



Out of School Hours Care

INFORMATION HANDBOOK



Service Philosophy

Memorial Oval Primary School Out of School Hours Care service aims to provide high quality care for school aged children in a caring, supportive, happy and healthy environment both after school and during school holidays. We recognise the individual needs and interests of children and through the employment of caring, qualified educators, our program provides for the children with numerous opportunities to develop physically, intellectually, socially and emotionally. Educators provide a responsive and inclusive atmosphere for children of all ages, genders, cultures and abilities. Educators will guide children's behaviour in a positive way to build their confidence and self-esteem.

AIMS: to support our philosophy we aim:

To provide a safe and secure environment.

To provide an environment where children feel relaxed and in a place where they belong.

To provide a range of stimulating developmental and social activities that caters to individual needs and abilities.

To provide a place where children can make new friends.

To maintain high levels of health, hygiene and cleanliness.

To promote respect and consideration of others.

To promote self-responsibility by providing opportunities to make choices, take on new challenges and enhance self-esteem.

To value and encourage the involvement of the community, children and parents in program development.

Service Details

School Phone: 8645 7991

OSHC Mobile: 0488 157 219

Fax: 8645 1812

Address: Bradford Street, Whyalla, 5600

ABN: 97470183731

Director: Natalie Keefe

Email: mopsoshc@outlook.com

Operation Time and Prices

SA School Terms	Monday-Friday	
OSHC	3:10pm-6:00pm	\$17.00 per child
Early Finish	2:10pm-6:00pm	\$19.00 per child
SA School Holidays	Monday-Friday	
Vacation Care all day	8.00am-6.00pm	\$47.00 per child
AM session	8:00am-1:00pm	\$26.00 per child
PM session	1:00pm-6:00pm	\$26.00 per child
School Closure Days	8:00am-6:00pm	\$47.00 per child

Closed all Public Holidays

Children are signed IN by an educator on arrival to OSHC. It is the parent/caregiver responsibility to sign children OUT from OSHC and IN and OUT from Vacation Care.

You must contact either the school or the OSHC service before 11am (Vac Care before 6pm the night before) if your child will be absent from care. Failure to do so will apply in full fees being charged.

Child Care Benefit (CCB)

Child Care Benefit (CCB) is a payment from the Australian Government that helps you with the cost of child care. There are certain eligibility requirements you must meet to get CCB. You can choose to receive CCB as a lump sum payment or as reduced child care fees.

Child Care Rebate (CCR)

If you are using approved child care for the purposes of Child Care Benefit (CCB) for work, training or study-related reasons the Government will provide you with 50 per cent of your out-of-pocket child care costs, up to the annual cap. For the 2014-2015 income year, the cap is \$7,500 per child per year. You have the option to receive your CCR paid fortnightly, either directly to your bank account, or through your child care service provider as a fee reduction. You have the option of having your CCR paid quarterly or annually as a lump sum directly to your bank account.

For further information on your eligibility for CCB and CCR please contact the Australian Government Department of Human Services:

Online at www.humanservices.gov.au/onlineservices

Call 13 61 50 between 8 am and 8 pm (local time) Monday to Friday

Visit a Service Centre (located in Medicare Offices and Centrelink).

Staff

The Director of the service is Natalie Keefe. Natalie holds a Diploma in Children's Services. In the event that Natalie is absent from the service, her replacement must also be qualified at that level. Depending on numbers or children requiring support, there may also be another staff member during the session.

Each staff member requires a First Aid certificate, Criminal History check and Responding to Neglect and Abuse training. All staff are mandated notifiers. At all times there is a staff member on site who has completed Emergency Asthma Management training and Anaphylaxis training.

National Quality Standards

There are national standards that have to be met by all OSHC operators in Australia. In January 2012 a National Quality Standard was introduced.

The Quality Areas include:

- 1- Educational Program & Practice
- 2- Children's Health & Safety
- 3- Physical Environment
- 4- Staffing Arrangements
- 5- Relationships with Children
- 6- Partnerships with Families & Communities
- 7- Leadership & Service Management.

As required under the NQF, our service has a Quality Improvement Plan in place, which identifies any areas that we consider may require improvement. This QIP is available to all families and we would value any input. For more information on the NQS and QIP please speak with the Director.

Policies and Procedures

Our Policies & Procedures folder is available for you to view in the OSHC room. They are reviewed regularly by the OSHC Advisory Committee and MOPS Governing Council. The following is an overview of some of our policies.

