

Port Noarlunga Primary
OSHC AND VACATION CARE
Family Handbook

10 James Avenue
Port Noarlunga SA 5167

Mobile Telephone No: 0405-334-676

OSHC Telephone No: 8384-5612

Reviewed: August, 2017

Port Noarlunga Outside School Hours Care Program

Brief History

Port Noarlunga Out of School Hours Care (OSHC) and Vacation Care has been operating since 2001. Both programs share the same area, the same philosophy and work together to provide a safe and happy environment for your children.

Philosophy

At Port Noarlunga Primary School (PNPS) OSHC and Vacation Care we believe that each child has the right to be an active member of the community in which they live, to express their opinions and have their views considered in any decision that may affect them.

We believe that, in the best interest of the children, it is their right to play, learn, develop and explore their environment with adventurous play in a safe and nurturing environment. This is the primary consideration in all the decision making at the Service and is visible in the actions, interactions and daily work with the children.

We acknowledge that parents and families are the child's primary nurturers and that respectful, collaborative relationships strengthen the capacity and efforts of families and care services to support their children and promote each child's health and well-being.

We believe that the right to equitable access and participation in the community is a right for every child at our Service.

At PNPS OSHC and Vacation Care we believe that children have the right to have their individual and cultural identity recognised and respected and we value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.

Port Noarlunga Primary School OSHC has a number of goals on which our service is based. These goals evolved from the outcomes for children outlined in the National Quality Standard for Early Childhood Education and Care and School Aged Care.

Our goals are to encourage children to:

Have a strong sense of identity

At PNPS OSHC and Vacation Care, we aim to teach children to demonstrate a capacity of self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when faced with challenges.

Be connected with, and contribute to, their world

At PNPS OSHC and Vacation Care we aim to teach children to demonstrate awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen and to respect diverse perspectives.

Have a strong sense of well-being

At PNPS OSHC and Vacation Care we aim to teach children to show self-regulation and manage emotions in ways that reflect the feelings and the needs of others by showing respect, responsibility, independence, caring and honesty for all children and adults. This statement incorporates and reflects the School's values and makes for a seamless transition from School to OSHC and vice versa.

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Be confident and involved learners

At PNPS OSHC and Vacation Care we encourage children to participate in decision-making and to take responsibility for their own learning by reflecting on past experiences and harnessing their current interests to provide opportunities for meaningful learning. Successful outcomes for children's learning are fostered so that confidence is built and new challenges are happily anticipated.

Be effective communicators

At PNPS OSHC and Vacation Care we aim to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

Organisation Chart



Service Policy

Copies are available at the Service. Please see the Director.

