

Kidsfun @ East Torrens

Out of School Hours Care

Parent Information Handbook



Before School Care	7:30am – 8:30am (Mon-Fri)
After School Care	3:00pm – 6:00pm (Mon-Fri)
Vacation Care	7:30am – 6:00pm (Mon-Fri)

Phone: 08 8365 9764

Mobile Phone: 0401 121 298

Fax: 08 8337 7243

Email : etps.oshc29@schools.sa.edu.au

East Torrens Primary School
12 Robson Road, Hectorville, SA 5073

Service Vision and Philosophy

We believe that Out of School Hours Care (OSHC) is a valuable and integral part of East Torrens Primary School and a highly valued childcare service for the local community. It is a time and place for children to have fun, enjoy playing together and develop friendly relationships and useful skills.

Kidsfun @ East Torrens Primary School OSHC aims to provide high quality recreational care for primary school aged children, in a supportive, comfortable and safe environment while their parents work, study, seek employment or have respite time.

Kidsfun @ East Torrens Primary School OSHC is dedicated to:

1. Providing a safe, stimulating and caring environment through

- Appropriate supervision.
- Relaxing and comfortable surroundings.
- A range of challenging, rewarding, relaxing and alternative activities for children.

2. Encouraging communication and social interactions by

- Promoting group activities while recognising individual needs.
- Encouraging children to listen and respect the opinions and feelings of others.
- Encouraging children to acknowledge and respect differences in culture, language, gender, age and ability.

3. Being an affordable, accessible and accommodating service through

- Being sensitive to the changing needs of the community.
- Welcoming all parents and encouraging participation in the service.
- Respecting all families rights to have input in the decision making.
- Endeavouring to make responsible decisions about income, expenditure and quality.
- Being accountable and open in all management, financial and administrative matters.

4. Employing appropriately qualified and skilled staff who

- Are caring and supportive in their interaction with the children and families.
- Have the ability to develop exciting and stimulating age appropriate activities.
- Continually develop their professional skills.
- Value contributions from other staff members, volunteers and tertiary students.

Enrolment

Enrolment forms must be completed and returned **prior** to the first session of care. It is essential to make a booking with the OSHC program for your child to attend by contacting us on 0401 121 298 or 08 8365 9764.

Please provide the service with at least 24 hours' notice of any bookings or cancellations to avoid extra charges. Advance bookings for Vacation Care and Pupil Free Days are essential, as numbers for these programs are limited.

To receive Child Care Subsidy (CCS), parents will need to register with Centrelink office on 136 150.

It is the responsibility of families to notify the Director of any changes to personal details and emergency contacts. All information will be kept confidential.

Parents are required to sign children in and out of each session.

Session Times and Fees

Type of care	Times	Fee
Before School Care	7.30am-8.30am	\$13
After School Care	3.00pm-6.00pm	\$24
Early Dismissal	2.00pm-6.00pm	\$24
Vacation Care	7.30am-6.00pm	\$51
Pupil Free Day	7.30am-6.00pm	\$51
School Closure Day	7.30am-6.00pm	\$51

Late Collection Fee

A late collection fee of \$5 for the first 5 minutes after 6.00pm and then \$5 per minute will be imposed when parents arrive later than the closing time of 6pm. This fee will be additional to the service fee.

Walk In/No Booking Fee

\$5 per child per day will be charged to your account if your child/children attend the service without being booked in.

Vacation Care

Bookings must be **made prior to the deadline** as stated on the vacation care program. A 25% deposit is required to secure your booking.

Vacation Care Booking Fee/Cancellation Fee

Late Vacation Care Booking Fee	\$5
Late Cancellation Fee (Incursion)	\$15
Late Cancellation Fee (Excursion)	\$51

Payment and Accounts

Parents will be emailed or posted their account on a weekly basis. **Payments are required within 7 days** from the date on the invoice period.

Payments of Cash, Cheque, or EFTPOS can be made at the front desk of East Torrens Primary School. Bank transfers can be made to:

**BSB 105-152
A/C# 032869640**

Please remember to identify who you are when putting monies into the account.

Having trouble paying your fees?

If you encounter difficulties paying your fees, please see the **Director** immediately to implement an individual payment plan or access outside agencies/Centrelink for extra assistance.