Emergency Evacuation Procedures

Emergency Evacuation procedures are displayed at each exit of the building. These procedures are practised each term and school holidays or when a group of new children attend the service. These procedures are documented. The room has a fire blanket and regularly checked smoke alarms and fire extinguishers.

Program

The Australian Government has developed 'My Time, Our Place- Framework for school age care children in Australia to assist educators to provide opportunities to maximise their potential and build a foundation for future success in life.

The framework acknowledges the importance of play and leisure in children's learning and development and that their learning is not limited to any particular time or place.

The framework is based on the following 5 outcomes:

- Children have a strong sense of identity.
- Children are connected with and contribute to their world.
- Children have a strong sense of well being.
- Children are confident and involved learners.
- Children are effective communicators.

The program is displayed in the OSHC room and all documentation of your child's time and learning is kept in their personal scrapbooks or folders.

We encourage input from children and their families.

Snacks & Meals

During OSHC we provide the children with a healthy snack. This includes fruit platters, cheese, fritz, crackers, sandwiches, toast, fruit bread, popcorn etc. as well as a variety of cooking opportunities.

During Vacation Care we ask that you provide a packed lunch and some snacks for your child. Due to allergies please do not pack peanut or fish products. If your child has any allergies or special dietary requirements please speak to the Director before your child attends care. We provide morning and afternoon tea. Drinking water is available at all times.

Confidentiality

The Memorial Oval PS OSHC service protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, educators and management are kept in a secure place and are only accessible to those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

Confidential conversations that educators have with parents, or the Director has with educators, will be conducted quietly away from others.

Hats

As part of our Sun Smart Policy and for your child's protection on enrolment you are required to supply a hat. This hat will be kept in the OSHC room for your child's use only. Please ensure your child's name is clearly labelled. If your child does not have a hat they will not be able to play outside, unless under a shaded area.

Grievances

All personal matters and general OSHC matters should be raised directly with the OSHC Director, where this is not possible, through the Principal in a confidential manner. If the matter is not considered to be satisfactorily resolved a meeting with the OSHC committee and the Principal should be made and held.

Personal Items

If your child brings personal items from home to the OSHC service it is their responsibility to look after them. OSHC will not be responsible for any loss or damage.

Medication and Illness

Medication must be provided in the original container, correctly labelled with authorised written instructions from a Doctor. Parents must discuss requirements with the Director. All medications must be administered/observed and recorded by a supervising staff member.

Illness and contagious diseases requires children to be excluded from the program. A list of such diseases and incubation periods is available at the centre.

If a child becomes unwell whilst at the centre the parents/guardians will be notified and asked to take the child home. The child will be made comfortable and separated from the other children until the parent/guardian arrives.

Accidents and Incidents

In the case of an accident involving your child, your child's educator will administer first aid. If the injury requires further medical treatment, you will be contacted. In the case of an emergency requiring hospital or ambulance assistance you will be liable for any medical expenses.

Documentation of the accident will be made.

Collection of Children

The names and contact numbers of all people authorised to collect children from the service must be included on the enrolment form. Parents who are unavoidably detained and unable to collect their child at collection time must telephone the service to advise of their lateness and expected time of arrival. If a parent is unable to collect their child before closing time, they should arrange for another responsible adult to collect the child and advise the service of this arrangement. There is a \$1 per minute late fee after the first five minutes.

If the parent has not contacted the service and the child has not been collected 10 minutes after the closing time, the service will attempt to phone the parent or if this is not possible telephone the emergency contacts listed on the enrolment form to arrange for the child's immediate collection.

If no one can be contacted and the child has not been collected 30 minutes after closing time, police will be informed of the circumstances and whereabouts of the child.

Behaviour Management

Educators will use a positive approach in managing children's behaviour.

The children are required to respect the rights of others to be in a safe and secure environment and to respect their Educators by following instructions and by following the centre rules. Steps are as follows:

Step 1- warning/reminder

Step 2- time out/ thinking time

Step 3- Principal (if available) or phone call to parents.

Step 4- Phone call to parents to pick up child.

If a child is displaying unacceptable behaviour, parents are required to make time to meet with the Director to discuss concerns in a respectful and confidential manner.

Please note that your child may be excluded from the service, should they exhibit violent or threatening behaviour, leave the grounds or excursion area or constantly refuse to follow staff instructions. This is in the interest of safety and welfare of students and staff using the service.

Fees

Accounts are issued weekly and payments are expected fortnightly. Payments can be made by cash via the school front office or direct debit. (see Director for details). Failure to pay fees may result in the cancellation of care. If you have trouble paying your fees please speak to the Director as soon as possible. Failure to cancel care will result in full fees being charged.