

Burton School OSHC

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Parent Handbook

2020

Welcome

We welcome your family to Burton Outside school hours Care (OSHC) community. OSHC provides care for school age children from Burton Primary School, Burton Kindergarten and the wider community.

Our OSHC has play based learning and promotes children's agency and autonomy in their environment.

We look forward to providing the best possible level of care for your child during their time at our service.

OSHC Director

Carol Philpot



OSHC Educators

Tracey Purdy & Christie Philpot



SERVICE AIM

Burton OSHC aims to provide a quality Out of School Hours Care service at an affordable price to families who have children eligible to attend under the Commonwealth Government Priority of access guidelines. Through the everyday activities we aim to provide a rich play based environment that fosters life skills, independence, self-discipline and social skills including resilience and respect in all children who attend the program. We aim to implement a successful OSHC program that welcomes and caters to the needs of all of our families in the community. Burton OSHC uses the Early Years Learning Framework and My Time Our Place Framework to underpin our philosophy, policies and practice.

PHILOSOPHY STATEMENT

Burton OSHC and Vacation Care has a high expectation and level of commitment to providing high quality, affordable care that is safe and inclusive to all children, families and educators. We pride ourselves on providing a culturally safe environment that embraces the principles of diversity and inclusion.

We believe OSHC should be a place where children feel safe and secure both physically and emotionally, it should encourage and assist children to develop interdependence, self-discipline and life skills. It is an environment where children feel safe, comfortable and respectful of the environment that fosters and extends their learning and interests. The OSHC environment is unique, and as a recreational setting, should provide less structure and lots of choices of free activities. The children's interests and feedback are used when planning activities and excursions as well as behaviour management is based on mutual trust and respect with logical consequences being used by educators to keep the children safe.

OSHC VISION

In line with the school ethics, Burton OSHC aims to create an environment where children can experience friendships and feel that they belong. We aim to build a service where children and educators are in partnerships that builds strong and healthy relationships between children, OSHC educators and with families.

OSHC is a community based service where educators aim to build strong and healthy relationships with children. It is an environment that challenges children and educators to be their best and learn and develop life skills.

Social development and the opportunity to learn social skills through play and to develop a healthy self-esteem and emotional resilience are important and the focus of the OSHC program.

Burton OSHC is a place where children can learn and develop the many different life skills they will need to become informed and active adults with the ability to cope with the ups and downs of life and participate fully in today's multicultural society.

In relation to the children:

We believe that play is important; play base learning allows children to have fun and is the way children learn and grow. Children acquire skills and knowledge through play and through play develops a wide range of skills;

- Social skills, including co-operation, sharing and responsibility.
- Insights and knowledge about themselves and the world around them.
- Thinking and problem solving skills.
- Imaginative and creative skills.

- Communication skills.
- Positive self-image.
- Respect and good values.

In relation to our service we believe:

- The OSHC environment is unique and as a recreational setting it should provide appropriate structure and opportunity for open-ended play base learning.
- The children's interests and feedback will be used when planning activities and excursions.
- Children have rights and responsibilities and OSHC should foster this essential relationship.
- Children are encouraged to have a say in how they spend their time at OSHC and be involved to the best of their ability in the decisions that are made on their behalf.
- Children need a healthy and nutritious diet to grow strong and develop well. Having said this we do sometimes have the occasional treat.
- OSHC should be culturally diverse and inclusive.
- Positive relationships across age groups should be fostered.
- Positive and respectful relationships with educators are essential for children to develop a sense of belonging within the OSHC environment.

We aim to encourage:

- A sense of self-worth and identity.
- All children to take responsibility for their own behaviour.
- Children to share ideas; feelings and give feedback about their experience when at OSHC.
- The development of stable, caring relationships with educators and other children.
- The development of independence and personal responsibility.
- An awareness and understanding of differences in culture, language, gender, age, needs and ability.
- The development of problem solving, negotiation and self-help skills;
- An awareness and respect for themselves, others, the community and the environment.

