

Woodend Primary School OSHC



Family/Carer Handbook

‘Providing a safe and stimulating
environment through fun and child
appropriate programs’

Reviewed and updated AUG 2024



https://woodendps.sa.edu.au/wp-content/uploads/2024/07/XPLOR_INSTRUCTIONS.pdf

Woodend OSHC Philosophy Statement

The staff at Woodend Out of School Hours Care (OSHC) believe that the OSHC and Vacation Care program is a valuable and integral part of the Woodend Primary School and the local community. The service aims to provide high quality care for all children and allows children to have fun, develop friendships and build on life skills. All staff within the service value the importance of learning through play and recognise the importance of childhood in the early years.

Educators collaborate with children and families to develop and provide play experiences and choices that are meaningful to children and support their wellbeing, learning and development.

Children:

Each child is important and has individual needs and rights. Children have a right to:

- Always feel and be safe, physically, and emotionally.
- Be unique and express their ideas, creativity, and feelings naturally and freely.
- A nurturing, learning environment which fosters and extends their talent, and adopts the principles of equal opportunity and social justice.
- A harmonious and well-balanced program full of choices which develops all aspects of the child - physical, social, emotional, cognitive, creative and language skills.

We encourage:

- A sense of self-worth.
- The formation of stable caring relationships with educators and other children.
- The development of independence and personal responsibility.
- An awareness and understanding of differences in culture, language, gender, age, needs and ability.
- The development of problem-solving skills, negotiation, and self-help skills.
- An awareness and respect for our environment.
- Students with additional needs to be involved in the program.

Parents, caregivers, and families

We support parents/guardians in their role as primary caregivers and educators by:

- Welcoming them into our centre.
- Encouraging their involvement and participation in the centre.
- Respecting and accommodating their child-rearing practices.
- Exchanging information with parents/caregivers about their child.
- Providing information about other family and children's services.

Educators/Volunteers

To ensure provision of quality childcare, our educators:

- Recognise children as individuals and understand their needs.
- Provide a stimulating and safe environment through developmentally appropriate experiences
- Work as a flexible member of a team.
- Will be sensitive to the needs of families and the community and be able to respond to these needs through open communication.
- We are committed to providing:
 - Encouragement for and access to training and development opportunities.
 - Opportunities to be involved in decision making.
 - An environment which is supportive of the individual work, especially in relation to their physical, professional, and emotional needs.

Community

Our service will:

- Promote awareness and knowledge of the need for and value of quality childcare.
- Participate with other community groups, agencies, and services to share resources and develop a support network.
- Endeavour to remain aware of and respond to, where possible, the changing needs within our community.
- Be sensitive to the wide range of social and cultural backgrounds of the community it serves.

Key Information:

Director: Emilie Rogers

- *Address:* Wooded Primary School OSHC
- Edward Beck Drive, Sheidow Park SA, 5158
- *Phone:* 8387 7603
- *Mobile:* 0447 292 909

Email: dl.1056.oshc@schools.sa.edu.au

MESSAGE- XPLOR HOME APP/ MOBILE

CHILD CARE SUBSIDY (CCS)

Childcare Subsidy is paid for by the Commonwealth of Child Care Services so that childcare fees incurred by families can be reduced. Our service is a registered provider to enable you to take advantage of this assistance. The amount of CCS available depends on your income. All families can be eligible to receive CCS, which can range from a minimum to maximum percentage. Once registered through MyGov, you need to provide us with your child's Customer Reference Number (CRN) and date of birth along with your customer Reference Number and date of birth. This information is to be included on **XPLOR**

HOURS OF OPERATION AND FEES:

Before School Care:	7.00am - 8.30am \$20.00
After School Care:	3.05pm - 6.15pm \$26.00
Early Finish End of Term	2:05pm – 6:15 pm \$32.50
Pupil Free/School Closure:	7.00am - 6.15pm \$65.00
Vacation Care:	7.00am – 6.00pm \$65.00

The Vacation Care program is available to families who attend Woodend Primary School on week 7 of each term booking open week 6

Each year the service closes for two weeks over the Christmas and New Year period. Please contact the service for closure dates

No Booking Fee/ Walk in \$15.00 per session, per child

This fee will apply to students who do not have a booking for that day and have not been included within our staffing ratios.

