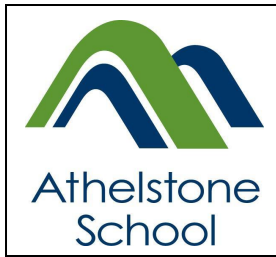




Athelstone  
School

**OUT OF SCHOOL CARE**

**PARENT HAND BOOK**



# Parent Handbook

## **Service Philosophy**

Athelstone OSHC is a child focused service where:

Children, families and educators are treated as equal individuals

Children are encouraged to participate in the program in a safe, caring and supportive environment

An emphasis on respect, courage, resilience and caring of self and the environment is nurtured.

The Director is responsible for the day-to-day operation of the service – this includes preparing and implementing children's programs, maintaining resources and equipment, and reporting to management and the governing council regularly.

All staff members support the director with the children's activities and from time to time are required to reduce the child staff ratio to facilitate the inclusion of children with additional needs.

## **Hours of Operation**

Monday to Friday

Before School Care – 7.15am – 8.35am

After School Care – 3:10pm to 6:15pm

Vacation Care: 7.15am – 6.15pm

Care will be provided on these days and fees will be charged accordingly. No care will be provided on Public Holidays. Parents must supply lunch and recess during Vacation Care. OSHC will provide a snack for After School Care.

## **Fees:**

Before School Care - \$12.75

After school Care - \$24.00

Vacation Care:

Home Day - \$51.50

Incursion/Excursion - \$57.00

These fees are reviewed by the OSHC committee annually.

The above fees will be less if you are eligible for child care benefit. Please contact Family Assistance Office on 13 61 50 for more information.

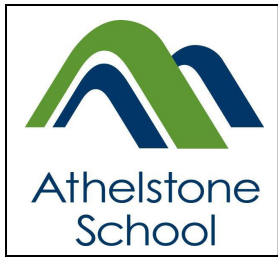
A \$50 Deposit is payable for any new enrolments. This will be credited to your account at the end of your child's years at the school.

Fees must be paid on a weekly basis.

Access to Before/After School Care and Vacation Care will be denied if there are outstanding fees.

**OSHC Office Phone:** 8336 7541 **Mobile:** 0414 463 896

**Email:** brooke.tran646@schools.sa.edu.au



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## **Bookings**

Bookings for children attending OSHC are essential.

It is a legal requirement that the appropriate ratio of students and staff members is met (1 – 15 children 1 staff, 15 – 30 children 2 staff). For this to happen and the correct number of staff to be employed we need accurate numbers by 6.00pm the previous day.

It is not acceptable to bring children to OSHC without a booking. Casual bookings can be made (subject to availability). An enrolment form must be filled out prior to the casually booked child attending the service.

Bookings can be made by:

Ring the centre and talking to the director or leaving a message on the following numbers : ph – 8336 7541 mob - 0437 521 251 or email [brooke.tran646@schools.sa.edu.au](mailto:brooke.tran646@schools.sa.edu.au). **Phone bookings are preferred as there is no guarantee email bookings will be delivered on time to notify extra staff of booking.**

## **SIGNING IN / SIGNING OUT**

Children must notify an OSHC member of their arrival and this staff member will ensure that all children's names are entered into the roll book.

For duty of care and safety reasons, only those people listed on the enrolment form may collect children and children will not be released to any one else unless written or personal consent has been given to the Director by the parent/guardian.

All parents must sign their children out and inform staff when taking their children. Children attending morning care need to be signed in by an adult.



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## **COLLECTION OF CHILDREN:**

To ensure the safety of children and to fulfil our duty of care requirement, the following procedure will be strictly adhered to:

- all children will be placed on the roll
- all children will be signed in by staff and signed out by the authorised collection person
- a staff member must be notified of a child's departure.

No child will be permitted to leave the OSHC boundaries until this procedure is completed.

## **LATE PICK UP:**

All children must be collected by 6.15 PM.

When a child is left at OSHC after 6.15 pm the Co-ordinator will:

- contact the parent/guardian
- contact the nominated emergency contact person and arrange for collection
- If steps 1 and 2 have been unsuccessful, an OSHC staff member will contact Crisis Care who will work with the local Police to locate the parent/guardian.

## **LATE FEE:**

A late fee of \$1 for (every 1 minute late,) will be charged for every minute after 6.15pm

Please phone OSHC, when possible, if you know you are going to be late.

Late collection fees will be added to the weekly invoice.

## **CANCELLATIONS / NON-ATTENDANCE:**

Note: 48 hours notice must be given if a child cannot attend a booked session for before and after school care. 7 days notice applies for Vacation Care.

