

# Willunga Out of School Hours Care

## FAMILY INFORMATION BOOK



### Hours of Operation:

Before School Care:	6.30am - 8.30am
After School Care:	3.05pm - 6.30pm
Student Free Days:	6.30am - 6.30pm
Vacation Care:	6.30am - 6.30pm

### Contact Details:

Willunga Primary School  
247 Main St, Willunga  
Ph: 8556 2234 - Accounts  
0438 761 656 - OSHC Service  
Fax: 85562398  
Email: [dl.0744.oshcwillunga@schools.sa.edu.au](mailto:dl.0744.oshcwillunga@schools.sa.edu.au)

Willunga OSHC offers a range of activities for school age children during Before school care, After school care, Student Free days, and Vacation Care. The service is available to working families and recreational users on a regular basis.

## About Willunga OSHC

- We provide a quality care and recreation program in a warm, friendly, safe and stimulating environment for children to stay and play outside of school hours.
- All staff are trained in Mandatory Notification, First Aid and have up-to-date Criminal History Checks.
- We provide a program that offers a range of activities and experiences where children can explore, learn and develop.
- Our program is child focused, developed from children's needs, interests and extensions of play. We use the "My Time Our Place" and "Early Years Learning Frameworks" to guide our program. This is a recommendation of the National Quality Framework.
- We offer breakfast and afternoon snacks guided by our healthy nutrition policy – Breakfast is offered during before school care, vacation care and pupil free days and is served until 8.00am. Afternoon snack is offered Term Time ONLY
- Encouragement and an area are provided for homework, quiet space, reading.
- We are happy to meet with you at any time and discuss any needs or concerns you may have.
- Your thoughts, feedback and suggestions are welcome and encouraged.
- Our digital attendance device is located on the desk at the OSHC entrance, please enter your personal pin code to sign your child/ren in and/or out. Please alert a staff member if you do not have your personal pin code.

**The Vacation care program** consists of a variety of art/craft, recreational activities and other experiences which includes excursions and incursions. Excursion days everyone goes, no on-site care during excursion times. **ONLY** School aged children can go on excursions due to Educator/Child ratios The Vac Care program is available 2 weeks prior to School Holidays.

## VISION

Willunga OSHC is a child focused service that's committed to creating a relaxed, fun, and safe environment where care and education meets the interests and needs of the children, families, and the community. Our program is based around the key ideas of Belonging, Being and Becoming, having a focus on play and recreational activities with each child's interests and abilities are recognised, encouraged, and respected.

### Our Aim and Objectives

The Willunga Out of School Hours Care Service is a child-focused service where:

- Children, families and staff are treated as equal and valued individuals
- The value of play is paramount and children have opportunities for challenge and ongoing learning
- Children are encouraged to develop to their full potential within a safe, caring and supportive environment that recognizes the importance of families for children
- Through a positive approach, children's behaviour is guided to build their confidence and self-esteem
- A sense of belonging to the group and to the local community

We believe that a caring and recreational environment that encourages learning should be reflected in the programs by providing;

### CHILDREN

- ❖ A safe, caring and supportive atmosphere
- ❖ An environment that promotes children's developmental needs where they can play, grow, create and explore their intellectual, imaginative, social, emotional and physical skills.
- ❖ An awareness and respect for others, ourselves, and the environment.
- ❖ Opportunities that encourage self-help skills, problem solving and the development of self-esteem and independence.
- ❖ An environment where children can participate in the decision-making process and make choices in a relaxed and informal atmosphere.
- ❖ Recognizing each child's individual potential and needs
- ❖ A program that is challenging, responsive and child focused.

**PARENTS/GUARDIANS/FAMILIES** are supported by;

- Being welcomed in our environment
- ❖ Recognizing and respecting the different cultural and socio-economic backgrounds of our families
- ❖ Exchanging of information and co-operation with parents/caregivers about their children
- ❖ Creating and supporting opportunities for their involvement and participation
- ❖ Providing information about other services for children and families

**OUR STAFF** will provide quality care and education for children by;

- ❖ Providing an environment that is aesthetically pleasing, inviting and caring with a focus on safety and supervision of the children
- ❖ Being sensitive and responsive to the needs of families through open communication
- ❖ Will remain confidential
- ❖ Be approachable and professional
- ❖ Display flexibility and initiative while working as a member of a team
- Listening and respecting others needs and feelings
- ❖ Abiding to the OSHC policies and guidelines

**Willunga OSHC** is committed in providing;

- ❖ Opportunities and encouragement for staff members to further their training and professional development also in decision making, communicating and enhance teamwork skills.
- ❖ Participation with other community groups, agencies and services to share resources, information and develop a support network.

