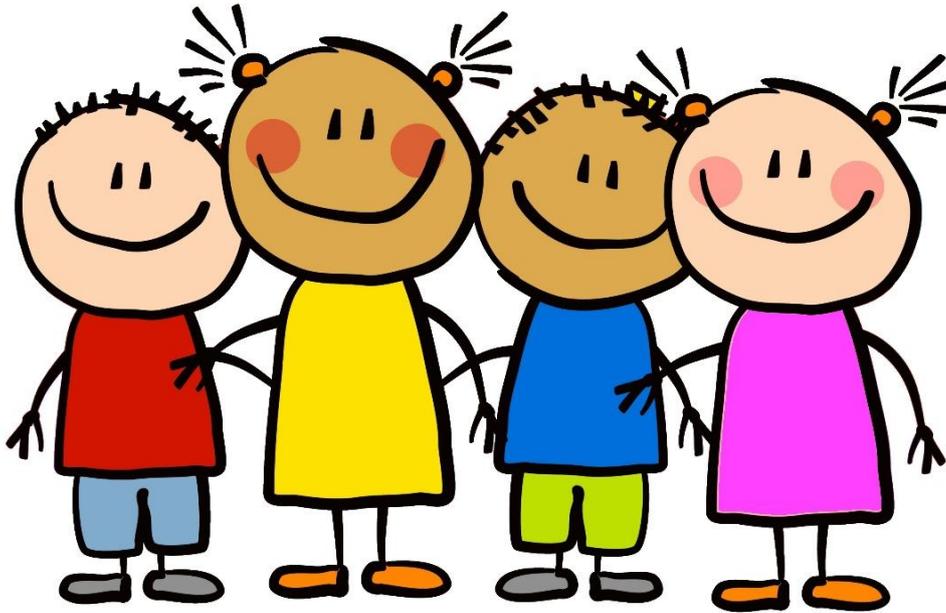




ASCOT PARK PRIMARY SCHOOL

Out of School Hours Care



Family Information Book

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Providing quality care in a safe and happy environment

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This family information book has been prepared by the educators and advisory committee of the Ascot Park Primary School Out of School Hours Care (OSHC) service. The advisory committee is represented by the director, the principal or nominee, Governing Council rep and parents. It has been endorsed by the approved provider which is the Ascot Park Primary School Governing Council.

1.0 - PHILOSOPHY AND AIMS

Ascot Park Primary School OSHC is an important part of the community where children learn through play, have fun, and develop life skills and friendship in a safe and caring environment.

Ascot Park Primary School OSHC is an inclusive service catering for the developmental needs and interests, cultural diversity, beliefs, values, gender and for children with special needs. All children are respected and supported through equity and inclusion.

The educators play an important role in the operation of the service and in the children's lives. The development of each individual child is fostered recognising the importance of learning through play and leisure in a variety of structured and spontaneous recreational activities.

The educators are dedicated to providing quality care. Educators positively guide children's behaviour and support them to develop confidence and self-esteem. Educators are committed to an ongoing cycle of continuous learning, reflection and improvement.

Educators work in partnership with children, families, the school and the wider community to enrich children's wellbeing, development and learning.

2.0 - GENERAL INFORMATION

Provider approval number: PR-40009394

Service approval number: SE-40008310

2.1 - Contact details

Address: 1-37 Pildappa Ave, Park Holme SA 5043

(OSHC is located on the Pildappa Ave side of the school, left of the front office)

OSHC mobile: 0429 120 445

OSHC phone: 8374 1231

Email: ascotoshc@gmail.com

2.2 - Who can attend OSHC?

OSHC provides care for Ascot Park Primary School students. Primary school aged children who do not attend Ascot Park Primary School are able to attend the OSHC service if numbers and staffing allow. Transport to and from OSHC is the responsibility of the parent/carer.

Information regarding the service is delivered to families via the parent/carer sign in/out desk, OSHC newsletters, ClassDojo and the school newsletter.