In relation to families we believe:

- Families are the primary caregivers and it is vital that communication between families, the school, support agencies and OSHC is conducted professionally with confidentiality and in a timely manner.
- All parents and guardians are welcome at the service. OSHC has an open door policy and families are encouraged to give feedback on all aspects of the OSHC program.
- Families will be asked to participate in decision making whenever possible.
- Families and OSHC need to work together in partnership, particularly when children have high needs or experience conflict with other children when attending OSHC.
- OSHC recognises that the busy lifestyles of families require flexibility in communications between OSHC and families. We also realise that at times we are the link between the school and families.
- Cultural identity should be retained and respected. OSHC will support families by providing information in the languages reflected in our community whenever possible.
- OSHC should ensure services provided to families are inclusive.

In relation to OSHC Educators/Volunteers we believe:

- That in providing high quality child care for children, our educators are our most valuable resource.

- Building positive relationships with families, children and the community is important.
- Educators should be seen as positive role models that are credible and genuine to children.
- Educators should take time to play and interact with children at an appropriate level.
- Educators should recognise children as individuals and understand their individual needs.
- Educators should be supportive, caring, friendly and approachable to all families.
- Educators work collaboratively with each other to produce good quality work.
- OSHC Educators should have the opportunity to be involved in decision making and provide feedback.
- OSHC should provide educators with a safe, supportive work environment and opportunities for professional development.
- Educators will use the Early Years Framework for kindergarten children and The My Time Our Place Framework for school aged care in Australia as a guide when developing the program and activities we provide.
- Educators will plan activities that are developmentally appropriate for the physical, social, emotional, cognitive, spiritual and creative levels of each child or the group as a whole.
- Be inclusive of children of varying needs in our planning.

Behaviour management is based on mutual trust and respect with logical consequences being used by educators to keep the children safe.

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- The children's interests and feedback will be used when planning activities and excursions.
- Children have rights and responsibilities and OSHC should foster this essential relationship.
- Children should have a say in how they spend their time at OSHC and be involved to the best of their ability in the decisions that are made on their behalf.
- Children need a healthy and nutritious diet to grow strong and develop well.
- OSHC should be culturally and ability inclusive.
- Positive relationships across age groups should be fostered.
- Positive and respectful relationships with educators are essential for children to develop a sense of belonging within the OSHC environment.

In relation to the community we believe:

- Current community information should be available at the service in the community languages where possible.
- OSHC is visible and included in the wider school community.
- There are clear links between the school and OSHC and we will maintain these ties.
- OSHC will reflect the beliefs and attitudes of Burton Primary School through the implementation of our program, and attitudes displayed throughout all aspects of our service.
- OSHC values the support from the Burton Governing Council and Burton Primary School staff.
- Our OSHC should remain aware of and respond where possible to the changing needs of our community.

ENROLMENT AT OSHC

All children need to be enrolled with OSHC before they are able to attend the OSHC program. Enrolment forms will need to be completed and returned so that children can be entered onto the Child Care Management System which reports all child attendances to the Family Assistance Office.

Upon enrolment a \$20 payment will be paid by parents enrolling their children into OSHC which will put their account in credit and cover the costs of OSHC fees while a direct debit form is set up to allow OSHC fees to be debited directly from parent's bank accounts on a weekly basis. Fees will only be debited when parents owe OSHC fees. All family accounts will need to remain in credit to continue to use the OSHC program.

OSHC BOOKING SHEETS

Families are asked to complete a booking sheet at the start of each school term.

This allows OSHC educators to organise materials, resources, equipment for the program and arrange the staff roster for the term. We have permanent and casual bookings available.

Booking sheets are completed during the 1st week of each school term or upon enrolment when a new family enrolls at OSHC.

VACATION CARE BOOKINGS

Bookings for Vacation Care are done separately on a term by term basis. The VAC program including excursions and costs are released on Monday of Week 7 for working families then week 8 for non-working families, they are asked to complete a booking sheet which can be found on the sign in desk. Families can book into VAC in stages according to the following guidelines -

- ⇒ Week 7 – full time working families who use OSHC during the school term
- ⇒ Week 8 – non working families (part time and casual users including VAC only families)
 - respite families

OSHC FEES

Attendances are sent to the Family Assistance Office (FAO) every Friday and weekly accounts are printed off Monday afternoon or Tuesday morning (depending on when Centrelink calculates and reports back CCS amounts). Accounts can be found in the OSHC room in the small white box near the sign in sheet/electronic device. All accounts are emailed to families either by Tuesday or Wednesday.