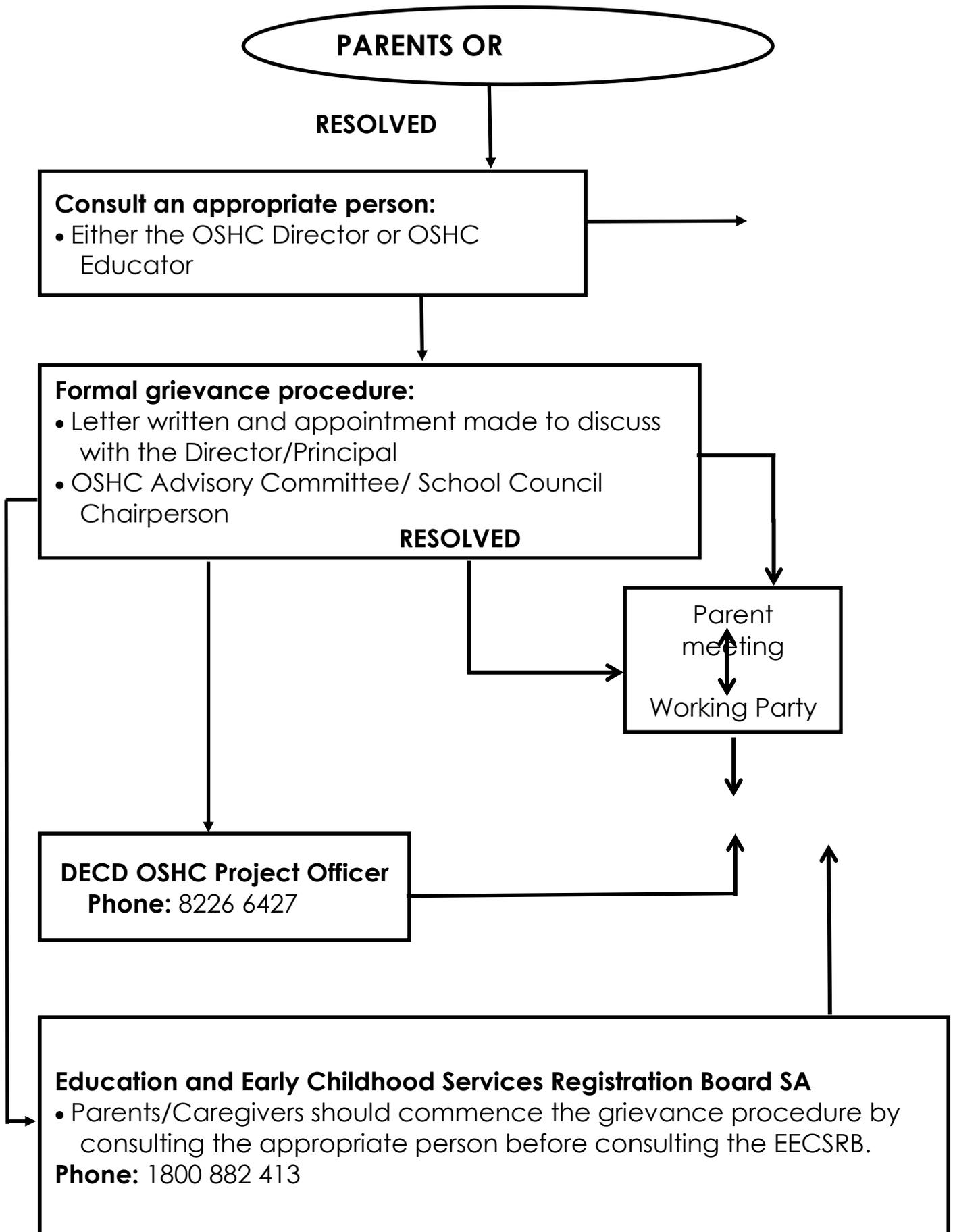
Parent Involvement

As you can see by our organisation chart, you can become involved at OSHC by becoming a member of our OSHC Advisory Committee which meets twice a term for an hour on each occasion. This Committee makes recommendations to Governing Council about the day to day running of the Service. Just let the Director or the Principal know that you would like to join the Committee. Another way to be involved is to share your hobbies, interests, skills or career with the children. OSHC Staff can always organise a time during Vacation Care or After School when you can showcase your talents.

How to contact us

We welcome your feedback about the program either through our suggestion box in the foyer, face-to-face when you drop off or collect your children, by telephone conversations either on 8384-5612 or 0405-334-676, via email at robyn.harris760@schools.sa.edu.au or text/voice message on 0405 334 676. Text/voice messages seem to work best if you have a question or a booking enquiry that needs urgent attention. We are always happy to discuss any issues, concerns or good news with our parents/caregivers but suggest that you ring the OSHC Mobile (0405-334-676) to make an appointment to see the Director if you require more than five minutes for an informal chat.

GRIEVANCE PROCEDURE CHART



Size of the Service

Port Noarlunga OSHC and Vacation Care is licensed for 30 child-care places for Before School Care, 48 children for After School Care and 48 children during Vacation Care. Currently we have vacancies for morning, afternoon care and vacation care on most days. However, Tuesdays, Wednesdays and Thursdays during term time are always busy. Excursion days, during Vacation Care, are also very popular and so it is a good idea to get your bookings in early to guarantee your place on the bus. With the number of children that we care for daily, we really can build good relationships between the children and families and can give individual attention to each child. This is reflected in the program offered which sparks the children's interest.

Accreditation Status and National Standards

We have been accredited by the Australian Children's Education and Care Authority (ACEQA) as exceeding for National Quality Standard for educational program and practice, relationships with children and staffing arrangements. We also met the National Quality Standard for children's health and safety, physical environment, collaborative partnerships with families and communities and leadership and service management. We work and plan the program within the guidelines of ACEQA and adhere to their National Laws and Regulations that are monitored by the Education and Early Childhood Services Regulation and Standards Board of SA.