2.3 - Hours of operation

- Before school care: 7.00am - 8.30am
- After school care: 3.10pm - 6.00pm
- Pupil free day care: 7.00am - 6.00pm
- Vacation care: 7.00am - 6.00pm

3.0 - THE PROGRAM

The program includes before and after school care, pupil free day care and vacation care for primary school age students. The program aims to enrich the children's wellbeing and development as they engage in a range of planned play and leisure experiences. The variety of experiences will allow them to feel happy, safe and relaxed while they interact with friends, practice social skills, solve problems, engage in new activities and learn life skills.

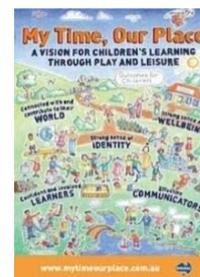
The program is supported by the principles outlined in the National Quality Standards for school age care. These principles include:

- Secure, respectful and reciprocal relationships
- Working partnerships between the school, families and the local community
- High expectations and a commitment to equity
- Diversity is respected
- Ongoing learning and reflective practice for all learners

Our OSHC educators believe that activities offered to the children should have a recreational focus and should generate developmentally stimulating and educational outcomes. The program is developed using the *My Time Our Place* framework which focuses on your child's wellbeing and development. Educators will work with you in order to get to know your child, so that they can create a program that builds on your child's interests and abilities and will keep you informed about the events and activities in which your child participates.

Through the framework's five learning goals, educators will assist your child to develop:

- A strong sense of their identity
- Connections with their world
- A strong sense of wellbeing
- Confidence and involvement in their learning
- Effective communication skills.



More information can be found at:

www.education.gov.au/my-time-our-place-framework-school-age-care-australia

3.1 - Before school care

At before school care students are provided with either cereal or toast for breakfast. They then have a choice of board or card games, reading or other programmed activities until 8.30am. There is a teacher on duty in the yard at this time.

3.2 - After school care

On arrival, the roll is called and children have quiet time eg begin their homework or read. An afternoon snack is then provided. Following this the children go outside to play (depending on the weather) which includes playground and sports/games in the sports centre or outside. This is followed by a number of indoor experiences including art and craft activities, creative play, construction and games, as well as quiet spaces and a book area.

3.3 - TV, DVD and computer games

Screen time is kept to a minimum in OSHC as interactive activities are strongly encouraged. Time on devices (eg TV, ipads and computers) are aligned to *My Time Our Place* outcomes:

- Outcome 4: Children are confident and involved learners - children resource their own learning through connecting with people, place, technologies and natural and processed materials.
- Outcome 5: Children are effective communicators - children collaborate with others, express ideas and make meaning using a range of media and communication technologies



Children may have the option to watch a movie during rainy or hot days, last day of term and occasionally during vacation care. Only G movies and computer games are approved for the whole range of the OSHC age group.

3.4 - Mobile phones

As per the school's mobile phone policy, children are not to use personal mobile phones or devices at OSHC and as such, they must be kept in school bags. Any necessary communication from parents/carers to OSHC (and vice versa) must be made by an educator using the OSHC mobile phone or landline.

4.0 - ENROLMENT AND BOOKINGS

The Federal Government has set our maximum allocations at 50 children.

4.1 - Before school care, after school care, pupil free days and vacation care

Parent/carers must complete an enrolment form for each child prior to attending any session. Parents are asked to notify staff of any changes to contact details, family or custody arrangements, health requirements, dietary needs or behavioural concerns. These details are to be updated on a yearly basis. **The parent/carer agrees to payment of fees through bank transfer or QKR app.**

4.2 - Priority of access

There are no legal requirements for filling vacancies but we prioritise children who:

- attend Ascot Park Primary School
- are at risk of serious abuse or neglect
- are a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

The last 2 meet the Australian Government's aims of helping families who are most in need and supporting the safety and wellbeing of children at risk.

Children from other primary schools who may wish to attend, are considered on a case by case basis, according to attendance numbers, staff ratios and staffing expertise.