Before School Care (BSC) Fees are currently \$14.00 a child per session.

After School Care (ASC) Fees are currently \$20.00 a child per session.

Vacation Care (VAC) Fees are currently \$55.00 a day per child.

Vacation Care (Vac) Fees are currently \$60.00 a day per child on Excursion days.

Pupil Free Day (PFD) Fees are currently \$55.00 a day per child.

Early Finish Fees are currently \$24.00 a child per session.

Child Care Subsidy (CCS) is available to all parents and will offset OSHC fees to reduce the cost. Parents will pay a gap fee.

Fees go up annually and families will be given a minimum of 2 weeks' notice before fees will increase.

The Director has the right to refuse child's attendance if fees are outstanding.

DEBT COLLECTION FEES

In the event that the service must access a debt collection service to recover an outstanding account, the cost of the collection will be added to the families account and be recoverable as part of the debt collection process.

FEES ARE SUBJECT TO ALTERATION AT DISCRETION OF MANAGEMENT.

PAYMENT OF FEES

Burton OSHC bills their families weekly and asks that parents pay their fees weekly OR fortnightly.

Before and After School Care FEES must be paid in full by the close of the final session of each term. Accounts not cleared are deemed overdue and bookings are not carried over for the next term until payment in full is made, or arrangements for payment are made with the Director.

It is preferred; all fees will be paid by parents through EZI-DEBIT directly to OSHC once a week or fortnightly either by direct debit or credit card. There will be a surcharge for credit card payments and an initial set up cost for the direct debit forms. These costs are available from the OSHC Director. However, there are alternate paying arrangements which can be made available upon consultation and agreement with the OSHC Director; these include cash, EFTPOS or Direct Transfer into the OSHC bank account.

ABSENCES FROM OSHC

All absences from OSHC must be recorded as an AA. Please notify OSHC by phone if your child has been booked in and is not going to attend that session/day. OSHC educators will write AA and initial this on the sign in sheet. In line with the OSHC booking and cancellation policy you will be charged for the session even if your child does not attend.

HOURS OF OPERATION

Burton OSHC is open for set hours. These are listed below and are tied directly with government legislation; insurance and child care benefit allocation of places.

Please note that OSHC educators have families, commitments and lives outside of working hours and we ask that you make arrangements for your children to be picked up from OSHC by someone else if you are going to be late collecting your child.

BEFORE SCHOOL CARE (BSC) opens from 6.30am until 8.30 am.

- Before School Care is open from 6.30 am – 8.30 am. No child is allowed on the premises until opening time. **Children are not allowed to be signed in to the service earlier than 6.30 am.**

AFTER SCHOOL CARE (ASC) is open from 3.05pm until 6.00pm

- After School Care is open from 3.05 pm – 6.00 pm. Children need to be collected by closing time. **A late fee may be charged after 6.00 pm if a child is not picked up on time.**

VACATION CARE (VAC) is open from 6.30am until 6.00pm.

- During the school holidays we are open from 6.30 am until 6.00 pm. Children need to be signed in and out by an adult on arrival and pickup. Children need to be collected by closing time. **A late fee may be charged after 6.00 pm if a child is not picked up.**

PUPIL FREE DAYS (PFD) are open from 6.30am until 6.00pm.

- During Pupil Free Days we are open from 6.30 am until 6.00 pm. Children need to be signed in and out by an adult on arrival and pickup. Children need to be collected by closing time. **A late fee may be charged after 6.00 pm if a child is not picked up.** Children will still need to bring a packed lunch and snacks to have throughout the day. **Please advise staff if you need your Child/ren booked in for Pupil Free Days.**
- School Closure **is not always available** due to staff attending Professional Development.

EARLY CLOSURE DAYS we open from 2.05pm until 6.00pm. Care will be provided and fees will be altered accordingly.

- On the last day of each term OSHC is open from 2.05 pm – 6.00 pm. Children need to be collected by closing time. **A late fee may be charged after 6.00 pm if a child is not picked up.**

CHILD CARE SUBSIDY (CCS)

CCS is available to you to help with the cost of OSHC fees. To ensure that the correct CCS is being applied to your account, please ensure that your details are up to date & correct on mygov.au & that we have your current details on our system.

