop using sun protection practices in the evening. The UV can be monitored daily via the Bureau of Meteorology website www.bom.gov.au/sa/uv. Children attending before school care do not need to practice SunSmart behaviours as the UV radiation levels are rarely above 3 before this time.

Hats
All students are expected to wear the school legionnaire style hat whenever outside; including before and after school when the UV index is 3+. A “No Hat, Play in the Shade” policy operates within the School and Preschool. Preschool children are expected to wear broad brimmed, bucket or legionnaire hats while at Preschool. Caps are not a suitable hat. Any student not wearing a hat will be expected to play in the shade under the verandah.
Sunscreen
All staff & students are asked to supply their own (SPF 30+) or higher broad spectrum, water resistant sunscreen particularly in the summer months of Term 1 and Term 4.

PARENTAL INVOLVEMENT
OSHC welcomes participation on the OSHC committee, volunteering with OSHC activities or suggestions and contributions for quality improvements.

COMMUNICATION
Day to day changes in OSHC times may be made via OSHC phone to Lidia or Josie N or contacting the Front Office before late cancellation fees apply. There is an OSHC Newsletter to families and information on the OSHC page of the school website. Your ideas, suggestions and feedback are most welcome in the AM/PM weekly activity book or written into the suggestion box or emailed directly.

CHILD CARE MANAGEMENT SYSTEM (CCMS),

Our OSHC Service uses the CCMS, which is a national child care system that brings all approval childcare services online. We use this software to record child enrolment and attendance information. This data is reported to the Department of Education Employment and Workplace Relations (DEEWR) via the Internet to allow the calculation/payment of Child Care Benefit (CCB) and fee reductions on behalf of children in OSHC.

Parents will also be able to access an online statement from the online services section of the Family Assistance Office (FAO) website to obtain details of the child care and payments. Parents/Guardians wishing to claim Child Care Benefits (either by reduced fees or lump sum) must provide the Enrolling Parent’s CRN Number, date of birth together with the Child’s CRN Number and date of birth to our service.

Families who have enquiries regarding their eligibility and entitlements for CCB or who require a Customer Reference Number (CRN) should visit a Family Assistance Office (FAO) or telephone 13 6150.

Under CCMS parents/guardians will continue to deal with the FAO for all their CCB payments. Parents/Guardians:-

- Are still required to advise the FAO about any changes to their situation such as changes to income or a child commencing school.
- Families still need to tell their child care services the number of children in the family using the same type of care each week at all services used

FEES

Before School Care: 7.30am – 8.30am $10.00 per child per session
After School Care: 3.00pm – 4.30pm $14.00 per child per session
3.00pm – 6.00pm $18.00 per child per session

OSHC will be available on the last day of school in Term 1 Friday, Term 2 Thursday, Term 3 Friday, and Term 4 Thursday.
PAYMENT OF FEES BY:

- Cash / Cheque / Eftpos / Credit – at the School Office
- Credit card via telephone: T (08) 8362 2153
- Direct Debit from your bank account or credit card on a weekly or fortnightly basis. – forms to be completed at the School Office
- Fees may be sent via your child’s class communication box (in an envelope with your child’s name & OSHS Fees)
- Direct deposit into the School’s Bank Account: BSB: 085- Account: 45 660 1023
  Please quote your surname & ‘OSHC Fees’

OSHC fees are due and payable within 7 days of the invoice date. Payments from the Monday after the date will be shown on the next week’s account.

DIFFICULTIES WITH PAYMENT OF FEES

Families who are experiencing financial hardship or an alteration to family circumstances and consequently find difficulty paying their fees need to inform the director to negotiate a suitable arrangement for fee payment. The agreement will be written and signed by both parties and it will be filed for future reference.

NON PAYMENT OF FEES

Families who have an account which is outstanding will receive notification on their account. This will be highlighted as fees owed. Continued non payment of fees owed to the service or failure to make contact with the director will result in a letter being sent to the family. The letter will clearly state that the child/ children’s attendance at OSHC will be refused until outstanding fees are paid out in full.

LATE FEES

There is a standard $1.00 per minute late fee for any pick up after 6:00pm. If you think you are going to be late to pick up your child a phone call to the OSHC number would be appreciated. Non payment of fees means that children cannot use OSHC services.