### Session Fees:

Before School Care:    \$13.50

After School Care:	\$28.50 (permanent bookings)
Casual Surcharge:	\$3.00/am session and \$5.00/pm session
Student Free Days:	\$55.00
Vacation Care:	\$60.00 (booked before the end of Term)
	\$65.00 (booked during the holiday period)
	\$15.00 Excursions
	\$10.00 Incursions

### Absence Charges and Casual Surcharge:

We strongly encourage permanent bookings to assist us with staffing and activity preparation. In the event that you need to make a casual booking a surcharge will be applied to your account of \$3.00 per morning session and \$5.00 per afternoon session.

**OSHC - We require 2 weeks' notice of cancellation to **any** bookings. Your account will be charged as an absent when the notification is not given.**

**Vacation Care - Your account will be charged for any cancellations or absences made within the Vacation Care period; this will be charged as an absent day.**

**If the cancellations are your last booked days of Vacation Care a flat fee of \$15 per child / per day will be charged instead, due to Government changes to CCS.**

***In both cases, cancellation fee is waived if a Doctor's Certificate is provided.***

**2 weeks' notice is also required when cancelling all permanent bookings (no longer using the service) A \$15 flat fee (per child / per day) will apply when the required notification is not given, and the sessions not used.**

A late fee will apply if children are collected after closing time - **\$15.00** per ¼ hour increments. Eg: 6.31pm – 6.45pm \$15 / 6.46pm – 7.00pm \$30 at 7.00pm and after all emergency contacts are exhausted, Authorities will be notified of abandoned child.

Families need to allow themselves time to collect belongings, sign out and speak with OSHC educators **before** closing time.

### Eligibility for Child Care Subsidy

To be eligible you need to meet all of the following:-

- Use approved or registered childcare.
- You are responsible for paying the childcare fees for your child.
- Your child is immunised, on an immunisation catch up schedule, or is exempt from the immunisation requirements.
- Meet the residency requirements.

**To receive more than a zero rate of Child Care Subsidy you must meet the income test.**

Other factors can affect your Child Care Subsidy, including:

- Your child starting school.
- Changes in income.
- If you enter a salary sacrifice arrangement with your employer in which some or your entire childcare fees are paid for you.
- One of your children no longer using care.
- You or your partner no longer meets the Work, Training, Study test.
- Participation in work, training or study related commitments.

### Paying Your Account:

The service is a not-for-profit business that is funded entirely from the fees that each family pays to use the service. We receive no other ongoing funding and so the financial viability of the service relies heavily on all OSHC users maintaining regular payment of their OSHC fees.

There are a number of ways to make payments. We accept cash, cheques, money orders, credit and EFTPOS cards or online payments.

It is condition of access to the service that you pay all parent contributions in a timely and consistent manner as outlined below.

Invoices are issued weekly, generally the week following that your child was in care.

Please pay careful attention to the following conditions:

- **Accounts are to be paid in full, WITHIN 7 DAYS of issue of each invoice.**
- If for any reason OSHC fees remain unpaid for more than 28 days, you will be sent a reminder and your access to the service may be suspended until the outstanding fees are paid in full.

- If fees remain outstanding after we have issued a reminder, you will be issued a final notice of demand giving you 7 days to settle the matter.
- If the matter is not settled after the conclusion of the 7 days' notice, your account will be handed over to the eCollect Collection Agency. They will commence legal action to recover the outstanding fees, plus expenses.
- Invoices are issued by email (unless you request us to post them to you). It is your responsibility to check for your invoices each week and contact us if you haven't received one.

If for any reason you are having difficulty paying your account, please speak to the Director or Finance Officer in the Willunga Primary School to discuss alternative payment arrangements.