When you enrol your child/children at OSHC we will ask for your Centrelink Customer Reference Number (CRN) and your Date of Birth (DOB) as well as the CRN and DOB of your child/children. We will use this information to process your CCS eligibility online by using the relevant software system to link you to our OSHC service.

It is suggested that families apply for CCS as soon as possible to ensure benefits are available when your child/children starts OSHC.

Upon enrolment at OSHC please bring in your CCS entitlement letter with you so that OSHC educators can sight your approval and ensure your details are correct.

CLOTHING AND SPECIAL ITEMS FROM HOME

Whilst every care will be taken with children's personal belonging (clothing), we do ask that you and your children assist us by labelling personal belongings and property. **NO toys or games** are to be bought to OSHC as in the past we have had things go missing, so please ensure your child does not bring any toys or games to OSHC unless it is written in the program.

Educators reserve the right to determine the suitability of certain items and if deemed inappropriate the item(s) in question will be placed in a locked cabinet for safekeeping and parent/guardian will be informed.

In keeping with the school policy all mobile phones must be handed in when the child comes to oshc.

LATE PICK UP

All child/ren must be collected by 6.00 pm. Please phone the service wherever possible, if you know you are going to be late.

OSHC Staff have families, commitments and lives outside of working hours and we ask that you make arrangements for your children to be picked up from OSHC by someone else if you are running late.

A late fee of \$15.00 for every 15 minutes. This extra fee is to cover the cost of overtime for staff. Payment for late collection must be paid by the parents/nominated caregivers either when they collect the child/ren or within 7 days.

When child/ren are left after the service closes the Director/OSHC staff will:

- Endeavour to contact the parent/guardian.
- Endeavour to contact the nominated emergency contact person and arrange for collection.
- In the event that this is unsuccessful, the Director/OSHC educator will contact Crisis Care who will work with local police to locate the parent/guardian.

PLEASE NOTE: OSHC EDUCATORS WILL FOLLOW DECD POLICY AND CHILDREN WILL BE LEFT IN THE CUSTODY OF THE SA POLICE IF THEY CAN NOT GET IN CONTACT WITH PARENTS AFTER 6PM

CANCELLATION FEE

WE HAVE A 1 WEEK CANCELLATION POLICY - WE MUST BE NOTIED ON THE FRIDAY PRIOR TO THE UPCOMING WEEK. THIS WILL MEAN THAT IF YOUR CHILD/CHILDREN ARE BOOKED IN FOR BSC, ASC OR VAC SESSION/S AND THEY DON'T ATTEND YOU WILL BE CHARGED AN ALLOWABLE ABSENCE AND STILL PAY FOR THE BOOKED IN SESSION.

Each child currently receives 42 Allowable Absences (AA) in a 12 month period. After using 42 AA's families will be required to pay full price for the session as CCS is no longer available to offset the costs. Please be aware that if a child is away in BSC and ASC that is classed as 2 AA days.

We understand that children (and sometimes their parents) can become ill suddenly. Unfortunately we still need to pay staff wages, buy food, materials and resources for the program. In VAC we are still charged for the numbers we have booked when we go out on excursions. Unfortunately this means that we need to charge you even if you have not attended the program. In exceptional circumstances please see the Director and we will try and be flexible if we can.

Please give us the appropriate notice for school activities, RDO's, holidays or changes to bookings to allow us to try and accommodate all families who use OSHC.

PRIORITY OF ACCESS

All primary school aged children are welcome to attend the service; however priority of access is given to:

- Children at Risk
- Working or Studying Parents
- Children/Parents with a continuing disability
- Respite

Parents/Guardians may be asked to provide evidence of priority.

PARENTAL INVOLVEMENT

Burton OSHC aims to encourage parent/guardian participation in all aspects of the program, especially in an advisory role on the Burton Primary School Governing Council who manages the OSHC program. However parents/guardians could support the program at any level they feel comfortable with.

