



Woodend Primary School OSHC

Family/Carer Handbook

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

Reviewed and updated FEB 2023



Woodend Primary School OSHC: Parent/Carer Handbook

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.

OUR VISION, VALUES AND GOALS

At Woodend Primary School Out of School Hours Care we will:

- Foster children's autonomy and development by providing a program that is reflective of the curriculum.
- Framework 'my time, our place'.
- Ensure all children meet developmental outcomes of the framework.
 - Children have a strong sense of identity.
 - Children relate to and contribute to their world.
 - Children have a strong sense of well-being.
 - Children are involved learners.
 - Children are effective communicators.
- Provide a safe, nurturing and stimulating environment.
- Cater for the nutrition and individual dietary needs of each child.
- Support families and caregivers in their role as primary care providers.
- Encourage and value the unique qualities of our children and their families.
- Develop links with other groups and services in the local community.

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: 0411 274 747 (if unanswered, please send a text)

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

MESSAGE- SEESAW

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	\$14.00
After School Care:	3.05pm - 6.15pm	\$21.00
Early Finish End of Term	2:05pm – 6:15 pm	\$23.50
Vacation Care:	7.00am – 6.00pm	\$65.00
Pupil Free/School Closure	7.00am - 6.15pm	\$65.00

A parent is regarded as being late when they arrive to collect their child after the stated closing time.

A late collection fee of \$1.00 per minute per family will be imposed when parents arrive later than the 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.

All fee payments may be paid online using QKR, BPoint OR Direct Debit (which can be arrange with out 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** or speaking to an OSHC Director, specifying the sessions and days they require care and submitting this to the OSHC director, if there are no current places at the service, the family is placed on a waiting list. Once on the waiting list the family will be contacted when a place becomes available. 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

Once a family has gained a place within the service, they will be allocated their nominated sessions. These sessions will be permanent bookings for the year, unless the OSHC service is notified otherwise. Those families who require casual bookings, as their required days and sessions vary week to week, are also provided access to care. At the end of each school year, each registered family will be asked to re-new their enrolment to access care for the following year. Only sessions currently assigned to the family can be renewed for the following year.

OSHC ARRIVAL AND DEPARTURES

An authorised adult **MUST** sign children in and out of the program upon arrival and departure. When signing a child in or out, the time and signature must be next to the child's name. Only adults who have been authorised on the child's enrolment form will be allowed to sign the children out of the program. If parents wish for other adults to collect their children, they must contact a senior OSHC educator, by phone or in writing and inform them of the day of collection and the first name and surname of the person they are allowing to collect their child/ren. 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. If 2 full business days have not been given the fee will be charged.

Vacation care cancellation - If Vacation Care bookings are cancelled within 7 days of the intended booking, the daily fee will still be charged. **No refund will be given on cancelled excursion days.**

THE OSHC PROGRAM

The OSHC program is eligible to provide care for up to 105 children per afternoon session and 105 children per morning. The Vacation Care program can provide care for between 80

and 105 children per day. While at OSHC children are only allowed to enter supervised play areas. These areas are staffed using a 1:15 ratio, meaning one staff member to every 15 children. At 3.05pm the children are required to line up and sign in with an educator. This ensures children's safety and allows staff to identify any absences and contact families accordingly. Children are provided with an afternoon snack. This snack is in accordance with our healthy eating guidelines and our nutrition policy. Water is readily available throughout the session from indoor and outdoor drinking fountains.

Each session children are provided with a wide variety of activities to participate in, these include arts and crafts, board games, card games, cooking, outside play, dress ups, dolls, construction and much more. If children wish to go outside during an OSHC session, they must be wearing a hat in line with the OSHC sun policy. Our policy is enforced when UV levels are 3 or above.

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 (attached to this handbook).

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:

- Raised with the OSHC director as soon as possible.
- If the issue remains unresolved, please make an appointment with the Woodend Primary School Principal.