Full fees will be charged for that session if the appropriate notice has not been given. An exception to this is if a medical certificate for your child is provided, which needs to be received within 5 working days of the child's absence.

We are a non-profit organization and our fees are kept low by carefully balancing our child staff ratios.

You can cancel by:

Ringling the centre and talking to the director or leaving a message on the following number – 83367541 or 0437 521 251.



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## **ACCESS:**

The OSHC program is available to all members of the community.

Care is available for children of primary school age – i.e. from 4 –13 years.

## **PRIORITY OF ACCESS:**

- Working parents or parents who are studying
- Children with disabilities or parents with disabilities
- Children at risk
- Families with a non- English speaking background
- Aboriginal or Torres Strait Island families
- Special needs families including families on low incomes, single parents and socially isolated families.

## **SERVICE POLICIES AND PROCEDURES:**

A full set of service policies for Athelstone OSHC is available for parents. It is important that parents are familiar with policies. Policies are reviewed periodically.

## **CHILDREN'S BEHAVIOUR:**

WE HAVE A SET OF RULES TO ENSURE THAT ALL CHILDREN FEEL SAFE AND SECURE AND FREE FROM HARASSMENT. THESE RULES WILL BE DISPLAYED AND MADE KNOWN TO ALL CHILDREN. AT THE BEGINNING OF EACH YEAR (OR ON ENROLMENT) ALL PARENTS/CHILDREN NEED TO SIGN THE TEAR OFF SECTION OF THE BEHAVIOUR MANAGEMENT POLICY.

If a child displays inappropriate behaviour the following actions will occur:

### Consequences

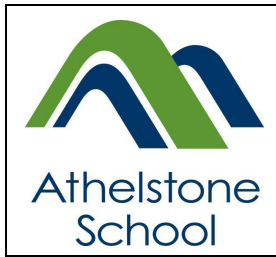
Staff will make a professional judgment if behaviour of child requires a reminder, time out or an incident report to be filled in. This decision is based on the type of behaviour (severity or repeated).

If an incident report is filled in by a staff member the child will be present and the Director and parent will sign it. The report will go into the child's file.

If a child receives three incident reports in a term or in a Vacation Care period, a meeting between the Director, parent and child will be held. A behaviour contract will be written up clearly stating the behaviours the child is to focus on and the consequences of not following the expectations. Usually this will involve one reminder (to be documented on an incident report) and if behavior continues the parent/caregiver will be phoned and asked to collect their child.

The child will then be suspended from the service for a period determined by the Director.

Reintroduction to the service will begin with a meeting between the child, parent, Director and Principal and a behaviour contract will be written up clearly stating the positive behaviour the child is to focus on and the consequences of not following the expectations. Usually this will involve one warning (to be



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documented on an incident report) and if behaviour continues the parent/caregiver will be phoned and asked to collect their child.

The child will then be suspended again from the service for a longer period.

Reintroduction will occur as in Point 5.

If suspension occurs for a third time then the child will be excluded from the service.

The child may be reintroduced to the OSHC service at a later, negotiated date if the child shows clear changes to his/her behaviour choices.

The Management Committee reserves the right to exclude the child from the service if that child is a danger to any other child, staff or themselves.

This policy is in our policy & procedures book, which can be accessed at any time.

We appreciate parental and caregiver support with this policy.

If your child is attending other activities i.e. Football, soccer, art classes please inform OSHC of approximate time, they will be attending, so that we have a record of there whereabouts. It is the responsibility of the parent to notify OSHC of their child's attendance and times OSHC is expected to have child.

## **CLOTHING AND SPECIAL ITEMS FROM HOME:**

Whilst every care will be taken with children's personal belongings, we do as that you and your child assist us.

- All personal belongings and clothing needs to be labelled.
- The service provides a wide range of games, entertainment and activities for children, If children have toys or precious things from home, they will be asked to keep them in their school bags.

## **SUNSMART POLICY:**

This is in line with Athelstone's School policy. Children must wear hats when playing outdoors. OSHC provides a hat for every child. We ask that parents take their child's hat home once a week to wash it.

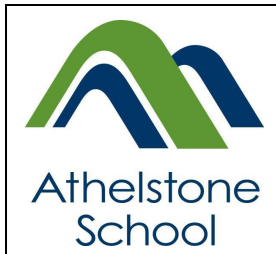
No hat no play

Sunscreen is provided by the OSHC service

When the temperature is 36 degrees or greater children are not permitted to play outside.

