



# **OUT OF SCHOOL HOURS CARE AND VACATION CARE**

# **Family Handbook**



## VENUE LOCATION & CONTACT NUMBERS

Fairview Park Primary School OSHC & Vacation Care is located Southern unit of the school.

**Postal address:**

Nepondi Court  
Fairview Park SA 5126

**Contact Numbers:**

0421 414 730      **OSHC Office Mobile**  
(Available between 06:30 - 18:00 Monday to Friday)

08 8251 6770      **OSHC Office Land Line**

08 8251 2717      **School Office**

08 8289 1681      **School Fax**

**Website Address:** [www.fairviewc7.sa.edu.au](http://www.fairviewc7.sa.edu.au)

**E-mail Address:** [louis.mcgowan232@schools.sa.edu.au](mailto:louis.mcgowan232@schools.sa.edu.au)

**We are currently licensed for 60 children.**



# Philosophy

Fairview Park Out of School Hours Care (OSHC) offers a vibrant and balanced program to cater for every child.

**We believe** learning through play is an important foundation for a rich learning environment where children can *investigate, enquire, explore, problem solve, laugh and use imagination* to connect to their world and the world around them.

It is important to encourage children to explore their natural environment and celebrate environmental sustainability. OSHC is a 'home away from home' for many children and this belief is embedded into our program.

Our OSHC Educators bring their own skills & experiences that enrich our program. We believe educators are expected to be positive role models as they can have a profound effect on children's wellbeing.

**We value** every child's voice and all families backgrounds and cultures are respected. We reflect the School Values; Teamwork, Excellence, Accountability, Confidence, Honesty & Respect. We welcome parents and children's feedback and contributions.

**We Understand** every child is unique and we celebrate each others individuality. Some children may come to OSHC with varying circumstances, and it is our role to support each child the best we can.

These values, beliefs and understandings provide a scaffold for our children, educators, families and the community, which lead to improved practices, relationships, policies and procedures.



## Fairview Park Primary School OSHC Service

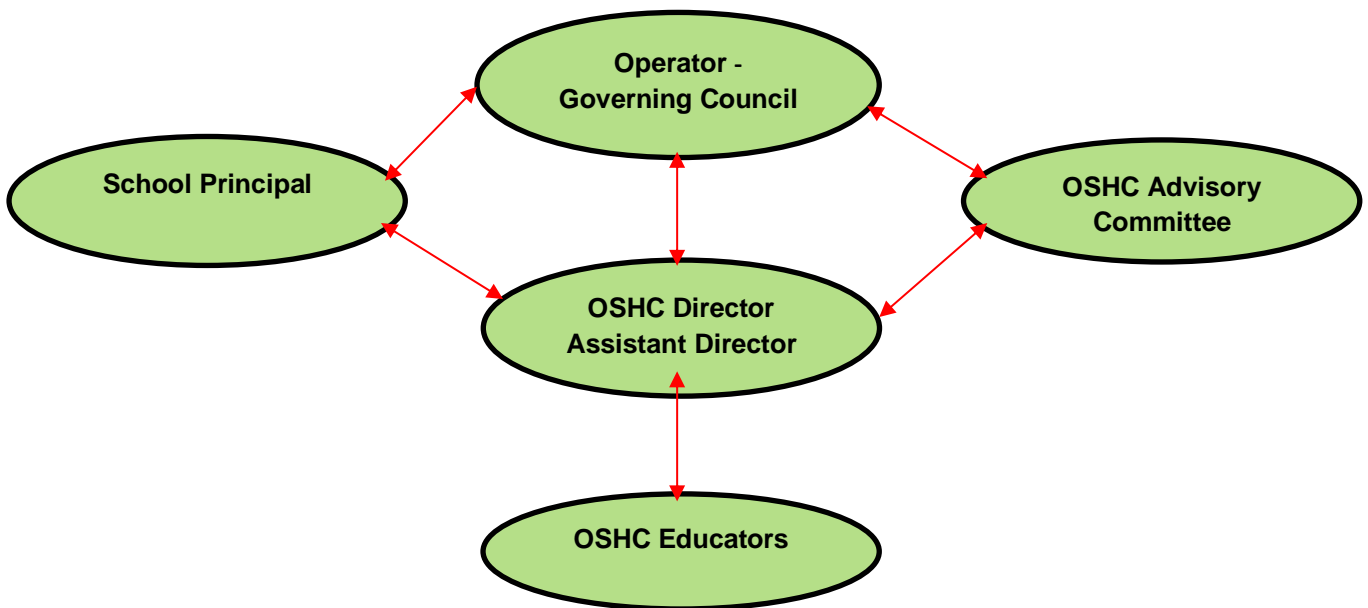
Fairview Park OSHC is a 'not for profit' service for the local community that is operated by the Fairview Park School Governing Council Inc. The OSHC Advisory Committee oversees the service on behalf of the School Governing Council. The Director manages the daily operations of the program in conjunction with the School Principal and OSHC staff.