### Health and Medical Information:

Please keep us informed and up-to-date with anything relating to your child's health, diet, daily routines and physical condition. If we are well informed, we will be able to deal with any situations that may arise.

If your child has a medical condition, you will need to organise with your family doctor to provide a Health Management Plan for us to keep in our records. This applies for any conditions that may require action or support from the OSHC staff, including common conditions such as asthma.

**\*PLEASE NOTE: Willunga OSHC Service is a NUT FREE ZONE**

**Please ensure that any commercially packaged snacks from home are nut free, as children will be asked to put them back in their bag to ensure the safety of children with anaphylactic reactions.**

### Administering Medication:

If you require us to administer medicine to your child, a "Medication Authority" form needs be completed and signed by the child's doctor. These forms are available from the staff.

Medication needs to be in its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing, doctor's name, and expiry date

Any medicine should be given to the staff, **NOT** left in the child's bag and should be provided in original packaging with Pharmacists label stating child's name and date with full instructions and dosage details provided by your medical practitioner.

Please note that we are not able to administer paracetamol-based medication (Panadol).

### Illness:

In the event of a child becoming ill during school hours or suffering from a contagious infection, the child will not be permitted to attend the service. If a child becomes unwell during the OSHC session, they will be comforted and cared for and the parents or nominated contact person will be asked to collect the child as soon as possible.

### In an Emergency:

In the event of a child being injured, the staff will administer the appropriate First Aid. If the injury requires more assistance than we can provide or needs follow-up attention, we will contact the parents and seek further medical assistance, which may include calling an Ambulance. Please note, the parent is responsible for any costs incurred. We strongly recommend that families organize Ambulance cover for their children.

If your child suffers from a serious allergy (eg; bee sting, nuts, etc) or other Medical condition, please give full details of this on the enrolment form.

A medical form and Health Care Plan completed by your doctor (eg. Asthma/Anaphylaxis) needs to be attached to the enrolment form. It is the family's responsibility to check and update any **health care plans** and **medications** kept at the service.

If your child has medication for the allergy, please make sure there is some left with the staff at all times, along with instructions for its use. If children require precautionary measures such as an EpiPen, please make sure it ALWAYS accompanies them to OSHC and placed in the OSHC First Aid area, **not** kept in child's bag. Senior OSHC staff are trained to administer EpiPen auto-injectors.

### Other:

**Hats and drink bottles** – as per Willunga OSHC SunSmart policy. We encourage children to have a secondary hat in their bag just for OSHC. We do not encourage the sharing of spare hats.

### **No hat, No outside play.**

We also encourage families to supply drink bottles for children for long days eg: excursions, student free days, sporting days. We do have a water station that they can fill their bottles from with cold filtered water.

**Sunscreen** - as per SunSmart policy. Is supplied for children to administer themselves with staff's guidance but staff are not permitted to administer it to children. However, we recommend that families provide their own sunscreen to avoid allergy reactions.

**Afternoon Snack and Breakfast** – Is supplied each day (*no afternoon tea during Vac Care*) and falls within the Healthy eating guidelines - eat for health and right bite guidelines. If your child has special dietary needs e.g. vegetarian, religious reasons etc. Please let us know by filling out a "Special Dietary" Form, for all staff's awareness and to be able to cater for your children.

**Breakfast is offered until 8.00am**

**Healthy Choices** - We encourage families to provide their children with healthy choices when providing snacks or lunch during Vacation care and on student free days. We are required by the National Quality Assurance to follow healthy nutrition guidelines.

If children bring in unhealthy snacks or treats while at OSHC, we will ask them to leave it in their bag and save it for home. **OSHC/VAC CARE is a NUT FREE ZONE**

*(Australian Dietary Guidelines and Australian Guide to Healthy Eating, National Health and Medical Research Council, 2013, [www.eatforhealth.gov.au](http://www.eatforhealth.gov.au) DECD Eat Well Rite Bite Healthy Eating Guidelines for South Australian Schools and Preschools*

*at [www.decd.sa.gov.au/eatwellsa/files/links/A4\\_pages\\_Right\\_Bite\\_screen.pdf](http://www.decd.sa.gov.au/eatwellsa/files/links/A4_pages_Right_Bite_screen.pdf))*

**Change of Details**- Families are required to provide the OSHC service of any changes to their details, including contact details/medical and health care plans and information/family court orders. The appropriate paperwork needs to be provided as soon as possible.