Debt Management for Non-payment of Fees

❖ Policy Statement

All families using the Kidsfun@ East Torrens OSHC facility must contribute to the cost of care by paying their fees in full and on time.

Procedure:

- Families who have fees outstanding for greater than 14 days, will receive notification via a letter attached to their account requesting payment.
- If the account is not paid up to date or if contact is not made with the Director, a letter will be sent to the family, requesting payment within 7 days. Alternatively, the family may contact the Director to discuss payment options, within 7 days.
- Further non-payment of fees owed or no contact with the Director, a letter will be sent to the family advising that their child/children's attendance at Kidsfun @East Torrens OSHC may be refused until all outstanding fees are paid.
- If a child arrives at the centre following notification of denial of care, the child/children will be taken to the appropriate school office and the family or contact person advised to collect their child/children immediately.
- Further action will be implemented on behalf of the School Governing Council to ensure that outstanding money owed to the service are recovered. This may mean the use of a Debt Collection service similar to that already utilised by the School Governing Council.

Drop Off and Collection

All children must be signed in and out of the service daily by a parent/guardian or authorised collection person. When collecting children please take home all belongings.

Authorisation for Collection

Children can only be signed out and collected from OSHC by a custodial parent or nominated person. Written permission is required if your child will be collected by someone other than the person/s nominated on your enrolment form. Staff may ask for proof of identification (i.e. driver's licence).

Late Collection

A late collection fee of \$5 per minute will be imposed when parents arrive later than the closing time of 6pm. This fee will be additional to the service fee.

For example:

* 6:00pm-6:05pm = \$5 -The first 5 minutes will accrue a flat fee of \$5 (should this situation constantly occur, then a \$5 fee per minute will be imposed thereafter as per the Director's discretion),

* 6:06pm = \$10,

* 6:07pm = \$15,

* 6:08pm = \$20, and so on.

If a child has not been collected by 6:30pm and all attempts to contact parents, guardians, emergency carers have been exhausted, Crisis Care will be contacted on 131 611.

Whenever possible, the parent should ring the service to advise they will be late to collect their child. A parent is regarded as being late when they arrive to collect their child after the 6pm closing time. Special circumstances, such as a traffic accident or vehicle breakdown, will be given consideration in relation to collection of late fees.

When a parent is continually late arriving at the service to collect their child, the Director will discuss other Out of School Hours Care options with the parent.

Bookings

Bookings can be made by calling 0401 121 298 or 8365 9764. If the phone is unattended, please leave a message.

Please ensure you have advised your child of their OSHC booking.

Please note that the school office is not responsible for taking bookings.

Before and After School Care

To ensure the child/staff ratio is not exceeded, please make bookings with as much notice as possible.

Please notify OSHC as below:

Before School Care	Notification 24 hours prior
After School Care	On the day before 12pm

If the above notification times are not met, a \$5 charge will be added to your account.

Vacation Care

The vacation care program is available and distributed on **week 6** of each term prior to the commencement of Vacation Care. Bookings are placed and secured once a completed enrolment and booking form has been received by the programs due date. However, bookings may be rejected at the discretion of the Director, if families are unable to clear their overdue account.

Cancellations during Vacation Care will be charged at \$15 per child per day for incursion days and be charged at the full fee of \$51 for excursions due to the service's higher costs involved (i.e. transport expenses, equipment hire, educators to child ratios).

Late Booking/Late Cancellation Fee

If you need to change your booking please notify OSHC as below:

Vacation Care	Notification 24hours prior
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Cancellations

OSHC fees are charged in full if 24 hours notification is not given for any absences and cancellations of any bookings.

Service Staff to Child Ratios

At the service	One (1) contact staff member for every 15 children
On excursions	One (1) contact staff member for every 8 children

OSHC Policies

Our OSHC service is operated and guided by a series of policies incorporating the school's policies and the OSHC service's policies. The policy folder is located in the parent sign in area of the service and is accessible at all times.

Management

Our OSHC service is operated by the East Torrens Primary School Governing Council. The management committee comprises of parents of children attending the service, a delegate from the school council, a member of leadership from the school, OSHC Director and an OSHC staff member. The Director looks at working with the committee to communicate the parents and children's interests and needs.