## **MEDICATIONS:**

Medication will only be administered when it has been prescribed by a doctor and is supplied in the appropriate pharmacy labelled container. For ongoing medical conditions we require the completion of a Health Care Management Plan from your child's Doctor. All medication and full details of administration of the medication are to be given to the Director / Assistant Director at the time of



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arrival. A medication form will be filled out providing the following information, name of medication, date and exact time medication is to be administered and parent signature. Panadol will not be administered unless we have written instruction for a Doctor stating dosage amounts and times.

When medication is administered all details will be recorded in the Medication Reports folder in regards to medication used, the date, time, dosage and the person who administered it.

All medication will only be administered by the Director or qualified staff and the staff member will verify the correct dosage with another staff member.

## **ALLERGIES AND SPECIAL MEDICAL CONDITIONS:**

CHILDREN'S PRIVACY AND DIGNITY MUST BE SAFEGUARDED.

A list of children with special medical conditions and allergies will be maintained in the First Aid Records.

Medication plans and Health Support plan will be kept for each of these children on the child's file.

**Please note we are a nut free service.**

**We also ask that no whole egg products such as eggs, quiche and meringue are brought to our service due to allergies.** Please be egg aware. If you believe your child has something in their lunch box containing egg please make it aware to staff.

## **ACCIDENT POLICY:**

In the event of an accident, the staff will provide first aid in accordance with their first aid training.

In the event of a minor accident, an accident report sheet will be completed and the nominated collection adult will be given the accident report sheet when they collect the child from the centre.

In the event of a serious injury or illness, the staff will seek assistance from S.A Ambulance and transportation to the Hospital & Health Services, if necessary, for consultation with a Medical Officer.

In the event of an accident, the staff will notify parents as soon as possible.

## **EMERGENCY PROCEDURES:**

The director will phone for help and take the first aid kit and attendance sheet from the building.

In case of fire or other emergency, notify OSHC Director/Senior staff member and School Office, Assistant Principal or Deputy Principal immediately.

The above-mentioned OSHC person will blow a WHISTLE. This will consist of a continuous set of three short blasts on the siren. Or the school person will ring the SIREN also for a continuous set of three short blasts on the siren.

This is a signal for staff to immediately direct all children to a place of safety by the route outlined below.

## **ESCAPE ROUTES AND ASSEMBLY AREAS**

Children move out safest door and assemble on oval.

THE FOLLOWING POINTS SHOULD BE REMEMBERED:

**OSHC Office Phone:** 8336 7541 **Mobile:** 0414 463 896

**Email:** brooke.tran646@schools.sa.edu.au



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- The children must move in an orderly group and be kept together at all times.
- Movement should be rapid but not running or panic.
- The staff member or oldest child should take the ATTENDANCE SHEETS and check at the assembly area that all children are present.
- All missing children should be reported immediately to the Director/Senior staff member or Principal or Deputy Principal.
- Staff or oldest children should remain with the group unless called upon to give assistance; all children stay together sitting down.
- Children are NOT to take personal belongings with them or try to re-enter evacuated buildings.

## SPECIAL DUTIES

When fire alarm is sounded the following should occur.

Director/Senior staff member personally checks in all of the following areas to make sure that no one is left in the buildings.

- OSHC Building
- Activity Room
- Boys Toilets
- Girls Toilets
- calls FIRE BRIGADE

## ILLNESS AND ACCIDENT:

Children who are ill or suffering from a contagious disease will not be able to attend the program. There are documented periods of time for such exclusion (see the service policies for this information)

In the event of a child becoming unwell during the program, he or she will be comforted and cared for, and the parents/guardians or emergency contacts will be advised to come and collect the child as soon as possible.

OSHC staff will undertake to ensure appropriate hygiene standards are observed for all children. These measures, combined with responsible supervision are sufficient to safeguard the health and well being of all children attending services.

## TOILET:

It is the policy of the service that a minimum of two children to go to the toilet at any one time. Children must notify staff when they are leaving and when they return.

## NUTRITION:

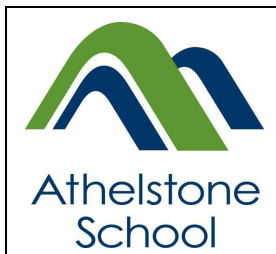
Food provided at our service will be nutritious, varied and of good quality. Safe and hygienic facilities will be used for the preparation, storage, heating and cooling of food for the children. Snack times and activities involving food preparation will provide positive learning experiences for children, who will be encouraged to develop healthy eating habits.

We will provide an afternoon snack at approximately 3:30pm. We take into account the specific dietary needs of individual children including religious and

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cultural beliefs, medical conditions and allergies. Due to the increase in allergic reactions to nuts (by children who previously have not had any reaction), we have been advised by Red Cross First Aid Trainers to eliminate them and associated products from our menu. We therefore do not use Peanut Butter, Nutella or any other nut products. We will also take into account that each individual has different food preferences and these will be respected. Our service also recognises the need for children to have a balanced diet, to be offered appetising foods and many opportunities to try new foods. The denial of food will never be used as a punishment for the children.