**Change of permanent Bookings**- Families need to notify the service as soon as possible on any roster/shift changes when updating their regular bookings, with a minimum of 7 days' notice. This needs to be done in writing, permanent booking forms are provided by the sign in area.

## **OSHC FRAMEWORKS**

Willunga OSHC uses the *My Time Our Place & Early Years Learning Framework* which are the guiding frameworks for pre-school and school age care in Australia.



# “MY TIME, OUR PLACE”

## “EARLY YEARS LEARNING FRAMEWORK”

Under the National Quality Standards, we are required as an OSHC service to follow an approved learning framework which informs the development of a curriculum that enhances each child’s learning and development.

The Council of Australian Governments have developed *My Time, Our Place & Early Years Learning Framework for Pre-school & School Age Care in Australia*. The Frameworks have been designed for use by pre-school and school age care educators working in partnership with children, their families and the community, including schools and preschools.

The Frameworks acknowledge the importance of play and leisure in children’s learning and development where developing life skills and a sense of enjoyment are emphasized. The Frameworks recognise the importance of social and emotional development and communication in learning through play and leisure.

The Frameworks consist of Five Outcomes and are designed to capture the integrated and complex wellbeing, development and learning of all children.

The Outcomes 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

We have adapted this Framework into our program and we link the Five Outcomes to any observations, noticings and displays that we do.

Our program is guided and developed from the ideas, suggestions, and interests of the children.

Our Program involves;

- A flexible weekly Term program and a weekly menu which are displayed in the room.
- An OSHC Activity book (Floor book) - all children and educators have the opportunity to be involved with this book. This is to document our fun activities and experiences during our time at OSHC and is on display for children and families to browse through.
- Portfolios- Each child will have their own. This is to keep records of children’s own achievements, experiences, observations, and artwork. Again, these are kept in easy access for children and families to look at and add to.

### Behaviour Guidelines:

At OSHC and Vacation Care everyone has the right to feel safe and secure and to have fun. It is everyone’s responsibility to ensure that this happens.

Within the service environment, staff and children work collaboratively to define consequences for the actions of children who do not respect or consider the safety of others.

The service has clear steps for unacceptable behaviour, which are compatible with the school policies and procedures.

We believe that to effectively guide children's behaviour we need to ensure children are continually guided positively and encouraged towards acceptable and inclusive behaviour in order to maintain their self-esteem, dignity and personal integrity.

The behavioural expectations are as follows:

- We respect and care for ourselves, other people, and property.
- We work and play safely and cooperatively.
- We follow directions of educators/staff members.
- We stay inside the supervised boundaries.

**Staff are to act upon any inappropriate behaviours and/or actions quickly and discreetly, while following NQS guidelines.**

The following steps are introduced when the rules are not being followed:

1. The child is reminded of the rule or expectation.
2. A short time away from the area of play or redirected to another area of play.
3. If the child continues the behaviour, there will be a temporary loss of some privileges i.e. iPad use.
4. If child's behaviour is continually defiant and not following steps 1-3, families will be notified.
5. If a child is being unsafe to self and/or others, families will be contacted to collect their child immediately.
6. Repeated inappropriate behaviour will result in consultation with families. At this time, the child, parent/guardian and director may negotiate and formulate a behavioural plan.
7. If all of the above steps prove unsuccessful, the child may be asked to leave the program and further bookings cancelled. Future return to the service may be negotiated.

***Please discuss these steps with your child so they are aware of the consequences.***

We respect and care about your child and work very hard to ensure their wellbeing and for our service to be a safe and happy environment for all who attend. The children are reminded regularly that they are to cooperate with the OSHC educators and follow instructions and requests promptly and without argument.

***Please help us by reinforcing our expectations to your child.***

### **[OSHC Advisory Committee:](#)**

The OSHC service is operated by the Willunga Primary School Governing Council and overseen by an Advisory Committee comprised of the OSHC Director, School Principal (or delegate), Finance Officer and parent representatives. Recommendations

relating to the daily running of the service are made by the Advisory Committee and then taken to the Willunga Primary Governing Council for approval and ratification.