The OSHC Advisory Committee is a sub-committee of the School Governing Council and includes family members, the Director, the Assistant Director, the Principal and a School Governing Council representative.

The Committee ensures the service is meeting the needs of all families and their children, by advising and making recommendations to the Governing Council regarding the program.

The Committee also advises and makes recommendations to the Governing Council regarding finance and strategic planning and the development and review of policies and procedures. Meetings are held once per term. All families are welcome to be a member of the Advisory Committee.

The following diagram illustrates the communication channels and the model of management at Fairview Park OSHC.





## Inclusion

The service welcomes families from all cultural backgrounds and are supportive of all children's individual needs. We aim to provide care to all in a safe and supportive environment.

## Services Provided at Fairview Park OSHC and Vacation Care

### Before School Care

**6:45am – 9:00am**

Our OSHC room and computer suite are both open for the children to engage in a range of activities each morning.

Breakfast, which consists of a variety of healthy cereals and toast, is available from 6:45am - 8:00am every morning.

### After School Care

**3:00pm – 6:00pm**

During this time we have a range of activities on offer. Board games which are suitable for all ages, art and craft activities, cooking, play dough, lego, cars and tracks, game consoles, outdoor games, playgrounds and hall activities. We have computer suite with 30 PCs and we support children with homework daily.

Approximately 4pm, we offer Afternoon tea and a fresh fruit platter. Children are encouraged to eat at least a piece of fruit and a small serve of afternoon tea.

Our menu, which is on display for families to view on our program board, consists of healthy choices as described in our Food and Nutrition Policy.

If you have any ideas for food choices or cultural specific foods you think the children will enjoy, please do not hesitate to let us know either verbally, via email or the family feedback book which is located next to the booking sheets each day.

### Student Free Day

**7:00am – 6:00pm**

We offer care to all our families when the school has a closure or student free day. During this time we have varied activities on offer for the children. We program set activities for the day and we also offer arts, crafts, hall, playground play (weather permitting) games, cooking and more.

We require you to provide recess, lunch and a water bottle for your child during the day. Water is available all day through the water fountains in the court yard. Afternoon tea is supplied.



**7:00am – 6:00pm**

## Vacation Care

We offer full day care for every day of the holidays, with the exception of public holidays and two weeks during December and early January during the summer break. The service offers many onsite activities as well as excursions and incursions as set out in the vacation care program. The program varies for each vacation care period.

Children are required to bring their own recess, lunch, water bottles and appropriate hats every day they attend Vacation Care, as described in our sun safe policy. Afternoon tea will be served between 3:00pm and 4:00pm.

Programs are available approximately five weeks before the holidays commence. Please complete the booking sheet, which includes consent for all excursions, and return as soon as possible to secure a place.

## Fee Structure

Before School Care	\$12.00
After School Care	\$20.00
Student Free Day	\$50.00
Vacation Care Home Day	\$50.00
Vacation Care Excursion/Incursion Day	\$60.00

All charges are eligible for subsidies.

Fees can be paid via cash, EFTPOS, credit card, bank transfer.

## Cancellations

All cancellations (BSC, ASC, and Vacation Care) must be made within 48 hours' notice.

