

Fairview Park OSHC
& Vacation Care
FAMILY INFORMATION
HANDBOOK



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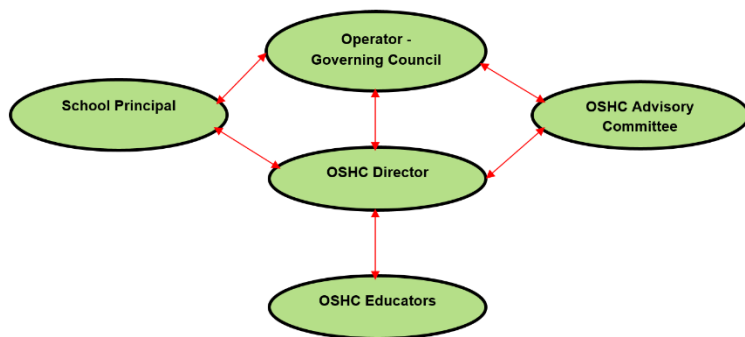
Introduction:

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 educators.

The OSHC Advisory Committee is a sub-committee of the School Governing Council and includes the 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 twice per term.

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



Access to the service:

The Fairview Park OSHC Service is open to all students from Pre-school to Year 6. We also cater to the wider community during Vacation Care only. Enrolment forms must be completed and returned to the Service before Care commences.

Preschool Children:

Preschool children are eligible to attend OSHC if there are spaces available. OSHC educators hold duty of care for transporting children between OSHC and preschool are signed in and out of preschool by the OSHC educators.

Children are asked to wear green vests while attending the service so that they are easily identifiable and generally they are grouped together for easier supervision.

Extra OSHC educators are needed to provide the correct ratios when preschool children are attending. Please advise preschool staff of OSHC attendance or cancellation via Class Dojo or by writing on the preschool sign in sheet.

Inclusion

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

Service 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 and 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 family's 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 other's 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.

Australian Government

Priority of Access:

OSHC Services must comply with the guidelines outlined by the Australian Government regarding priority of access. At times, when the demand for OSHC and Vacation Care places exceeds the available places, the priority of access guidelines are set out in the following three levels:







Priority 1 – a child at risk of serious abuse or neglect or a child under the Guardianship of the Minister

Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under Section 14 of the Family Assistance Act

Priority 3 - Fairview Park Primary School students

Priority 4 - Any other child

Within these main categories priority should also be given to the following children:

-  Children in Aboriginal and Torres Strait Islander families
-  Children in families on lower incomes
-  Children in families which include a disabled person (Disability Unit)
-  Children in families with a non-English speaking background
-  Children in socially isolated families
-  Children of single parents

Further details can be found in the Child Care Services handbook or online at www.fahcsia.gov.au

Hours of operation &

Location:

Before School Care: 6:45-8:30/9:00am

After School Care: 3:00-6:00pm

Early School Closure: 2:00-6:00pm

Pupil Free Days: 7:00-6:00pm

Vacation Care: 7:00-6:00pm

(The service is based in the Southern Unit of Fairview Park Primary. Main entrance is via Pangari Drive, Fairview Park.)

Cost of Care:

Before School Care: \$15.00

After School Care: \$23.00

Student Free Day (Home Day): \$50.00

Student Free Day (In/Excursion): \$65.00

Vacation Care Home Day: \$55.00

Vacation Care In/Excursion: \$65.00

All charges are eligible for subsidies.

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

The above fees are the full fee charged per session, per child. Families may be entitled to Child Care benefit and/or Child Care Rebate which will reduce the full fee, if applicable

All accounts must be settled within 14 days of care provided. If accounts are not paid within a reasonable time any future care will be cancelled.

All accounts must be settled prior to any Vacation care bookings taken; families that have paid their account will be given preference over an unpaid account. The Director will still consider Priority of Access.

Child Care Subsidy:

Families who have enquiries regarding their eligibility and entitlements for Child Care Subsidy (CCS) or a Customer Reference Number (CRN) should contact Centrelink (Human Services) on 136150.

Further information can be found at: www.humanservices.com.au CCS may reduce the cost of care for eligible families.

It is the enrolling parent's responsibility to organise CCS.

FOR MORE INFORMATION:

The Department of Education has detailed information on the Child Care Subsidy, please visit Child Care Subsidy - Department of Education, Australian Government

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 absences used is detailed on each family's 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.



About The Program:

Fairview Park OSHC offers care for Before School Care, After School Care and Vacation Care, School Closure Days and Pupil Free Days. The Service is closed on Public Holidays.

The Service generally closes for two weeks during the December/January school holidays.

Children are given opportunities to participate in various activities throughout all programs such as:

-  Craft
-  Sensory play
-  Cooking
-  Technology
-  Outdoor play
-  Physical games
-  Construction

-  Dramatic play
-  Card and board games.