All parents/guardians are welcome to:

- Join the OSHC Advisor Committee and meet the educators for a coffee and chat.
- Contribute ideas, resources, raw craft materials or donate food items
- Attend Burton Primary Governing Council meetings
- Attend OSHC meetings when they are arranged
- Provide feedback, suggestions, input into the Quality Improvement Plan (QIP)

We ask that parents/guardians ensure:

- They check the regularly for notices.
- Children are collected on time from OSHC
- Fees are paid on a weekly/fortnightly basis.
- Children are signed in and out of care correctly.
- Notify the service if an alternative person will be collecting their child from care; please ensure that they have ID

Lastly we ask that communication is maintained with the educators regarding the physical, emotional and mental well-being of your children, and that you keep us informed as to their attendance.

DUTY OF CARE

NO CHILD will be allowed onto the premises before 6.30am. ALL children MUST be signed in/out correctly by an adult over the age of 18 years or if prior arrangements have been made with the Director. OSHC educators are unable to take responsibility for children until they are signed in/out. Children not booked into OSHC are not allowed to be on the OSHC premises for any reason without the consent of their parent/guardian.

TOILETING PROCEDURES

At OSHC children will be encouraged to inform an educator that they are going to the toilet and let the same educator know when they get back. On **EXCURSIONS** an educator will accompany the children to and from the toilet and wait outside the door. They will then walk back together. Toilets are monitored by the OSHC educators regularly.

SIGNING IN/OUT GUIDELINES

Parents/guardians are required to use the following guidelines for signing in/out.

BSC – Children must be signed in on the attendance sheet by a parent/ nominated caregiver over the age of eighteen for each session unless prior arrangement has been made with the Director. Educators will sign out Before School Care children when they are leaving OSHC.

If a booked in child does not arrive for BSC an AA will be charged to the account.

ASC – Children will notify an educator that they have arrived and educators will ensure that all children are signed in and accounted for. **Children must be signed out correctly by parent/caregivers over the age of eighteen when they are picked up** unless prior arrangement has been made with the Director.

If a booked in child does not arrive an OSHC Educator will contact the school to confirm whether the child was collected by a parent or sent home early. Then staff will contact the parents. An AA will be charged to the account.

VAC – **Children must be signed in AND out correctly by a parent/ nominated caregiver over the age of eighteen or unless prior arrangements has been made with the Director for each session.**

If a booked in child doesn't arrive an AA will be charged in accordance with our cancellation policy.

NO CHILD WILL BE ALLOWED TO BE COLLECTED BY ANYONE NOT LISTED AS A COLLECTION AUTHORITY ON THE CHILD'S ENROLMENT FORM. ID WILL BE ASKED FOR BY OSHC EDUCATORS OF ANYONE NOT KNOWN AND OSHC EDUCATORS HAVE THE AUTHORITY TO ASK ANYONE NOT FAMILIAR TO THEM FOR ID.

PLEASE NOTE: THE OSHC DIRECTOR HAS THE RIGHT TO CEASE CARE OF CHILDREN WHO ARE CONTINUALLY NOT SIGNED IN AND OUT CORRECTLY.

Please keep educators informed of changes to emergency contacts and collection authorities.

THE OSHC PROGRAM

OSHC is a recreational play based program for school aged children. Educators will encourage children to make their own choices from a range of activities provided. Educators will respond to children's suggestions and activities are arranged and based on those suggestions. We aim to encourage children to develop self-determination and appropriate ways of using their leisure time.

On excursions, all children attending are required to go to the venue with the rest of the group. Participation in the activity will be the child's choice wherever possible. Due to educator ratio's on excursion if a child is unable to follow staff instructions and safety requests the parent/guardian will be contacted and asked to collect the child to ensure proper duty of care requirements and the overall safety of the whole group.

We will provide a program where children are encouraged to develop resourcefulness, responsibility and reliability in open-ended experiences, which allow children to develop personal interests and use free time creatively. We believe that school age children in care need opportunities for physical activities, self-expression and socialisation with peers. We will provide a program where children can have FUN

The program includes choices in activities:

- | | | |
|--------------------|---------------------------|------------------------|
| * arts and crafts | * Board games | * TV & DVD (vac) |
| * Box Construction | * reading | * Oval |
| * cooking | * outdoor play | * Gym/hall |
| * Nature Play | * quiet area for homework | * ERIC (computer room) |
| * Wii | * organised games | * Playground/Sandpit |

VOLUNTEERS

Education Department guidelines require ALL volunteers to have a police check/ DCSI criminal check to be able to volunteer within the school and this includes OSHC. As we are on DECD school premises we are required to follow this guideline, which includes DCSI criminal checks on high school students. Children under the age of 15 are ineligible to volunteer at OSHC. Volunteers are also required to undertake RAN training prior to commencing with our service.