As we have strict ratios requirements the Director cuts the bookings times on the app, to prevent going over ratio. Morning care you can book up to 6 hours before we open, and Afternoon care is 4 hours before.

If you need emergency care in these times, please call the OSHC service directly.

Duty of Care Fee: \$10.00 per session, per child

This fee will apply to families who do not sign their student(s) in and out of OSHC.

To be clear: In the morning, you sign your student in, and OSHC staff sign them out at 8.30am. In the afternoon, OSHC staff sign them in at 3:05pm, and at pick up, you sign them out.

If you are unsure how to sign in/out, there are instructions at the sign out desk and staff are available to help. A QR code is available to scan, but if you do not have a device available, you can manually enter your email, phone number and pin. If someone else is picking up, there is an option on Xplor to add them as emergency contact.

Late Fee: \$1 per minute per child

This fee will apply to families who do not collect their student(s) before the normal closing time for that day. This contributes to funding staff that work beyond their rostered hours.

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.

All fee payments may be paid online using QKR, if you wish to organise other arrangements, please contact the finance department.

Please note: Our OSHC fees are reviewed regularly and may change at any time throughout the year. Families will be notified prior to any fee changes.

OSHC OUTSTANDING FEES

Each week families will be invoiced for the previous weeks care. Each week, accounts will be emailed to families using the email address supplied on enrolment. It is expected that families make regular weekly or fortnightly payments.

If accounts are not paid by this date a reminder will be sent, by text message. Then follow up letters -

- If the account remains unpaid for a further 7 days (21 calendar days from the invoice date)
- If the account remains unpaid for a further 7 days (28 calendar days from the invoice date)
- If the account remains unpaid then, after the third letter, the account will then be given to a Debt Collection Agency and your child/children will not be eligible to utilise the service.

Parents with overdue fees beyond their regular payment pattern will be encouraged by the director to discuss any difficulties they may have in meeting payments and to make suitable arrangements to pay.

If this is not done, or the agreed arrangements are not kept, collection procedure will apply. Fee collection procedures can be found in the services Fees policy.

OSHC ENROLMENT

All families attending Woodend Primary School are eligible to attend OSHC.

Families wishing to use OSHC services must indicate their interest by completing an online enrolment form using **XPLOR** which is available on the school website under the OSHC tab or speaking to an OSHC Director.

Download the XPLOR HOME app and add the casual day you require.

If you would like permanent booking, please talk to the OSHC Director.

Any vacant places are assigned following the Government legislation of Priority of Access. Priority of Access determines the families in greatest need of care and assigns the place accordingly. Priority of Access sets out three levels of priority, which OSHC must follow when filling vacant places:

Priority 1 - a child at risk of serious abuse or neglect

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 A New Tar System (Family Assistance) Act 1999

Priority 3 - any other child

At the end of each school year all bookings will roll over unless told otherwise, each registered family will need to contact OSHC if they do not want this to happen.

OSHC ARRIVAL AND DEPARTURES

An authorised adult **MUST sign children in and out of the program upon arrival and departure.**

Only adults who have been authorised on the child's enrolment form will be allowed to sign the children out of the program.

Please note this is a Legal requirement and fees will apply if not done appropriately.

If parents wish for other adults to collect their children, they must contact a OSHC Service, by phone or in writing and inform them of the day of collection or adding them too HUB GUEST on the Home Xplor app.

Please note that photo identification must be provided and sited.

OSHC SESSION CANCELLATION

Cancellation of bookings during term need to be made at least 2 full business days prior to the beginning of the booked session.

- This can be done by messaging, and using the home Xplor app
- If 2 full business days have not been given the fee will be charged.

Vacation care cancellation

This policy applies to every day in the vacation care period

All cancellation requests are to be emailed to dl.1056.oshc@schools.sa.edu.au

Cancellations received by email 7 or more days prior to the booking:

- If there is a student/s on the waitlist to take the place of the cancelled student/s, there will be no charge for the family who are cancelling their booking
- If there is no waitlist, and therefore no one to take the place of the cancelled student/s, the fee for the day will still apply. The booking will remain open for the family if they decide they do not want to cancel.

Cancellations received with 6 or less days' notice:

- The full fee will be charged, and the booking will be cancelled.

Illness:

- If bookings are cancelled due to illness and a sick certificate is presented to OSHC within three working days, a refund may be requested.
(Only in Vacation care period)

Last minute bookings for urgent care:

Parents who need urgent care can phone OSHC to see if there are spaces available at short notice at any time, including the morning when care is being sought.