BEHAVIOUR MANAGEMENT

For our program to operate successfully, parents and children together with staff, need to support acceptable behaviour in our service. Your children have the right to feel safe and to be safe. They have the right to the care and attention of all staff. Our code of behaviour is expressed in our service rules. The rules have been developed by the staff and children.

They are to protect your child's rights and hold them to their responsibilities. They are displayed at the service as follows:

Follow all instructions.

- Play safely with other children and equipment.
- Respect one another, staff, and children.
- Use equipment and OSHC belongings in an appropriate manner.
- Have lots of fun when we're at OSHC!

CODE OF CONDUCT FOR CHILDREN, FAMILIES AND EDUCATORS

At Woodend Out of School Hours Care we believe that all children, 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.

Children

- Play safely with others.
- Follow the instructions of the educators in the service.
- Use appropriate language.
- Acknowledge and respect cultural differences.
- Have fun!

Families

- 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.

Educators

- Keep yourself and others safe from harm.
- Acknowledge and respect cultural differences.
- Encourage and guide children to use appropriate behaviour.
- Provide children, families, and other educators with positive reinforcement.
- 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.
- Use a courteous, professional manner when interacting with families, children and other educators or visitors.

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's Protection Act 1993 Section 11(1) & (2), 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 educator handbooks. These obligations are pointed out to new educators at the beginning of their employment. As mandated notifiers, educators are required to attend training in relation to mandatory notification of child abuse. All staff will undertake annual update by

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

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 Bureau of Meteorology website.

- 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 such as head lice, impetigo and ringworm, children will not share hats.
- Hot weather policy- 36+ we will not play outside
- Considerations will be given to the conditions for outdoor activities on the day. UV intensity remains to the day's peak value between 10am and 3pm (11am and 5pm during daylight savings), therefore whenever possible outdoor activities in direct sunlight will be taken outside peak UV times.
- 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. Children without hats during outdoor activities when hats are required will be required to sit in the shade or participate in indoor activities,
- Minimum SPF 30+ Broad-Spectrum, water-resistant sunscreen will be provided for all children and staff to use. Sunscreen should be applied 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 and will be checked regularly to ensure that is it not out of date. All educators will be aware of the details provided in the medical form on enrolment.
- To incorporate skin protection and skin cancer awareness discussions and displays within the OSHC service: including information about how to apply sunscreen and how to interpret the UV index.
- Children are encouraged to come to school wearing the appropriate sunscreen on days when the peak UV level is expected to be more than 3.
- Children and educator's clothing must provide good protection from the sun. No sleeveless clothing should be worn. Broad brimmed hats should have a brim width of 8-10cm.
- A plan must exist to optimise the shade protection within OSHC areas accessible to children.
- When children eat lunch outside, it must be in the shade unless they are fully sun protected.
- Children attending outdoor swimming / aquatic activities are required to wear T-shirts or Rash Vests or swimming gear which fully covers their trunk.
- Sun protection must be incorporated into the planning of all outdoor events

- 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. These will be stored in the child's own bag. Sunscreen will be supplied, and children will be required to apply it before taking part in any outdoor activities when the UV level is above 3.
- 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 at 9.00am is 36 degrees Celsius or higher. In case of rain, or severe weather, outdoor excursions may be cancelled at the discretion of the director.
- We require school hats to be worn throughout the year to help make the students easily identifiable when at OSHC or vacation care.

Our sun policy has been approved by the cancer council.

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.

NUTRITION WITHIN THE SERVICE

Food provided at the Wooded Primary School OSHC service will be nutritious and varied. Snack times and activities involving food preparation will provide positive learning experiences for children, 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 also provide a healthy and nutritious breakfast program before school, Vacation Care, and Pupil Free Days. Children are served by an Educator from 7.00 a.m. to 8.00a.m. and from 7.00 a.m. during Vacation Care and Pupil Free Days.

Our nutrition policy has been developed in line with the healthy eating guidelines.