SUN SAFE INFORMATION

OSHC will adhere to the Burton PS Sun Protection Policy. Copies of this are available from the school. This runs in Terms 1, 3 and 4. We follow a NO HAT/ SHADE PLAY principle when appropriate. Burton OSHC play areas are mostly undercover so hats will be required on the oval. If a child has no hat they are able to stay in the shaded/protected areas. **Baseball caps are not allowed to be worn at OSHC** because they do not protect the children's neck and ears. We ask that each child be provided with either a broad brimmed, bucket or a legionnaire's hat to use at OSHC. Hats can be purchased from OSHC for \$5:00

Children and educators are required to wear hats whenever they are outside on the oval. If they do not wear a hat they will be required to remain in shaded/ protected areas.

Children and educators are to use sunscreen which is provided when UV rating is over 3. Parents/Guardians will need to supply sunscreen for their child/ Children to use if they don't want to wear the one OSHC supplies.

OSHC VALUES

At Burton OSHC we have certain behavioural expectations of children attending the OSHC program. We state that children have rights as well as responsibilities (see enrolment form for the OSHC behaviour agreement)

OSHC follows the Burton school values. They currently are:

- | | | |
|------------|---------------|-----------|
| → RESPECT | → COOPERATION | → SAFETY |
| → FUN | → TEAMWORK | → HONESTY |
| → LEARNING | → FRIENDSHIP | |

INFECTIOUS DISEASES

OSHC abides by the Health and Community Services guidelines for exclusion of children with infectious diseases.

Children suffering from infectious diseases are excluded from OSHC for the length of time specified in the NHMRC "Recommended period of exclusion in schools and childcare" document.

Children already suffering from an infectious disease will be withdrawn from the main group and their parent/guardian will be contacted to collect the child as soon as possible. The child will not be readmitted to OSHC until the period of exclusion has been completed or a certificate from a medical practitioner declares the child able to return. **Notification will be made to all parents/guardians via the notice board in the event of an infectious disease outbreak.**

RESPONDING TO ABUSE AND NEGLECT

Any OSHC Educator, who believes they have "reasonable doubt" in regard to any child's emotional, physical or cognitive wellbeing, will report their concerns directly to Child Abuse Hotline as required by the mandatory reporting laws. OSHC educators are all mandated notifiers and required by law to report any suspected child abuse. All educators employed at OSHC have completed mandated training.

ILLNESS AND ACCIDENT

Children who are ill or suffering from a contagious disease will not be able to attend the service.

In the event of a child becoming unwell during the program, they will be comforted and cared for by OSHC educators and the parents/guardian or emergency contacts will be advised to come and collect the child as soon as possible.

When a minor accident occurs at the service, educators qualified in first aid will:

- assess the injury
- attend to the injured child and apply first aid
- contact the parent (depending on the nature of the injury). If the parent is not contacted at the time of the accident they will be informed about the incident when they arrive to collect their child
- write full details about the incident and the treatment given in the Accident/Illness Record.

It is the responsibility of the educator in charge to ensure appropriate hygiene standards are observed for all children while attending care. This includes prompt attention to blood spills etc. These measures, combined with responsible supervision assist in safeguarding the health and wellbeing of all children attending the service.

If a child is injured at OSHC or on an OSHC activity/excursion and the certified supervisor considers that the child's condition is sufficiently serious to warrant attendance by an ambulance, an ambulance will be called. The ambulance service will render an account in the name of the parent of the child concerned. OSHC Educators will not transport a sick or injured child.

FOOD AND NUTRITION

The focus of the program regarding food consumed will revolve around a variety of different foods. This includes breakfast in the morning and afternoon tea. We encourage children to bring in healthy snacks if they wish to provide their own snacks.