Please note – we may not have a place available, but we will make every effort to fulfil your request while keeping within our strict ratio requirements

OSHC PROGRAM

Program is uploaded to the Xplor Home App by the Educational leader with the input of both OSHC educators and OSHC children.

OSHC Educators conduct observations on children throughout the day of activities that are planned as well as spontaneous interactions.

ROLES AND RESPONSIBILITIES OF PARENTS DURING OSHC AND VACATION CARE

Parents have a responsibility to:

- Collect their child on time - 6.15pm during the school term and 6.00pm during the school holiday period.
- Pay fees on time. Payment can be made, QKR.
- Keep in touch with the director regarding the physical and mental state of their children, their attendance and learning needs and abilities.
- Take an active interest in the program and support the staff in their roles.
- Follow the services code of conduct
- Time and resources may allow parents to:
- Contribute ideas, resources, and craft materials to the program.
- Serve on the OSHC Advisory committee.

GRIEVANCE PROCEDURE

Any issues or concerns that you as a parent may have regarding your child's care should be:

- Anyone can raise a concern or lodge a complaint. We encourage children, families, community members, staff, students and volunteers to raise any

concerns or complaints they have. Anonymous complaints can be made but our ability to investigate them may be hampered as a result.

- Complaints and concerns can be made in any way that feels comfortable - for example, over the telephone, by email or in person. Our service will facilitate different ways of reporting for people who have diverse backgrounds or needs for support. This means you can ask anyone at our service for help to make a complaint.

Raised with the OSHC director.

If the issue remains unresolved, please make an appointment with a member of the leadership team

Relationships with children at Our OSHC Service

For our program to operate successfully, parents and children together with staff, need to support acceptable behaviour in our service.

Everyone at OSHC have the right to feel safe and to be safe. They have the right to the care and attention of all staff.

Children responsibilities at OSHC and are expected to be followed

- Play safely with other children and equipment.
- Respect one another, staff, and children.
- Use equipment and OSHC belongings in an appropriate manner.
- Follow the instructions of all educators in the service.
- Use appropriate language.
- Acknowledge and respect cultural differences.

Inappropriate Behaviour:

Educators understand that inappropriate behaviour is a child's way of saying they need support. Educators will reflect on the reasons for the child's behaviour and develop strategies or a plan with the Nominated Supervisor which can be implemented by all educators to ensure consistent responses to the child's behaviour at the service.

CODE OF CONDUCT FOR FAMILIES and EDUCATORS

At Woodend Out of School Hours Care we believe that all families, and educators within the community have the right to always feel and be safe, physically, and emotionally. We encourage all parties to follow our code of conduct for this to happen.

Families AND Educators:

- Acknowledge and respect cultural differences.
- Respect the policies and procedures followed within the OSHC service.
- Demonstrate appropriate social behaviour by not using inappropriate language.
- Refrain from using violence in any form, including verbal and physical violence.
- Use body language in a non-threatening manner.
- Speak with staff in a calm and courteous manner without a raised voice.
- Respect appropriate times for discussions with educators away from other children and families.
- If there is a disagreement, follow the appropriate grievance procedures as per service policies.
- Use language that is appropriate to the age and abilities of each person within the service.
- Refrain from using inappropriate language within the service.
- Encourage positive interactions with others by role modelling.
- Ensure that all equipment and resources are in safe working order and appropriate to the age and ability of children in the service.

CHILD PROTECTION:

The Woodend Primary School OSHC Service has an obligation to all children attending the service to defend their right to care and protection.

To support this right, the service will follow the procedures set down by the Department of Family and Community Services under the Children and young people (safety) Act 2017, when dealing with any allegations of abuse or neglect of children, to ensure the child's and other children's protection.

- Mandated Notification Guidelines are held at the service and must be read by the staff and management committee.
- It is also available to parents.
- Employer and employee obligations in relation to allegations of child abuse are included in the interview process.

- Educators are required to attend training in relation to mandatory notification of child abuse. All staff are provided with updated information on their responsibilities as a mandated notifier.

SUN PROTECTION:

The Woodend Primary School OSHC aims to provide a healthy environment where children will grow and be safe. Preventative measures, through sun protection control will be consistently followed by all OSHC employees.