4.3 - Bookings

Bookings must be made in advance for each session so that adequate staffing can be arranged:

- Before school care – before 5.00pm the day before
- After school care – before 9am of the same day
- Pupil free days - before 5.00pm the day before
- Vac care - before 5.00pm the day before (for excursions, bookings must be made before the end of term)

Walk-ins cannot be guaranteed a space as staffing has already been arranged and ratios must be adhered to. If there isn't a space available, children will be sent to the school's front office and parents or emergency contacts will be called to collect the child. If there is a space available, an extra fee of \$20 will be charged.

Bookings for each session may be made in person, by email or by telephone/text with a detailed message.

4.4 - Arrival and departure procedures - Signing in and out

Signing children in and out is a duty of care procedure which must be supported by parents/carers.

- Children attending before school care must be signed in (parents/carers must initial and record the time)
- Children attending after school care must report to an educator to sign-in and have their names checked on the roll as soon as they are dismissed from school
- If children who are booked in for the session do not arrive staff will:
 - Check the classroom and the yard to ensure the child has not forgotten
 - Contact the school and/or teacher
 - Contact parent/carer or emergency contact to verify whereabouts of child.
- Children attending after school care must be signed out (parents/carers must initial and record the time)
- Only the parent/carer or other nominated person may collect a child. If parents/carers are unable to collect their child they must contact OSHC with the name of the person who will be collecting them. This person will be asked to show some form of identification.

Students will not be allowed to leave OSHC during program times unless parents have given consent eg before or after school sport or appointments.

4.5 - Cancellations

We are a small service and the amount of children attending each session affects staffing numbers which then impacts significantly on our program and financial situation:

- Before school care: Any cancellations must be made before 5.30pm the day before to give time for staffing to be finalised.
- After school care: Any cancellations must be made before 8.30am on the day.
- Vacation care: Cancellations will only be accepted with a medical certificate which must be given to or sent to the director by 5.30pm on Friday of the week the child was absent (this is when invoices are generated).

5.0 - FEES

- Before school care: \$14
- After school care: \$25
- Pupil free day care: \$55
- Vacation care: \$55 (excursions/incursions \$60)

5.1 - Late collection fees

Families are expected to follow program hours. **A late fee of \$1.00 per minute per child applies.**

Procedure for late collection:

- If a child has not been collected 15 minutes after closing time and neither the parent/carer nor emergency contact persons have been reached, the program will contact Crisis Care (131 611) or SA Police (131 444) and inform them of the situation and discuss what measures to take.
- An educator will stay with the child until he/she is collected by authorised persons.

5.2 - Child Care Subsidy (CCS)

Ascot Park Primary School OSHC is an approved service under the family assistance law for CCS purposes. Families attending an approved school child care service can access up to 85% of out of pocket expenses up to the annual cap,

currently \$7,500 per child per year. To access the CCS, families must have a myGov account linked to Centrelink. If you don't have a myGov account or a Centrelink online account you'll need to set them up at: <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim/setting-online-accounts>.

If you can't claim online call the Families line (Services Australia) on 136 150 (Mon to Fri 8am-8pm). If this information is not provided full fees may be charged. More information can be found at <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>.

6.0 - STAFFING

6.1 - Educators

The educator to child ratio is 1 educator for every 15 children. The service requires at least one educator with a recognised qualification eg Diploma of Community Services or Bachelor in Education. As part of their employment requirements, all educators have:

- a current WWCC (working with children check)
- a current Responding to Risks of Harm, Abuse and Neglect - Education and Care certificate
- a first aid certificate (HLTAID003 Provide first aid or HLTAID004 Provide an emergency first aid response in an education and care setting which includes asthma and anaphylaxis management training)
- an understanding of the guidelines in *Protective practices for staff in their interactions with children and young people* which provides clear advice to adults for the establishment of positive, caring and respectful relationships with children and young people in education and care settings.

6.2 - Volunteers

Any person interested in volunteering must fill in an application form, familiarise themselves with and sign the volunteers agreement form, have a current WWCC and complete the online Responding to Risks of Harm, Abuse and Neglect session for volunteers which takes about 60-90 minutes to complete, <https://www.plink.sa.edu.au/pages/signup.jsf>. Potential volunteers will be interviewed by the director and an advisory committee representative to determine their suitability and job role. All volunteers must be approved by the Governing Council.