BEFORE SCHOOL CARE

A variety of hot and cold breakfast foods are available to children until 8.00 am. The menu includes a variety of healthy cereals eg. weet-bix; toast with a choice of spreads, plus fruit juice or milo. Children are not permitted to consume food packed in their school bag during the morning session. Children will be encouraged to help in food preparation and clean up.

- **Children from year 5 -7 may be permitted to play handball or whiteboard drawing in the gym in BSC if arranged with an educator first.**

AFTER SCHOOL CARE

A variety of hot or cold afternoon tea snacks are available to children between 3.05 pm and 3.30 pm. Children will be encouraged to help with food preparation and clean up whenever possible.

VACATION CARE

A variety of hot and cold breakfast foods are available to children until 8.00 am. The menu includes a variety of healthy cereals eg. weet-bix, toast with a choice of spreads, plus fruit juice or milo.

OSHC does not provide recess and lunch in Vacation Care so please pack these things including a drink bottle for your child. The VAC program will advertise **NO LUNCH** days when we will cook lunch and on these days, lunch is not required. **Please do not send food that required heating up.**

Fruit is provided for afternoon snacks during VAC from 3.05pm until 3.30pm.

CHILDREN ARE ASKED TO BRING THEIR OWN WATER BOTTLE DURING VACATION CARE WE DO HAVE PURA TAP WATER FOR THE CHILDREN TO USE.

PARENT /GAUDIANS GRIEVANCES

The opportunity for parents/guardians to air their grievances is available through either the OSHC Director or with the Principal who is the line manager of OSHC. It is requested parents do not discuss grievances in front of children or other educators. It may be that an appointment with the OSHC Director will need to be made.

Under no circumstances should a parent approach or address another child within the school grounds or immediate vicinity in respect to a concern or complaint. The matter must be raised with a staff member, not individual children.

We encourage you to take the first step in talking to the Director in the first instance.

Please feel free to make suggestions and give us regular feedback, which may help us to provide a better service for you and your children.

MEDICATION MANAGEMENT

Medication will only be given by OSHC educators to a child if a current Medication Authority form has been completed by the child's doctor and accompanies the medication.

Medication can only be given at OSHC if it is prescribed by a doctor and has the original label detailing the child's name, required dosage and storage requirements. A medication authority form has been completed by the child's doctor and/or parent.

If the medication is pharmacy prescribed then the parent will need to have completed the medication authority form and the medication will come to the service in its original container.

Please give medication directly to the OSHC educator when you arrive at OSHC, do not leave any medication in the child's bag unless it is asthma medication. Medication must be accompanied by the Medication Authority form or staff will be unable to administer medication to the child.

Any medication found on children without parental permission will be confiscated and handed back to the parent.

Where medication is required for the treatment of long-term conditions or complaints, such as asthma, epilepsy or ADHD, the service will require a doctor completed health support and medication plan from the child's medical practitioner or specialist detailing the medical condition of the child, the correct dosage and how the condition is to be managed.

Medication Authority forms will be reviewed regularly in accordance with doctor's instructions of start and finish dates of prescribed medications. Long term medication authority forms will be updated annually.

HEALTH SUPPORT PLANNING

Where a child has a known allergy it should be recorded on the enrolment form and all educators made aware of it. Allergies will require a health support plan filled out by a doctor. Please ask one of our friendly educators for a form if required.

Children with allergies that may require medical attention will need to provide a health care plan, to indicate the steps involved so staff can provide the necessary care and support for that child.

Parents/guardians will need to inform educators upon enrolment if their child/children will require immediate medical attention for severe allergic reactions eg. Epi-pen. An up to date health support plan will need to be provided so that educators training can be organised before the child commences at the program. NQ educators can administer an Epi-pen without training.

Communication between parents and OSHC educators will ensure safety of children attending the service in regard to their health needs.

PRE-SCHOOL CHILDREN

The OSHC program is available for all children attending primary school.

The program will allow limited access for non-school aged children are over the age of four years & 9 months. Conditions apply.

- * Families must already be accessing the service on a regular basis with a school aged child.
- * Families must enquire, enrol and book in advance.
- * Pre-school children are only able to access the before school care program or if prior arrangements have been made with the Director.