ALL children MUST have a sun safe hat for OSHC/ Vacation Care

To ensure all children attending the service are protected from skin damage caused by harmful ultraviolet rays of the sun, the following will apply:

- Scheduling activities outside on the Peak UV times which are 11:00am – 3:00pm and 10:00am – 2:00pm in day light saving times.
- The wearing of hats, sunscreen and sun safe clothing will be effective whenever the peak UV levels are above 3.
- Peak UV levels will be read and recorded daily from the Sun Smart App
- Children and educators must have their hats at OSHC and Vacation Care every day of the school/OSHC year.
- To minimise the spread of infections children will not share hats.
- Hot weather policy- 36+ we will play in shaded areas only
- Children and educators will wear hats whenever they are playing or participating in activities outdoors. Children who do not wear a broad brimmed or legionnaire style hat during playtime will play in shaded areas or participate in indoor activities.
- Minimum SPF 30+ Broad-Spectrum, water-resistant sunscreen will be provided for all children and staff to use.
- Sunscreen will be applied by children 15-20 minutes before going outside and re-applied every 2 hours if outside for an extended period.
- Educators at the service will ensure that minimum SPF 30+ broad-spectrum water-resistant sunscreen is readily accessible
- Children and educator's clothing must always wear sun smart attire
- When enrolling their child, parents will be informed about the sun safety policy and asked to provide a suitable hat for their child's use.
- No Hat Seek Shade

The service's sun-protection policy will be implemented on all excursions.

All outdoor excursions will be cancelled, and alternate arrangements will be made if the forecast is 36 degrees Celsius or higher.

CHILD AND FAMILY CONFIDENTIALITY

The Woodend Primary School 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 accessed by or disclosed only 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 other educators, will be conducted quietly away from others.

Food and Beverage:

Food provided at the Wooded Primary School OSHC service will be nutritious and varied. Snack times who will be encouraged to develop healthy eating habits.

Parents will be consulted and encouraged to share family and multicultural values and experiences to enrich the variety and enjoyment of food to meet children's nutritional needs.

We are a NUT AWARE service.

Afternoon snack which always includes a fruit platter:

- Term time- 3:20pm and 3.45pm
- Late snack – 5:15pm
- Vacation care- 2:30pm onwards

Healthy breakfast program:

- Before school care 7am-8:15am
- Vacation Care 7am-9am
- Pupil Free Days 7am-9am

ALL children need to bring Recess/Lunch and a drink bottle with water when booked into Vacation care, we can provide a sandwich and a piece of fruit for a fee if the children don't have lunch.

Snack menu is done weekly and is available for all children and parents to view, specials vacation care lunches and treat days are communicated to parents on a program-to-program basis.

Water is always available; children are encouraged to bring their own water to fill up when necessary

EDUCATOR AND CHILD HYGIENE:

The Woodend Primary School OSHC aims to provide a healthy environment.

Preventative measures, through an infection control process, will always be followed by everyone in the OSHC service.

Hand washing is the most effective way of controlling infection in the service.

Educators and children should wash their hands:

- Before handling and preparing food.
- Before eating.
- After going to the toilet.
- After coughing or sneezing.
- After cleaning up blood and other body substances.
- After playing outdoors.

All educators are required to wear gloves (disposable rubber or vinyl)

- In contact with blood or other body substances or open sores.
- Cleaning up faeces, vomit, or blood.
- Handling clothes, cloths or equipment which has been soiled by body fluids.
- Cleaning a contaminated area.
- They have a break in the skin of their hands, or if they have dermatitis or eczema.
- They are wearing rings or other hand jewellery.
- Educators wash their hands with soap and water after gloves are removed. Surfaces will be cleaned after each activity and all surfaces cleaned thoroughly, daily.
- Areas contaminated with body fluids will be disinfected.
- The service will ensure that toilets and hand-washing facilities are easily accessible to children. Children will be encouraged to flush toilets after use, and wash and dry their hands with soap is provided.
- The service will ensure that girls and women have access to hygienic facilities for the appropriate disposal of sanitary pads and tampons.
- Children will use a new cloth or tissue if they are required to wipe their faces and noses.
- Toys, dress-up clothes, and other materials such as cushion covers will be washed at the end of each term, or sooner if required.