All cancellations made after this time will incur the full fee to be charged.

All cancellations for Excursion days will incur the full fee to be charged. This is due to staffing ratios, rosters, excursion and bus bookings.



Charges may be waived for exceptional circumstances and are at the discretion of the director and school principal, and on a case by case basis, also by presenting a doctor's certificate.



## Enrolment

All families using the service must complete and return an enrolment form to the OSHC prior to attendance commencing. It is also a requirement that all new students and families visit the service to familiarise themselves with our program, staff, location and routines prior to commencement of attendance. The enrolment form is included in the enrolment pack.

The enrolment form can also be found on the Fairview Park Primary School website [www.fairviewc7.sa.edu.au](http://www.fairviewc7.sa.edu.au). Please read the information and speak with a staff member if there are any concerns or queries with the form.

Current and correct emergency contact details for at least two people must be completed before enrolment is accepted.

## Bookings

Priority is given to children identified as at risk and to working families. Booking for casual or emergency care cannot be guaranteed due to our current licence. Bookings must be made in advance and availability will be based on our current licence.

## Allowable absences and Gap fees

Each family has up to 42 allowable absence sessions per child for cancellations made each financial year. The number of absence used is detailed on each families account.

The family is still responsible to pay the gap fee when an allowable absence is claimed e.g. full fee for an after school session is currently \$20.00. If CCS entitlement for the child is \$8.20, then the gap fee to be paid by the family is \$11.80.

## Child Care Subsidy (CCS)

All Australian families are eligible for a reduction of fees by the allocation of a CCS by the Family Assistance Office. The CCS% is in proportion to the combined income of a family.

The remaining balance is called a gap fee and this is the amount families are liable to pay to Fairview Park OSHC.

## To Register for CCS

Families are required to advise the service of their CRN number. If you are not aware of each person's CRN number in your family (each citizen in Australia will have a CRN number) please contact Centrelink directly on 136150. Families can register for CCS at more than one service. Families also need to inform Centrelink of siblings using other registered forms of care e.g. another OSHC service, a Child Care Centre or Family Day Care.





## Payment of Fees

All fees must be paid on a two week basis unless otherwise agreed in writing with the Director.

Please note that change for cash payments may not always be available.  
Any overpayments will be carried forward as a credit on your account.

## Late Payment/No Payment

Families will be issued with a reminder note and current invoice showing the outstanding fees. The maximum debt held is \$400.00. Fairview Park OSHC will require a payment made within 7 days of notification of an outstanding debt or negotiate other arrangements with the Director. A debt management process may be used to recover outstanding debts if all other attempts have failed, or two outstanding arrear letters have been sent without reply. All fees incurred for debt collection recovery will be added to the outstanding debt. All bookings will be suspended until a payment plan has been agreed in writing or full payment has been received. If a payment plan is not followed, all bookings will be cancelled and care will be refused.

## Drop off and Collection Procedures

It is a legal requirement that each child is signed in by a parent or guardian for before school care and out during afterschool care. Children may not be dropped off and arrive unattended to OSHC. They will not be allowed to leave without being collected by an adult as written on the enrolment form, or prior notice has been given of another adult collecting a child. Photographic ID will need to be shown to the nominated supervisor prior to allowing the child to leave. Refusal to show ID, or attempts to remove the child from care without family consent will result in police action being taken immediately.

Parents and authorised persons must accompany their children from the centre. Children will not be allowed to meet their parents in the car park.

Children are expected to be collected by 6:00pm. A late fee of \$30 for the first 15 minutes, then \$2 per minute thereafter will be charged to the account for all late collections.

In the case of an emergency or you know you will not be at the service before 6pm, the centre must be notified by telephone before 6pm, it is the responsibility of the collecting parent to arrange for another suitable person to collect your child if you cannot be here by 6:00pm, prior notice of the person should be conveyed to the director or assistant director as soon as possible. If a family member is late and has not contacted the centre by 6pm, every effort will be made to contact the family or authorised collection adults.

If contact cannot be made by 6.30pm Crisis Care will be notified and other arrangements for the collection of a child may be made.