Where you will find us

OSHC and Vacation Care operate from the Sharrad Hall. The building is located opposite the main school buildings and is the long white one that adjoins the staff car park. |

Operating Hours

Vacation Care: 7.00 am until 6.00 pm during every school holiday period with the exception of Public Holidays.
During the Christmas holiday period, Vacation Care operates for four weeks and is closed for two weeks between Christmas Eve and New Year's Day (including Public Holidays)

Before School Care: 7.00 am until 8.30 am daily during school terms

After School Care: 3.15 pm until 6.15 pm daily during school terms except Tuesday which is an early closure day when we are open from 2.15 until 6.15 pm

Pupil Free Days: 7.00 am until 6.00 pm

Early Dismissal: At the end of each school term – 2.15-6.15 pm

If you have a concern, please do not discuss it in the playground among your peers. Please make an appointment with the OSHC Director/Educators who will make every endeavour to settle any grievances. We cannot help if we do not know. After consulting the appropriate person, if you are still unsatisfied, you may instigate the formal grievance procedure.

Fees

Fees are reviewed annually. For the 2017-18 Financial Year, they are:

- Before School Care: \$17 per session (includes breakfast)
- After School Care: \$24 per session (includes afternoon tea)
- Vacation Care per day including excursions: \$50 per day
- Pupil Free Days: \$50 per day

Who can use the Service?

All members of the community may use this Service. Commonwealth guidelines identify priority of access as follows:

1. A child at risk of serious abuse or neglect.
2. A child of parent/s who satisfy the work/training study test under Section 14 of the Family Assistance Act.
3. Any other child.

Our Service provides care for children with special needs. Training of staff and funding needs to be accessed for their care which may mean delays in using the Service. Families are advised to contact the Director as soon as possible to make the necessary arrangements for the successful inclusion of their child.

Age stipulation

The service is available for children from 5 to 13 years. Children are counted as school-aged if they are four and commencing school in that year.

How to enrol

1. Make an appointment to see the OSHC/Vacation Care Director to collect a "new parent pack" which contains an enrolment form.
2. Complete the enrolment and medical forms and make a copy of any Court Orders regarding who can have access to the child/ren prior to attending OSHC or Vacation Care. Enrolment forms are updated annually, but if you have a change of address or 'phone number, please always advise the OSHC/Vacation Care Director as well as the School.
3. Provide your Customer Reference Numbers to the Service so that Child Care Benefit is applied to your fees which are therefore reduced. If you do not have Customer Reference Numbers, you can ring 13 61 50. The Customer Services Officer will ask you about your joint family income for the current financial year. Once CCB has been approved, a letter will be sent to your home. Without Customer Reference Numbers and

dates of birth of children and parents, the full fee is charged. Fee relief (CCB) can only be back-dated for 28 days, once CCB has been approved, so do not delay! The 'phone number is operational from 8.00 am until 8.00 pm Monday to Friday or you can make your claim on line at: www.humanservice.gov.au/customer/information You can also make enquires at Centrelink about Child Care Rebate (the Commonwealth Government's income tax incentive) that can further reduce your fees. There is a residency pre-requisite for Child Care Rebate.

4. Pay the \$50 bond which is refunded when the family leaves the service.

Bookings

It is essential that children are booked into care so that they are expected, their safe arrival can be monitored and also so that the staff to child ratio is correct under the Regulations overseen by the Education and Early Childhood Services Registration and Standards Board of SA. Bookings are taken at the commencement of each term. Always ring 0405-334-676 if you have an urgent need for casual care. Usually we can accommodate casual bookings even if you ring at 7.00 am on the morning that you need care. We always try to be flexible however, sometimes we may be fully booked so please be understanding. We are aware that initially, parents and caregivers are often employed casually and do our best to accommodate those last minute bookings that have no warning. Tuesdays and Thursdays are our busiest afternoons.

OSHC

Programs are displayed in the Sharrad Hall and change weekly. Casual bookings can be made by visiting the Hall and speaking to an OSHC Educator. If there is no OSHC Educator present, a message can be left in the parent communication book found next to the sign-in/out station. Bookings can also be made by text message at 0405 334 676, e-mail at robyn.harris760@schools.sa.edu.au or by contacting the School Services Officer in the administration block on 8382-2455. Messages are then passed onto OSHC Educators. Casual bookings cannot be guaranteed and are dependent upon availability.