Parents of the service are encouraged to have input in the running of the service and we value any ideas, opinions and feedback in regards to improving the running of the service. If you wish to join, please see the Director. We will ensure that parents are kept up to date with information regarding activities and any other information relevant through the parent notice board, notices home to parents or through verbal communication.

Parents Grievance Procedure

If a parent has a concern about the service provided, it is recommended that they proceed as follows:

- Speak to the Director about the problem in person, writing or email.
- If you are not satisfied with the outcome, you may also contact the School Principal.
- If you are still unsatisfied, you may telephone or write to the chairperson of the school council to air the concerns.

- If after all stages of this procedure you are still unsatisfied you may approach the DETE District Coordinator, who will try and resolve the situation.

Parents or children may use another person to help them to raise an issue. This may be a friend, a school counsellor or management committee member.

It is important for all grievances to be kept confidential. It is important for the child/children's sake that the coordinator and the service are not criticised in the child/children's hearing.

A grievance, depending on its complexity may take days or even weeks to resolve, however, initial investigations or actions will be undertaken within one working day where possible.

All discussions and outcomes will be documented at each stage.

Behaviour Management

The children, together with the staff at East Torrens Primary School OSHC, devised a set of rules and consequences that they believe to be fair and equitable to all ages and gender.

Rules	Behaviour Management Process
1. SHARE, CARE AND RESPECT: be respectful to all children and educators 2. BE SUN SMART: wear a hat and sunscreen and play in the shade 3. LISTEN: to, respect and follow OSHC staff instructions 4. EQUIPMENT: look after OSHC, school and personal equipment and pick up and clean up after ourselves 5. SHARE: resources with all children 6. FEEL HAPPY AND SAFE: bullying and harassment will not be accepted	<ul style="list-style-type: none"> ➤ First Warning ➤ Second Warning ➤ 5 minutes to cool off ➤ 10 minutes to cool off and a thinking sheet ➤ Sent to the office to sit with school staff ➤ Contact to parents

Suspension from the service will occur only after all other avenues of communication and support have been made and/or a result of the following:

- Professional advice has confirmed that the child is in high psychological risk as a result of an unusually prolonged inability to settle into care.
- A child puts one or more children, or staff at risk through inappropriate/dangerous harmful behaviour.

If there are any external factors which may affect the behaviour of your child (i.e. health considerations, the arrival of a baby, family situations etc.) then please inform one of the OSHC staff. This helps us with the way we approach your child in addressing their needs.

Programming and Activities

Using an approved learning framework, the Educational Leader, in consultation and collaboration with educators, children and family's plans, designs and provides programs, catering to the children's age, developmental needs, skills, interests and abilities through a variety of challenging and recreational activities.

In providing opportunities for children, the Service recognises the importance of play, relationships, collaborative decision making and respect for diversity.

The Educational Leader is responsible to have a written program plan prepared for each aspect of the Service. This program plan will be on display for everyone's information.

Children are involved in the planning process by working with staff, brainstorming ideas and through daily OSHC meeting discussions and evaluations.

Meals and Snacks

The service provides nutritious and varied meals that allow children to taste and learn to make different foods from varied cuisines. Children are involved in the planning of the weekly meals serviced at OSHC within the daily meeting time.

Breakfast	Between 7:45 and 8:15 am
Afternoon Tea	Between 4.00 and 5.00 pm

First Aid, Medications and Illness

In the event of a major injury or accident, every effort will be made to contact parents first, then emergency contacts. At least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, will be in attendance at any place children are being cared for. The educator will immediately be available in an emergency, at all times children are being cared for by the service.

Medication must be handed to a staff member and be accompanied by a letter from your doctor. Parents need to also sign a permission notice for staff to administer medication.

The Service will only permit medication to be given to a child if it is in its original packaging with a chemist label attached. The chemist label must state the child's name and dose of medication required. All medication will be administered by the Director (or an educator nominated by the Director who is qualified in first aid) and witnessed by another educator. Administration of medication will be recorded in a medication administration register. The Director and educator witness must fill out and sign the register with the parent signing acknowledgement at the end of the day.

If your child becomes ill whilst in our care, you will be contacted to collect your child immediately.