

Port Noarlunga Primary  
OSHC AND VACATION CARE  
Family Handbook

53 Anderson Avenue,  
Port Noarlunga SA 5167

Mobile Telephone No: 0405-334-676

OSHC Telephone No: 8384-5612

Reviewed: October, 2024

## 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.

At PNPS OSHC, we believe that children have the right to have their individual and cultural identity recognised and respected. 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 Standards.



Our goals are to encourage children to:

**Have a strong sense of identity**

At PNPS OSHC, 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, 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, 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.

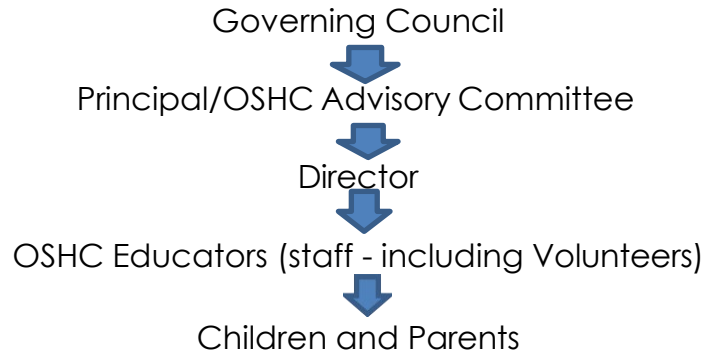
**Be confident and involved learners**

At PNPS OSHC, 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, we aim to teach children to convey and construct messages with purpose and confidence. This includes conflict resolution, following directions by modelling language, 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.