BOOKINGS AND CANCELLATIONS

Permanent bookings:

When enrolling into the OSHC service, you will be provided with a booking form which needs to be filled out. This form includes the days you are requesting permanent bookings. Once these days are booked on a permanent basis we require 24 hours notice if your child will not be attending on that day. If notice is not given, you will be charged as if your child is there. If there is an emergency, this can be changed upon the coordinator's discretion. If you are canceling a permanent booking, we require one week’s notice in writing.

Casual bookings:

If you require care on a casual basis then you will need to ring the OSHC service number between 7:30 – 8:30 am or 2:30 – 6:00pm and speak to an OSHC staff member. With increasing numbers, there may be times when we are fully booked and cannot provide care. It is essential that you ring and check on vacancies before your child comes to OSHC. In an extreme emergency, please ring the school Front Office between 8:30 am and 2:30 pm to check for spaces.
**Bookings and Cancellations** may be made by contacting the School Office on 8362 2153 or the Coordinator on 0409 675 738, **by 9.00am on the day of attendance or by 5.30pm of the previous day for the following morning session.** (Late notification will be charged an additional fee).

**N.B.** A **Booking fee of $10.00 per child** will be incurred if a booking is not made by 9.00am on the day of attendance or by 5.30pm for the next morning.  
A **Cancellation fee of $10.00** will be incurred if a booking is not cancelled by the notification times set down for each session and/or if the child does not attend.

**COLLECTION- Drop off and pick up**  
Only the person identified on the child’s enrolment form is authorized to collect a child. If these details should change, the OSHC staff must be notified in advance.

**Mornings:** We prefer that parents drop their children off and sign them in each morning. If this is not possible, please write a letter to the coordinator stating the reason and giving OSHC permission to sign-in your child.

**Afternoons:** When collecting your child in the afternoon, you are required to record the time and sign them out of the attendance record sheet which is located in the OSHC Room.

**EVACUATION PROCEDURE AND FIRE DRILLS**  
Fire drills are completed once per term. A staff member will be responsible for performing a fire drill. There is a fire drill roster displayed with the staff name and the corresponding month their fire drill will need to be completed. It is the Coordinator’s role to set up the roster.

**GRIEVANCE FLOWCHART** at St. Joseph’s Payneham O.S.H.C.

![Grievance Flowchart Diagram]

- **Contact Officers (Informal)**  
  - OSHC Directors  
  - Lidia Alfonsi  
  - Josie Nicolescu  
  - Class teachers

- **Other Officers (Formal)**  
  - Principal: Laurie Sammut  
  - Deputy Principal: Ingrid Douventzidis

When an adult or child feels Harassed/Bullied:

1. Speaks to Harasser/Bully
2. Harassment/Discrimination Stops
   - No further action
3. Speaks with Contact Officer [see below]
4. If harassment/bullying/discrimination continues, commence formal option

Speaks with Contact Officer [see below]:

- No further action
- Takes up mediation option with Harasser/Bully
- Speaks to Harasser/Bully with the option of contact officer

If harassment/bullying/discrimination continues, commence formal option.
GRIEVANCE PROCESS FOR PARENTS /CAREGIVERS

There are times when things can go wrong at OSHC. A parent or caregiver may be aware of some insensitivities or inadequate opportunities and feel that he or she must do something about it. At St. Joseph’s Payneham OSHC if parents/ caregivers have a concern or query:

STEP 1: Make an appointment to see the OSHC Coordinator, Lidia.
STEP 2: If necessary, make an appointment to see the Principal and the OSHC Coordinator, together, if there is a need for further clarification/discussion.
STEP 3: If not completely satisfied, present the issue or concern to the School Board, or the OSHC Coordinator from the Catholic Education Office.
STEP 4: Parents / Caregivers can approach Human Resources Services in the Catholic Education Office, if the matter has not been resolved.

DECISION MAKING

Management decisions are made by the Management Committee and suggestions and comments by parents, carers, staff and children are brought to the meetings which are held each Term. The Coordinator, the Principal and parent representatives attend these meetings. Families, children, management and staff have opportunities to contribute to the improvement of services.

COMPLIMENTS, COMMENTS, FEEDBACK

The OSHC Grievance Policy outlines the procedures to follow if you would like to make any comments or raise any issues about the care or make any complaints about the services provided. There is also a Feedback Book located near the O.S.H.C. display where you may like to make any weekly comments.

IMPROVING OUR SERVICES

During the year, families, children, management and staff have various opportunities to contribute to the evaluation of our services. Please ask about our policies, practices and procedures. Keep an eye out for our feedback forms and suggestions box.