## Collection of Children

All children are signed out in the morning and signed in in the afternoon by a staff member. Children who have just started school or attend preschool will be taken to their class in the morning and collected in the afternoon by a staff member. This procedure will continue until the child is confident and comfortable walking to and from OSHC but will generally be for 1 term for new starters and reception children.

Pre School children will be taken and collected for the entire school year.

## Sun Safe Policy

Staff will encourage children to apply sunscreen during each session as described in our Sun Safe Policy. Hats are to be worn outside at all times as directed.

Sun Safe appropriate clothing must be worn at all times, as described in the Sun Safe Policy.

## Medical illness & Infectious Disease

Children may not attend service if they are unwell or have an infectious medical condition.

If children become unwell while attending the service, staff will care for them and will contact their family to advise them of the situation. Families may then be asked to arrange for the immediate collection of children from the service. If children have a medical condition, allergies or food intolerances that may impact on their well-being while at the service, relevant details must be written on the enrolment form an emergency action plan and/or medical plan must be provided if applicable. It is essential that the Nominated Supervisor is notified of any changes to medical information immediately.

## Medication

If a child requires medication while attending the service the medication must be supplied (with appropriate medical plan) in the original container with the label showing child's name, medication name, date prescribed, dosage and how often the medication is to be given.

Families must complete and sign the medication record for each day it is to be administered.

Staff will record the time the medication was given to child.



## Notice Board

There is a variety of information made available and accessible to all involved in the service, e.g. families, children, staff and management. Check for upcoming events, routines, meal plans, programs, National Quality Standards, school info and community notices. The board is located inside the foyer next to the entrance, and also on the wall in front of the OSHC room

## Communication

Fairview Park Primary School & OSHC communicate with parents and family members via the Seesaw, Skoolbag App, available at App Store and Google Play.

## Staff

As per National Quality Standards, for every 30 children, the service has a qualified staff member rostered on for before and after school hours, vacation care and student free days. The service operates with a maximum of 15 children per staff member. When pre-school children are using the service, the staffing ratio changes to 10:1. A staff member with a First Aid, Asthma & Anaphylaxis qualifications is on site at all times. Additional staff will be rostered on as required as per ratios.

## Grievance Procedures

**Note** – It is not acceptable for any family member to approach a child (other than their own) in an attempt to resolve a conflict, below are the procedures to resolve conflict at the service.

- All children are encouraged and supported to resolve issues. When children are unable to resolve a conflict amicably, a staff member will provide assistance.
- Children will be encouraged to discuss any concerns with a staff member.
- If a resolution cannot be achieved, the children can then raise the issue with the Director or Assistant Director. If after negotiation, a resolution is still not achieved, the matter will then be referred to the School Principal.
- For any concerns at the service. Families should discuss the matter first with the director. If, after discussion with the director, families are not satisfied, the matter can be raised with the principal in written format, and the outcome will be advised to the director and to family. If families remain unsatisfied, the matter can then be made in writing and addressed to the governing council for consideration. The governing council's decision will then be given to the director and family in writing.

## Confidentiality & Privacy

The service protects the confidentiality and privacy of all individuals by ensuring all records and information about individual children and families are kept securely. These records will only be



accessed by or disclosed only to those people, who need the information to fulfil their responsibilities at the service, and who have a legal right to know under current privacy legislation.

## Policies & Procedures

There are complete copies of Policies & Procedures in relation to State Standards & Quality Assurance- available for your referral at the service.

Policies and Procedures are updated regularly by the OSHC Advisory Committee and families input is always welcomed.

## Code of Behaviour

OSHC follows the school behaviour code and expectations at all times.

Details of this can be found on the school website or in the school handbook.

## National Quality Standards

The National Quality Standard sets a national benchmark for the quality of educations and care services. This gives services and families a better understanding of the quality service. Families can make informed decisions about services providing education and care. The National Quality Standard is a key aspect of the National Quality Framework. It brings together the seven key quality areas.

### Quality Areas

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and leadership

Our current Rating is **Exceeding The National Quality Standard**