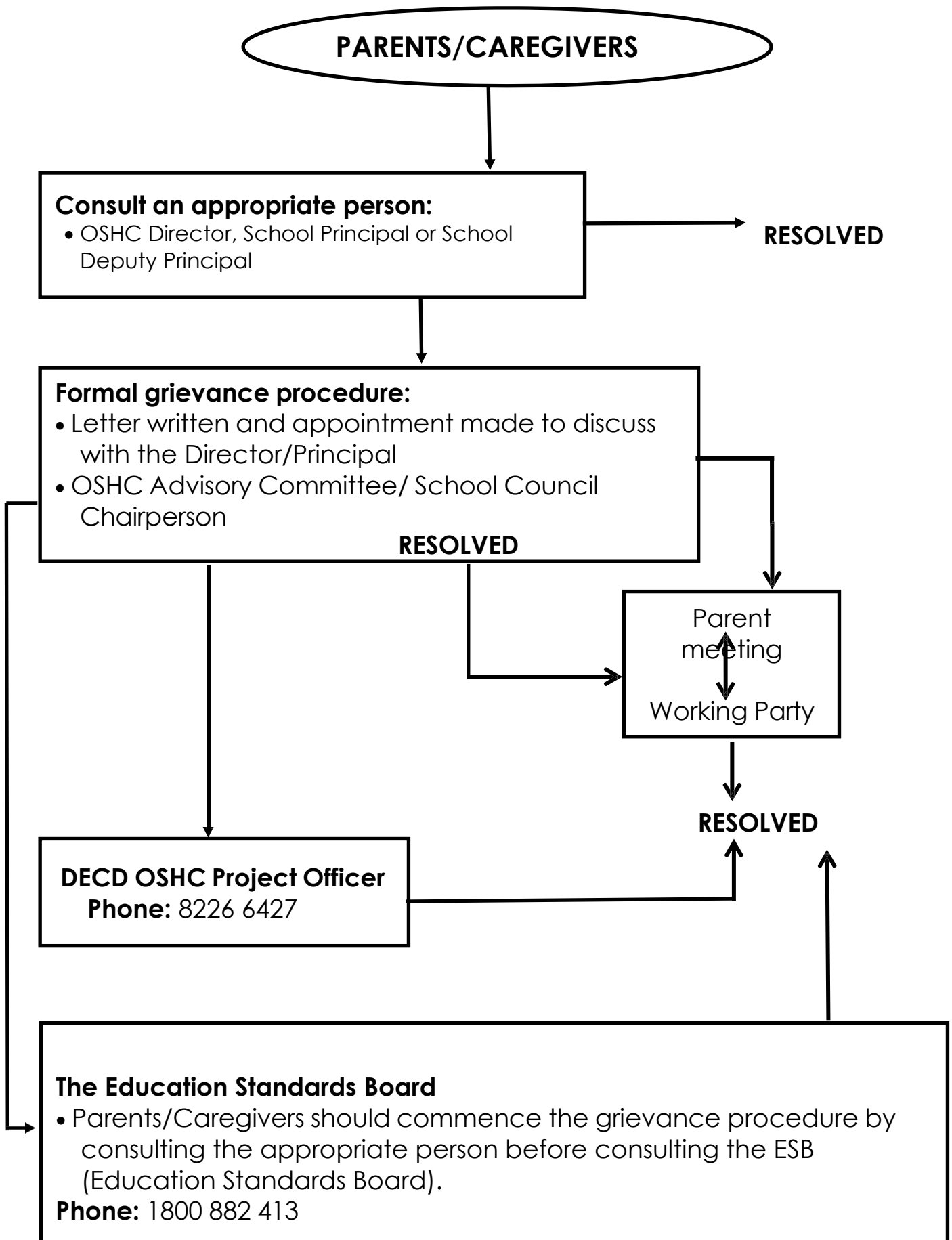
### Parent Involvement

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 and the day to day running of OSHC. You can provide feedback through our suggestion box, face-to-face when you drop off or collect your children, by telephone conversations either on 8384-5612 or 0405-334-676 or via email at [liz.scharf81@schools.sa.edu.au](mailto:liz.scharf81@schools.sa.edu.au).

# GRIEVANCE PROCEDURE CHART



## **Size of the Service**

Port Noarlunga OSHC is licensed for 75 children. 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 focus on building strong and meaningful relationships with the children and families in order to provide individual care to each child.

## **Accreditation Status and National Standards**

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

## **Where you will find us**

OSHC and Vacation Care operates 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**

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

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 Week and New Year's Week (including Public Holidays)

Pupil Free Days: 7.00 am until 6.00 pm

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

## **Fees**

Fees are reviewed annually. For the 2024-2025 Financial Year, they are:

- Before School Care: \$18 per session (includes breakfast)
- After School Care: \$25 per session (includes afternoon tea)
- Vacation Care per day including excursions: \$55 per day
- Pupil Free Days: \$55 per day

## **Who can use the Service?**

All children enrolled at PNPS may use this Service. Commonwealth guidelines identify priority of access as follows:

Priority 1- a child at risk of serious abuse or neglect.

Priority 2- a child of a parent (or both parents if you have a partner) who satisfies the Government's work, training, study test (for the purposes of the priority of access guidelines).

Priority 3- any other child.

Our Service provides care for children with additional 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 12 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. 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 Subsidy is applied to your fees which are therefore reduced. You can complete your online Child Care Subsidy assessment by going online via myGov. To do this you will need to provide your previous years family income estimate, activity details, your school status and confirm your child's enrolment. Once CCS has been approved, you will receive a Customer Reference Number (CRN). Your CRN is required for OSHC to be able to apply your CCS. Without Customer Reference Numbers and dates of birth of children and parents, the full fee is charged.
4. A \$50.00 bond is paid prior to your child commencing. The \$50.00 bond fee is then applied to your first invoice and comes off the total amount owing.

## **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 Standards Board. Bookings are taken at the commencement of each enrolment and can be updated at any time, at the families leisure.

To further discuss or enquire about bookings during OSHC closure hours, you can text, call, email or send a Dojo message.

Please call 0405 334 676 to enquire about casual bookings.

## **Vacation Care**

The program (including risk assessments and consent forms) will be available via Dojo (OSHC Communication Platform) or from the OSHC Hall. Bookings can be made by returning the forms via Dojo, email or to the OSHC Director's Office.

## **Cancellation of Bookings**

If your child has a before school care booking, you must make contact with OSHC PRIOR to 6pm the night before. If your child wakes up unwell and will not be attending OSHC, a medical certificate must be provided.

If your child has an after school care booking and will not be attending, you must let OSHC know PRIOR 9AM the morning of the booking.

Failure to meet these expectations will result in charging the fees, as per our fee policy, for the session missed.

## **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 Nominated Supervisor/ Responsible Person will:

1. attend to the injured child and apply first aid;
2. assess the injury and decide whether to call an ambulance
3. an incident, injury trauma and illness record are completed and signed by the parent/ guardian, within 24 hours.

## **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 authorised by the child's doctor;
3. The parent has signed the Service's Medication Permission Form.
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 for children with diagnosed medical needs.



For more detailed information, please see the OSHC 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 3.10 pm. Primary school age children make their own way to OSHC after the final school bell at 3.10 pm. All children are checked off the booking sheet roll and any absentees are followed up immediately by OSHC Educators.

### **Arrivals and departures**

#### **OSHC/ Vacation Care**

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 at the next booked session.

### **If you are running late**

The Service is closed at 6.15 pm during term time and 6.00 pm during Vacation Care. A telephone call to explain that you are running late is expected prior to the centres closure time.

If we do not hear from you and children have not been collected by closing time, 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 (OSHC) and 6.00 pm (Vac) and will be added to your account.
- If no contact can be made with either the parent or caregiver or with the emergency contacts, OSHC Educators will contact the Nominated Supervisor. The Nominated Supervisor will call the South Australia Police (SAPOL) and the Child Abuse Report Line (CARL).

### **Accounts**

Invoices are e-mailed weekly during term time and during Vacation Care. Accounts can be paid for in cash, by EFTPOS with a credit card or on-line by EFT. The BSB is 105-119 and the Account No. is 049-783-240 for these transactions.