CHILD HEALTH AND MEDICATION:

Where a child has a known allergy or medical condition it should be recorded by families on the child's enrolment form and all educators made aware of it.

Children cannot attend OSHC until the relevant paperwork has been completed and returned to the Director.

- Medical plan supplied by doctor
- Medical Condition Risk Minimisation and Communication Plan (available on school website)
- Acquired in date medication with a doctor's label and child's full name

Medication/ First aid:

Service educators will assist with children's medication if

- It is prescribed by a doctor and has the original label detailing the child's name, required dosage and storage requirements.
- When educators are to assist with a child's medication, it should be given directly to the director not left in the child's bag.
- parent should supply an appropriately labelled container
- Before medication is given to a child, the educator will verify the correct dosage with another educator and the Medication Plan Form.
- No medication will be given unless there is a medication plan supplied by a doctor
- All illness at the service will be recorded on the Accident/Illness Record.
- If children are receiving medication at home but not at the service, the service should be advised of the nature of the medication, its purpose and of any possible side effects it may have on the child.
- All educators are trained to administer an EpiPen injection.
- No other injections are to be administered.
- The Medical and Health form, completed by parents and the child's medical practitioner, should disclose immediate measures to be taken in a life-threatening situation.
- A summary of these will be prepared and made available to all educators of the service.

MANAGEMENT OF UNWELL CHILDREN AND EXCLUSION FROM THE SERVICE:

- If a child becomes unwell while at the service, the parents will be notified and asked to collect the child.
- When a parent cannot be contacted, educators will phone emergency contacts.
- If a child requires immediate medical aid, the service educators will secure that aid and notify the parent.
- Parents will be informed by notices about common infectious diseases within the service and when there is a notifiable infectious disease in the service.
- Information will be made available to parents in a manner that is not prejudicial to the rights of educators or children, and which does not infringe State or Commonwealth legislation.

CHILD IMMUNISATION:

Parents are encouraged to immunise their child against all diseases appropriate to the child's age.

- In accordance with the National Health and Medical Research Council exclusion guidelines, children who are not immunised may be excluded from care during outbreaks of some infectious diseases, even if the child is well.
- For a child to be eligible for Childcare Subsidy and other family payments, immunisation must be in accordance with the National Immunisation Program

FIRST AID FOR CHILDREN:

- First aid bags are fully equipped and updated when necessary and are kept at the service in a cupboard out of reach of children but easily accessed by educators.
- All educators carry a first aid bag when on duty
- First aid Monitor is the person in charge for the day
- Cold packs are available, for necessary treatment
- First aid will be administered only in the event of minor accidents or to stabilise an injured person until expert assistance arrives.
- Any head injuries are notified to parents by phone or message.

EQUAL OPPORTUNITY:

- The Woodend Primary School OSHC Service is committed to the principles of Equal Opportunity in relation to community access to the service and the appointment of staff.
- Individuals will be treated with respect regardless of their gender, race, religion, age, impairment or disability, marital status, pregnancy, sexuality, political conviction, family responsibility or family status. The service will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences.
- Out of School Hours Care will be made available to the community in accordance with the Commonwealth 'Priority of Access Guidelines.

The service will actively promote the access and participation of marginalised groups those in poverty, those with a disability, Aboriginal and Torres Strait Islanders, both as employees and as users of the service.

TRANSPORT WITHIN THE PROGRAM

The Woodend OSHC service uses a local bus company to travel with children to and from the service on vacation care excursion days.

Parents will be required to give signed consent if a child is to be transported from one place to another.

Before the journey begins a person in charge should ensure that:

- All Parents have signed the permission slip for the that day.
- No child has a seat not fitted with a seat belt.
- Every child has their seat belt on and secured.
- All children are accounted for by doing regular head counts and rolls calls.
- All educators communicate with one and another to ensure the children's safety.

In the event of vehicle breakdown or a minor accident, the educator in responsible person, will refer to the risk assessment and follow steps.

Responsible Person and Educators:

- Will inform parents, if necessary. All vehicles and persons involved in transporting children to and from the service will carry the service's name, address, and contact number
- Follow the service's procedures for accidents and Education Department 130 Risk Assessment
- Ensure children are always safe and secure.
- Comfort and calm children.

- Phone emergency services and police, if necessary.
- Contact the School leadership for support if necessary

On behalf of all the educators at Woodend Primary OSHC, we hope your child enjoys their time with us!