Vacation Care

The program (including an enrolment and consent forms) will be available from week 8 each term and can be collected from the School's front office or from the OSHC office in the Sharrad Hall. Parents are also e-mailed the booking forms in week 8. Bookings can be made by returning the forms to the front office or to the OSHC Director's Office prior to week 9 of each term. The number to ring for emergency bookings during the holidays is 0405 334 676.

How to cancel a booked session without incurring a fee

If you need to cancel a booked session for OSHC or Vacation Care, the telephone numbers you will need to remember are 0405 334 676 and 8384-5612. Text messages or voice mail messages can be left at the mobile phone number if you cannot speak to a staff member in person or you can leave a message with the School Receptionist on 8382-2455. The other alternative to use to contact OSHC/Vacation Care Educators (who are all working either casually or part-time), is to leave a written message in the parent communication book located by the parent sign in-out station in the Sharrad Hall. **It is really important that telephone calls or messages are left within the deadline** for cancellations which are:

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1. Before School Care: by 6.00 pm of the day prior to your booking

2. After School Care: by 9.00 am on the day of your booking
3. Vacation Care: 5 working days' notice required to cancel without fee

Please ring us. If you miss the deadline or do not contact us at all, then you will be charged for the full session.

The exception to the cancellation rule is if children are sick. A doctor's certificate needs to be produced in order that the fee for expected attendance is waived.

Sick children

Having stated the conditions for cancelling a booked session of care, please remember that OSHC/Vacation Care is no place for sick children who need to be under the care of a trusted adult/parent during this time. Please do not send unwell children or children with contagious diseases to care. If you are unable to collect them on a particular day, please ensure that there is an emergency contact person listed on the enrolment form who can come in your stead if children are unwell. Only prescribed medications (in their original containers) can be administered to children by the OSHC staff. Please do not send unwell children to care with over the counter medication such as cough syrup or Panadol. Childhood is a time where immunity to diseases is built up over time and sick children belong at home however inconvenient it is for families.

If your child becomes unwell while at the Service, the parent or caregiver or emergency contact person will be contacted by telephone and asked to collect the child from care. The child will be comforted and cared for until the child is collected.

Infectious Diseases

There is a South Australian Government Publication entitled "You've Got What?" that is kept in the foyer of the Sharrad Hall. It lists common childhood infectious diseases, how they are spread and how long children are to be excluded from care while they have the contagious infection. Please inform the Director if your child contracts an infectious disease as all families who use the service will need to be informed. No names will be used when informing parents about health information.

Accidents:

If a minor accident occurs, staff qualified in first aid will:

1. assess the injury, attend to the injured child and apply first aid;
2. contact the parent (depending on the nature of the injury)

If a more serious accident which requires more than first aid, the staff member qualified in senior first aid will:

1. attend to the injured child and apply first aid;
2. assess the injury and decide whether to call an ambulance

Parents or caregivers need to ensure that the First Aid Log that has been completed by the OSHC/Vacation Care staff is signed.

Children's health needs and medication

Staff will assist with children's medication if:

1. it is prescribed by a doctor, with an accompanying letter and is in the original container with a label detailing the child's name, required dosage and storage requirements;

2. It is over-the-counter medication that has been authorized by the child's doctor;

3. The parent has signed the Service's Medication Plan.
4. Please ensure that you put detailed health needs in the required sections of the enrolment form. A Health Care Plan will need to be provided by families with special needs.

For more detailed information, please see the OSHC/Vacation care Director.

Induction for new children

New children are introduced to all staff and other children. A "buddy" is assigned to them for their first day to help with their inclusion into the OSHC/Vacation Care group. A tour of the premises, including where to find the toilets, and an outline of the rules is also given to new children on their first day of attendance.

Transition from School to OSHC

Junior Primary children who are booked into After School Care are met at the OSHC 'bus stop' outside the Junior Primary Unit after the dismissal bell goes at 3.15pm. Primary school age children make their own way to OSHC after the final school bell at 3.15 pm. All children are checked off the booking sheet roll and any absentees are followed up immediately by OSHC Educators.

Arrivals and departures

OSHC

The Attendance Records (Booking Sheets) are legal documents. Parents/Caregivers must sign children into care at Before School Care and must sign them out of After School Care. Without signatures, Child Care Benefit can be with-held. It is therefore imperative that if an OSHC Educator telephones you regarding a missed signature, that you correct its omission within a few days.