The Advisory Committee meets twice each term. If you would like any matters brought to the attention of the committee, or have any suggestions, feedback or grievances, you may pass these on personally to the OSHC director or put them in writing and address it to the OSHC Advisory Committee, C/- Willunga Primary School, Main St, Willunga 5172.

**Involvement in the Service:** If you have any skills, talents, or interests that you think would benefit the children in OSHC, we'd be very interested in having your input. Please talk to the OSHC staff if you would like to be involved in the service in some way. Parents, carers and grandparents often have great things to offer and the children love to see their adults involved.

### **Grievance Procedure:**

If you have a concern or grievance, please follow the process outlined here to enable us to effectively deal with your concerns:

- Concerns relating directly to children, behaviour, support staff or specific aspects of the program should be directed to the OSHC director. If you have a problem with a specific child or staff member, you should not approach that person directly.
- Concerns relating to your account should be forwarded to the Director or OSHC Finance Officer by using the phone number or email on the top of your account.
- Concerns relating to the Director should be forwarded to the School Principal.
- Concerns relating to OSHC policies or procedures should be forwarded to the OSHC Governing Council Advisory Committee.

If you have a concern relating to a specific incident it is very useful to put it in writing, if possible, with as much detail as you can. This enables us to more effectively work with you to resolve the issue.

### **Delivery and Collection of Children:**

- **All children must be signed in and out of the service by a responsible adult. It is not appropriate for children to enter or leave alone and if this occurs the parent will be notified.**

- If the custodial parent/guardian arranges for an unauthorised person, of 18 years or more, to collect his/her child from the service, the parent/guardian must advise the service via a telephone conversation and or give written advice of this arrangement and confirm who will collect the child. Educators/staff will seek proof of identity in cases where the person authorised to collect children is not known to staff.
- In events where children have after school sporting commitments, the above conditions apply. If children are to be in OSHC before or after a sporting commitment, parents are to arrange an adult to escort their child to and from OSHC. This adult is to sign their child out and/or back in on the attendance form. This adult needs to be added to the child's emergency contact list on their enrolment form. The parent/Guardian of the child are to notify OSHC of this arrangement for each day this occurs. It is not possible for OSHC educators to provide duty of care for children between sites or activities. Parents must manage this risk by ensuring clear communications between sporting club, supervising adult, their child, themselves and the OSHC staff.

### Policy 16a. Children Enrolled in OSHC and Vacation Care:

At Willunga Primary School OSHC and Vacation Care, we offer care to a variety of age groups.

Pre-school children are welcomed to start OSHC from Term 1. Pre-school children will need to be the minimum age of 4 years and the below requirements adhered to, before being enrolled. Unless a permanent booking has been established, casual bookings for pre-school children may only attend if spaces are available.

Guided by the National Quality Framework and their Laws, the ratio of children per staff member changes once pre-school children attend our service. This means less children are able to attend a session when pre-school children are booked in. Therefore, when our numbers are high, pre-school children's casual bookings may not be accepted.

*Priority is given to primary school children.*

Other requirements are;

- A completed OSHC enrolment form is a requirement before your pre-school child attends.
- OSHC numbers will be checked for availability before we can accept casual bookings.
- OSHC staff will take children to pre-school after school aged children are signed out and sent to their classes.  
Pre-school staff are to arrange to have afternoon children dropped off at OSHC.  
Families are to make arrangements for a responsible person to pick up their child from OSHC.  
This responsible person needs to be on the enrolment form for collection authority and to sign in and out. Responsible person must 18 years or over.
- Pre-school children need to have established basic self-help skills, e.g. able to toilet themselves.
- During Vacation Care, we cannot offer excursion days to pre-school children as these days have limited spaces. The child/staff ratios are altered with pre-school children in attendance, therefore having less spaces available overall.

School aged children are welcome to attend up until the end of their primary school years.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act and regulations 2011*
- *NQF areas 2.3.1, 4.1.1, 6.1.1, 6.1.3, 6.3.4*

***CHILDREN MUST BE COLLECTED BY 6.30pm OR A LATE FEE WILL APPLY***