## **HYGIENE:**

Food will be prepared and eaten in a hygienic environment. Children are asked to wash their hands before/after eating, after outdoor activities and going to the toilet.

## **Mobile Phone Policy**

OSHC recognises the safety and communication issues of students having a mobile phone with them after school hours, however we encourage students not to bring mobile phones to OSHC.

If students have a mobile phone at OSHC they are asked to keep it in their bag and turned off at all times. Students are responsible for their phone in case of loss or damage.

Mobile phones are not to be used during OSHC hours and all calls in OSHC hours by students are to be made (under supervision by OSHC staff) from the office area.

## **THE CHILDREN'S PROGRAMME:**

We plan a variety of activities for children and offer freedom of choice for their age level.

Providing a program where children are encouraged to develop resourcefulness, responsibility and reliability in open-ended experiences that allow children to develop personal interests and use free time creatively.

It is believed that school age children in care need opportunities for physical activities, self-expression and socialisation with peers. We will provide a program where children can have fun.

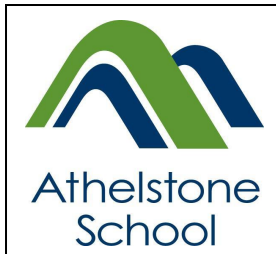
The program will include choices in activities, eg:

- arts and crafts
- knitting
- outdoor play
- table top games
- cooking
- music
- hobbies
- quiet areas, eg for homework etc
- gym play

## **PARENT INVOLVEMENT:**

We welcome Parent / Caregivers support to the programme at any level that they feel comfortable

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This could be:

- contributing ideas, resources such as craft raw materials etc
- attending management committee meetings
- participating in organised parent activities eg working bees
- Accompanying on an excursion in Vacation Care.

We ask parents to ensure:

- children are collected on time
- fees are paid on time
- contact with the director regarding the physical and well being of your children and of their attendance.

Please help us to provide the best possible quality of care and safety for your children.

## Complaints

We believe that parents have an important role in the centre and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the centre, staff, management, programs or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

## Complaints Procedure

We will support parents' rights to complain and will help them to make their complaints clear and try to resolve them.

A complaint can be informal or formal. It can be anything that a parent thinks is unfair or which makes them unhappy with the service.

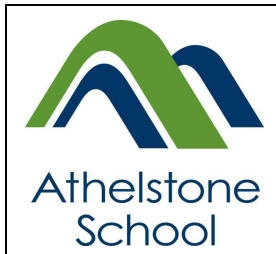
All confidential conversations with parents will take place in a quiet place away from children, other parents or staff not involved.

If a parent has a complaint or comment about the service, they will be encouraged to make a time to talk to the team leader of the centre.

The parents complaint is to be recorded and dated indicating the issue of concern and how it was resolved.

The team leader will inform the parent of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis a delegated authority will write personally to the parent.

If the grievance is not addressed arrange a time to speak with the Principal or Assistant Principal.



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If you are still unhappy, please arrange a time to discuss the issue with the Regional Director.

## **COMPUTER USER AGREEMENT**

The Computer User agreement outlines the terms or conditions of use of computers, computer network and Internet use at Athelstone OSHC.

### Expectations and Consequences

Students will:

- Only play for 15 mins each session.
- Work cooperatively and take care of the equipment.
- Only access sites with information relevant to their current classroom work and for a limited educational purpose. The term "educational purpose" includes classroom activities and self-directed research.
- Store only school related material on the network.
- Be expected to follow the directions of the OSHC staff.
- Let the OSHC staff know if they or others are breaking the rules.
- Promptly disclose to OSHC staff any message they receive that is inappropriate or makes them feel uncomfortable.

Students will not

- Stand around watching other children play the computer.
- Post personal contact information about themselves or other people
- Use obscene, threatening or disrespectful language.
- Print out material unless they have sought and gained permission from OSHC staff
- Attempt to visit inappropriate sites or irrelevant sites on the internet
- Damage computers, computer systems or computer networks in any way
- Install other software/files on the school network
- Use other people's passwords or user names
- Look at other student's folders, work or files without permission
- Use floppy disks/USB devices from home in any computer in the network.

Consequences for inappropriate behaviour when using the schools computer network will include

- Only working under teacher supervision
- Loss of access privileges for a set period
- Conferencing with the school leadership team
- Letters home outlining the inappropriate behaviour that occurred