ENROLMENT AND BOOKINGS ARE AT THE DISCRETION OF THE DIRECTOR and will take into consideration the needs of the child and the ability of the service to meet those needs within the available resources. This decision is made on an individual child basis and is final.

The service will not accept an enrolment of a non-school aged child from a family who is new to the service or not in regular attendance.

The service reserves the right to refuse a booking for a non-school aged child.

MY TIME OUR PLACE /EARLY YEARS LEARNING OUTCOMES

Burton OSHC uses the "My Time Our Place" school aged care learning framework in our planning and programming of activities, experiences and excursions for children attending the OSHC program.

There are 5 learning outcomes for children that we plan for and document in various ways including photographs and stories. The 5 learning outcomes for children are:

- ⇒ Children have a strong sense of identity
- ⇒ Children are connected with and contribute to their world
- ⇒ Children have a strong sense of wellbeing
- ⇒ Children are confident and involved learners
- ⇒ Children are effective communicators.

CHILDREN'S BEHAVIOUR

EVERY PARENT/GUARDIAN IS TO RECEIVE A COPY OF THIS DOCUMENT.

There is a need to set clear expectations to ensure that all children feel safe, secure and free from harassment. These expectations are negotiated with the children, displayed and made known to all children.

OSHC BEHAVIOUR STEPS

If a child displays unacceptable behaviour the following steps will be implemented:

- Step 1 - Child is spoken to about their behaviour by a staff educator. Child is given a warning.
- Step 2 - Child is asked to move away from the situation to play elsewhere. A staff member discusses their behaviour choices with the child and where possible an educator will try to distract that child who cannot self-regulate, then a 2nd and final warning is given.
- Step 3 - Child is asked to sit down near the OSHC office in the foyer or just outside the OSHC door in view of educators and cool down. The parent/guardian will be contacted by phone and asked to speak with their child about their behaviour.
- Step 4 - They will be given 3 warnings; first time any negative behaviour occurs they will receive a Blue slip 2nd time Green and lastly an Orange slip. If the behaviour does not improve and/or there is physical violence or abusive language from the child they will receive a suspension notice and the parent / guardian will be contacted by phone and asked to collect the child from the service within 1 hour. The child will be suspended from OSHC for a period of time.

THERE IS ONGOING DOCUMENTATION OF ALL SERIOUS MISCONDUCT

- * If the behaviour persists over time the Director may negotiate a behaviour contract with the parents and the child. A meeting will be made out of OSHC operating times and at this stage the management committee may be informed.
- * In the case of continued & persistent inappropriate behaviour the OSHC Director will consider excluding the child from the program for a period of time or may result in permanent expulsion from OSHC.
- * In the event a child behaves in a manner, which causes or is likely to cause injury to any other child, staff member or themselves, the parents/Guardians will be contacted immediately to collect the child. If the child is unable to be picked up in under 1 hour an emergency staff member will be contacted to provide one to one supervision until the child is collected. The cost of this staff member's wages may be recovered from the parent at this time or by arrangement made with the Director.

NATIONAL QUALITY STANDARD

Burton OSHC complies with the National Quality Standard of all Education and Early Childhood Services in Australia. We develop a Quality Improvement Plan annually and are assessed by the Education and Early Childhood Services Registration and Standards Board of South Australia to ensure we meet national requirements.

Our Quality Improvement Plan for 2019 can be found in the OSHC room. Please see the Director with any questions you may have about this process and our participation in the National Quality Standard.

FEEDBACK FROM FAMILIES AND CHILDREN

Burton OSHC values feedback from children and their families about their experience with our OSHC program. Positive and negative feedback is welcomed by our educators as this helps us improve our practice and to meet the needs of our community. We need to know when things are not working so we can fix them as much as we like to know when we are doing well. Please pass on any comments your children share with you so we can get to know your child/children and your family better.

We collect feedback verbally, OSHC families FB page, through surveys periodically throughout the year. Children give us feedback when they are at OSHC through group brainstorms, feedback book and Vacation care. Children also do surveys occasionally when in OSHC with older children asking questions and writing the responses. We have discussions in ASC to get a wider range of feedback from children.

All of this wonderful information & feedback assists us in creating a cohesive & holistic Quality Improvement Plan (QIP) that ensures that we meet everyone's needs.