Vacation Care

Children attending Port Noarlunga's Vacation Care Program need to be signed in and out by their parents or caregivers on every day that they attend.

If you are running late

The world is an imperfect place where unforeseen circumstances such as accidents or road works can cause parents or caregivers to be late when collecting children. **The Service is normally closed at 6.15 pm.** A telephone call to explain that you are running late would be appreciated because sometimes OSHC staff has their own appointments after shifts at work are completed.

If we do not hear from you and children have not been collected by 6.15 pm, the following procedure will take place:

- Within five minutes a staff member will attempt to contact the parent or caregiver. If they do not answer the telephone call, then the staff member will ring the emergency contacts that are listed on the enrolment form.
- A late fee of \$1 per minute will be charged from 6.15 pm and will be expected to be paid in cash to the OSHC Educator when the child/ren they are caring for are collected.
- If no contact can be made either with either the parent or caregiver or with the emergency contacts, OSHC Educators will contact Crisis Care and report the children

as “abandoned”. Depending on the estimated time of arrival of the Social Workers, the OSHC Educators will either wait at the Service for them to arrive so that they will take the children into care or they will take the children to the Christies Beach Police Station. If the children are taken to the Police Station, a note explaining this action will be displayed on the door of the OSHC building.

Accounts

Accounts are e-mailed weekly during term time and during Vacation Care (usually on Fridays) and can be paid for in cash, by EFTPOS with a credit card or BY EFT over the inter-net. **The BSB is 105-119 and the Account No. is 049783240** for these transactions. If the OSHC office is unattended, cash can be left in an envelope with the School Receptionist.

Non-payment of fees

Please keep us informed if there are reasons why accounts are unpaid. As a general rule, Governing Council has decided that once an account reaches \$200 and has been outstanding for 28 days, the child/ren are disqualified from attending care. The exception to this rule is if the parents or caregivers make arrangements in writing with the Service to pay regular instalments on the money owed until the account is finalised. The instalment must be for the whole current week’s care plus some of the arrears. When instalment agreements are not met, or if parents/caregivers leave accounts unpaid, those accounts are sent to the Small Claims Court.

Healthy Eating

For children to keep up their energy levels in our active OSHC and Vacation Care program, they need to eat a variety of food. The lunches and afternoon snacks that we provide are balanced and healthy, meeting the Australian Dietary Guidelines for children and the Right Bite Healthy Food and Drink Supply Strategy for South Australian Schools and Pre-Schools. We encourage the children to make healthy food choices (low sugar, low fat and high fibre). We have several children with nut allergies who attend our program and discourage families from sending peanut butter or hazelnut spread. Below we have provided some simple, tasty and nutritious ideas for you to include in your child’s lunch box. You can use the ideas listed below or you can come up with your own. If you have a healthy recipe or lunch box idea, please let us know and we will pass them onto other parents through “Porties Post”, the official newsletter of Port Noarlunga OSHC and Vacation Care that is sent home regularly each term.

Snacks

Fruit	Muesli bars – no nuts	Yoghurt
Cheese sticks	Sultanas	Fruit muffins
Fruit scones	Vegetable sticks	Salsa dip
Raisin bread	Rice crackers	Plain popcorn

Lunch ideas

Chicken and lettuce wraps
Home-made pizza
Salad/ham or cheese sandwiches with brown and white bread
Quiche
Salads (lettuce, cucumber, cherry tomatoes and carrot sticks)
Wholemeal rolls and soup or tinned tuna and crackers

Try to limit the cakes, pies, pasties, instant noodles, chips, dips and lollies and use them for occasional treats at home. Always remember to include a drink. Water is recommended. You are encouraged to pack a late afternoon snack for your children if you expect to collect them later than 5.00 pm

Behaviour

We follow the School Values of respect, responsibility, independence, caring and honesty and have a Behaviour Management Policy. You are welcome to ask for a copy of this policy when you enrol your children. We have a Behaviour Management Policy to:

- ensure that the Service is a safe, secure and enjoyable place for everyone;
- ensure that the Service has a relaxed, recreational, comfortable and stimulating environment;
- foster development and enhance respect for everyone's feelings, rights, property, equipment and safety;
- foster and develop self-management and self-discipline on the part of the child;
- foster and develop each child's responsibility for their own activities and actions;
- implement the MATES principle

Manage your own behaviour

Always follow instructions

Take care of others and property

Everyone co-operating and involved

Smile and have fun

Children are encouraged to:

- participate in the development, implementation and review of behaviour management practices (the rules);
- engage in collaborative and co-operative relationships with staff and other children using the Service;
- Behave so that others feel safe and free from harassment;
- Take responsibility for their actions.