EDUCATOR AND CHILD HYGIENE

The Woodend Primary School OSHC aims to provide a healthy environment in which children will grow and be safe. 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) when:

- 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 must 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. Educators will use a new cloth or tissue if they are required to assist young children to wipe their faces and noses. Tissues will be disposed of immediately after wiping a child's nose. Toys, dress-up clothes, and other materials such as cushion covers will be washed at the end of each term, or sooner if required. Other equipment will be cleaned regularly. The criteria for selecting new toys, equipment, games, furnishings, and other materials will include ease of cleaning. Each child will be provided with their drinking and eating utensils for snacks and meals where appropriate. These will be washed after each use by the educators. Children will be encouraged to follow good hygiene and dental care. Hygiene practices and procedures consistent with up-to-date advice from relevant State health authorities will be frequently checked.

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 senior educators made aware of it. Medic alert photos and descriptions of symptoms and first aid treatments will be displayed for educators.

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.
- It is an over-the-counter medicine that has the child's name and dosage printed on a chemist label attached to the original packaging
- The parent has completed and signed the service's Health Support Plan and/or Medication Plan form. 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.

Educators must not prepare respirator or bronchodilator mixtures for use in air pumps. If a nebuliser is prescribed by a doctor, instead of a puffer, and it is necessary for the child to bring the pump to the service, the parent should supply an appropriately labelled container with the solution pre-mixed.

Before medication is given to a child, the educator will verify the correct dosage with another educator and the Medication Plan Form.

Where medication is required for the treatment of long-term conditions or complaints, such as asthma, epilepsy or ADHD, the service will require a letter from the child's medical practitioner or specialist detailing the medical condition of the child, the correct dosage and how the condition is to be managed.

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 is unwell at home or becomes unwell at school, parents are asked, where reasonably possible, not to send the child to the service, but to make alternative arrangements for their care.

If a child becomes unwell while at the service, the parents will be notified and asked to collect the child. The child will be made comfortable and separated from the other children until the parent arrives or until the child recovers. 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.

If medication is required in an emergency, and there is no prior consent of the parent, the service educators will obtain consent from a registered medical practitioner, if possible, the family's preferred medical practitioner.

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. Families seeking Childcare Assistance for the first time for a child who is less than 7 years old will need to meet immunisation requirements set out in the Department of Education Child Care Services Handbook 2013-2014.

FIRST AID FOR CHILDREN

At least one educator with a current senior first-aid qualification will be always on duty when children are there. A fully equipped and updated first-aid kit will be kept at the service in a cupboard out of reach of children but easily accessed by educators. The first-aid kit will always be stocked. The director will replenish it as soon as practicable after use, and regularly check to make sure the kit is complete and that the stock has not deteriorated. A cold pack will be kept in the freezer, for the treatment of bruises and sprains. First aid will be administered by an educator qualified in first aid. First aid will be administered only in the event of minor accidents or to stabilise an injured person until expert assistance arrives.

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 (e.g., those in poverty, those with a disability, Aboriginal and Torres Strait Islanders, or those from minority ethnic groups), 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.

A vehicle may be used to carry children as passengers only if:

- It is equipped with seat belts.
- It is registered and there is reason to believe that it is in safe mechanical condition.
- It has a minimum third-party property damage insurance.
- The driver has a full licence and there is reason to believe that they are safe and responsible behind the wheel. 'L'-plate and 'P'-plate drivers must not carry children. Before the journey begins a person in charge should ensure that:

- No child has a seat not fitted with a seat belt.
- Every child has their seat belt on and secured.
- The vehicle is not overloaded, as this could impede the driver and jeopardise insurance entitlements should there be an accident.

In the event of vehicle breakdown or a minor accident, the educator in charge, or driver, will phone the service to inform the director and will organise alternative transport. They will ensure that the children are always kept safe and secure. The director 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 at all times. At least one educator accompanying children being transported will be qualified in first aid.

In case of an accident, an educator or driver will, if possible:

- Ensure children are always safe and secure.
- Comfort and calm children.
- Phone emergency services and police, if necessary.
- Contact the OSHC service to inform the director.
- Follow the service's procedures for accidents and Education Department 130 Risk Assessment

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