The program is displayed for children and parents to view. There are also self-help areas for the children to access at any time for creative drawing, construction making, and colouring in sheets. We have access to the school playgrounds, activity hall, nature play and oval.

Menu:

Our menu is based on educator and children's suggestions with fruit also served every snack time. We also cater to children with dietary requirements. Fairview Park OSHC is a nut free service.

During Vacation Care family members are requested to provide their children with healthy recess and lunch unless otherwise stated on the program.

The Fairview Park OSHC Program will encourage and promote the health and wellbeing of children through a healthy nutritious diet and, through providing positive learning experiences during snack times, where good nutritional foods and habits are developed in a happy, social environment.

Enrolling Your Child:

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, educators, 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 Fairview Park Primary School (fairviewparkps.sa.edu.au). Please read the information and speak with an educator 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:

Bookings 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.

If your child will be absent from school, please also advise the service on 0421 414 730.

Cancellations:

BEFORE/AFTER SCHOOL CANCELLATIONS

Bookings are charged to accounts the week following care used. Non-attendance (including non-attendance due to sickness) is marked as absent on the account. CCS can be claimed on 42 allowable absences per child per financial year.

All cancellations (permanent and/or casual bookings) must be made as follows:

- Before School Care – **24 hours'** notice to cancel permanent or casual booking.
- After School Care – **24 hours'** notice to cancel permanent or casual booking.

VACATION CARE CANCELLATIONS

- Vacation care – all bookings must be finalised by the bookings close date displayed for each vacation care period, as stated on the front cover of the Vacation care program.
- **Home Days – 24 hours'** notice to cancel permanent or casual booking.
- **Incursion/Excursion -** this must be **cancelled 7 days prior** otherwise families will be charged the full fee (due to staffing, transport, and venue cost).

Non-cancellation (failure to attend booked session) of a booking will result in full fees being applied to the account. Cancellation fees apply to both permanent and casual booking cancellation as described above.

Cancellation charges are subject to review at the discretion of the Director should extenuating circumstances exist on a case-by-case basis. Emergencies outside the required cancellation times may be considered at the Director's discretion.

Payment Procedure:

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.

Arrival and Departure

Procedure:

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.

Departure & Late Procedure:

All children are signed out in the morning and signed in in the afternoon by an educator.

Children who have just started school or attend preschool will be taken to their class in the morning and collected in the afternoon by an educator. 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.

Children are expected to be collected by 6:00pm. A late fee of \$15 for the first 10 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 their child if you are unable to do so by 6:00pm. Prior notice of the person should be conveyed to the director or other OSHC educators 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.

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, educators 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 the 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.

Qualified educators will record the time the medication was given to the child.

Notices/Seesaw:

There is a variety of information made available and accessible to all involved in the service, e.g., families, children, educators, and management. Check for upcoming events, routines, meal plans, programs, National Quality Standards, school information and community notices. The boards are located inside the OSHC foyer (entrance and near the Sign in/out iPad).

A Seesaw app is available for all parents where learning stories are completed during before school care, after school care and vacation care. The observations include snippets of the child's session in OSHC with evaluations on the child's learning against the outcomes. A daily reflections folder is available to all families to view and discuss which is located near the sign in/out iPad.

Communication:

Fairview Park Primary School and OSHC communicate with parents and family members via Seesaw, Facebook/Instagram, fortnightly school newsletter, email, and face to face.

Staffing:

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

Sun Protection Policy:

Hats and sunscreen are to be worn outside when the UV is above 3. Educators encourage children to apply their own sunscreen during each session. Sun Safe appropriate clothing must always be worn during OSHC and Vacation Care.

Hats are washed regularly and remain the property of OSHC.

Confidentiality & Privacy:

The service protects the confidentiality and privacy of all individuals by ensuring all records and information about individual children and

families is 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 and Procedures in relation to State Standards and Quality Assurances available for your referral at the service.

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

Code of Behaviour:

OSHC always follows the school behaviour code and expectations.

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

National Quality Framework:

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:

- ✚ Educational program and practice
- ✚ Children's health and safety
- ✚ Physical environment
- ✚ Staffing arrangements
- ✚ Relationships with children
- ✚ Collaborative partnerships with families and communities
- ✚ Governance and leadership

Our current Rating is Exceeding the National Quality Standard

Grievance Procedure:

Note – It is not acceptable for any family member to approach a child (other than their own) 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, an educator will assist.

Children will be encouraged to discuss any concerns with an educator.

If a resolution cannot be achieved, the children can then raise the issue with the Director or any other OSHC educator. 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 with the Director first. If, families are not satisfied after the discussion with the Director; the matter can be raised with the principal in written format.

The outcome will then be advised to the Director and to the family. If the family 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 in writing to the Director and family.