Appropriate behaviour

At Port Noarlunga OSHC and Vacation Care OSHC Educators believe in building strong and happy relationships with children and families. We are always on the look-out for children whose behaviour reflects the School Values of caring, respect, responsibility, independence and honesty. Children who do show appropriate behaviour are acknowledged with certificates at our School Assemblies and honoured at the end of each Vacation Care Day. We expect children to:

- follow instructions promptly and without arguing;
- play appropriately with others;
- speak politely and use manners;
- respect people, property and themselves;
- play within the boundaries set and within sight of a staff member;
- use equipment appropriately
- ask for help from a staff member once they "have given it a go" themselves;
- help to clean up

Inappropriate behaviour

Unfortunately, sometimes as children learn the right way to behave, inappropriate responses to circumstances occur. This will lead to a consequence for the child.

Minor disruptive behaviour

- Identify the rule which has been broken, reinforce positive behaviour.
- Reminder/warning.
- Child to spend time away from group/reflection time (5-10 mins).
- Restorative questioning of the child and others.
- Staff support the child to re-enter the group and to make things right or to find an alternative activity for the child until they can do something to make it right.

On-going disruptive behaviour

If a child becomes increasingly disruptive or poses a danger to other children or staff using the Service, the child's parents will be contacted to collect the child. A "recorded time out" notice which briefly describes the inappropriate behaviour - will be given to the parents to sign. If three recorded time-outs are received by any one child in a term of OSHC Care, the child can be suspended for five days. During Vacation Care, if three recorded time-outs are received by any one child during the two weeks of the April, July, or October holidays or during the four weeks of the Christmas holiday period, the child can be suspended from vacation care for the duration of that vacation care period.

Please note that in the event that a student is suspended from school, that child cannot use the OSHC Service for the duration of the suspension.

Mobile phones

We understand that many older children have mobile 'phones for safety reasons as they sometimes catch buses or ride home on bikes without parental supervision. As children are safe at OSHC and Vacation Care, mobiles are to be stored in the OSHC Director's Office or kept turned off and stored in children's bags. They are not to be used during sessions of care, nor are they to be used to play the inbuilt games. Bringing a mobile phone to care at Port Noarlunga is at your own risk and the Service cannot be held responsible for loss or damage. If parents wish to speak to their children or leave a message for their children while in care, they are encouraged to do so via the OSHC mobile – 0405 334 676.

Other electronic media

OSHC and Vacation Care sessions are social occasions where children meet others and friendships are formed. The bringing of hand-held electronic games, I-pods, etc. is discouraged. Arguments are avoided if children use the games we have at the Service and time spent using them can be monitored. Bus trips, train rides and boat cruises are meant to be times when children can observe, speak to each other and have other kinds of fun as well as practising patience. Trips and excursions miss their mark when children are glued to electronic media!!

Spending money

Please do not send spending money with children if we are going on excursion, especially if we are going to the swimming pool or the movies. The Advisory Committee together with the OSHC Educators has made this decision in order that equity is maintained at the Service.

The staff-child ratios do not allow for a group of children to go “shopping” when we are out and about. Treats can be brought from home and added to lunch boxes.

Movies and other games

Sometimes children who attend our Service have a favourite CD, DVD or game that they would like to bring to care to share with friends. While we always encourage a caring and sharing attitude between children, please be aware that the census rating must be “G” and that it is brought to the Service at your own risk with no responsibility taken by us for loss or damage to the item.

Need any more information?

Congratulations if you have read all this information – it’s a long document and hard going when you are new - but everything written is very necessary! If you are still concerned about leaving your children with us, drop by for a chat. The Director is at OSHC from 7.00 am until 3.00 pm daily during term time. All the OSHC Educators are very friendly and approachable. We understand how valuable children are!! If you don’t have time for a chat in person, ring us either through the School on 8382-2455 or on our mobile at 0405-334-676. It is best to avoid the 3.00 – 4.00 pm timeslot in the afternoon which is our busiest time when we are collecting children and serving them afternoon snack!