7.0 - NATIONAL QUALITY FRAMEWORK AND STANDARD

7.1 National Quality Framework

Our OSHC service is guided by the National Quality Framework which aims to raise quality and drive continuous improvement for education and care services to improve outcomes for children. It consists of:

1. The Legislation - Education and Care Services National Law (South Australia)
2. The National Quality Standard
3. Approved learning frameworks:
 - The Early Years Learning Framework, *Belonging, Being, Becoming*
 - Framework for School Age Care, *My Time Our Place*

More information can be found at: www.acecqa.gov.au/national-quality-framework

7.2 National Quality Standard

The National Quality Standard aims to provide school age children in OSHC throughout Australia with high quality care that best promotes their learning and development whilst recognising the importance of social interactions and recreation. The broad objective is to ensure that children in OSHC have stimulating, positive experiences and interactions that foster their self-esteem and confidence. It is a Commonwealth Government initiative linked to child care benefit and establishment funding approval for outside school hours care service. The National Quality Standard consists of seven quality areas that children's education and care services are assessed and rated against. The seven quality areas covered by the National Quality Standard are:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management



8.0 - BEHAVIOUR

We strive to keep OSHC a happy and safe place for all children. Children attending are expected to show care and consideration for other people and their property. Children who exhibit unacceptable behaviour may be excluded from the program.

8.1 - Expectations - Golden Rule: Treat others as you would like them to treat you

In order to ensure that all children are safe, feel comfortable and are able to enjoy their time at OSHC, educators and children developed the following rules which align with school values and whole school social-emotional programs *Play is the Way* and *Zones of Regulation*.



All children are expected to follow our Golden Rule and school values so that everyone is safe, feels comfortable and is able to enjoy their time at OSHC.

8.2 - Consequences:

1. **First Reminder** - Reminder of the Golden Rule and/or school value.
2. **Second reminder** - Discussion with an educator how the child might fix the problem and improve behaviour.
3. **Time-out** - Sit out of the activity or area for 5-10 minutes and think about behaviour. Come up with some good solutions and discuss with an educator.
4. **Removal from activity** - Asked to join another activity or work on own.
5. **Parents/carers notified** – This may mean that student will need to be picked up early.

Any physical harassment such as punching or kicking or any dangerous, threatening or malicious behaviour will result in instant time away from group.

For repeated unacceptable behaviour, severe behaviour, or behaviour that poses a risk to the care and safety of the other children or the health and safety of the educators then the parents/carers or emergency contacts will be contacted to collect their child. A meeting will be held with the parent/carer, the director and the principal or nominee to discuss the matter and develop a plan. The child will be given reasonable time to respond positively to new strategies with the support of educators and parents/carers. If there is insufficient improvement the child may be excluded from the service.

9.0 - HEALTH

OSHC aims to provide a safe and healthy environment for all children and educators. All educators have a current 'Provide first aid' certificate and at least one rostered on educator has a current 'Provide an emergency first aid response in an education and care setting' certificate which includes asthma and anaphylaxis management.

OSHC cannot care for children suffering from contagious diseases eg chicken pox. A first aid kit is kept on the premises which contains a spare asthma puffer if needed. In the event of an accident or if a child becomes unwell, the child will be cared for and the parent/carer notified to collect the child.

9.1 - Management of children who are unwell

If a child becomes unwell while at the service, the parent/carers will be notified and asked to collect the child. The child will be made comfortable and separated from the other children until the parent/carer arrives or until the child recovers. When a parent/carer cannot be contacted, an educator will phone emergency contacts.



9.2 - Medication

Prescribed medication will only be administered on receipt of written request by the parent/carer and doctor, and when medication is presented to educators in the original container depicting name, date and dosage.

9.3 - Emergency situations

If a child requires immediate medical aid, and neither the parents/carers or emergency contacts can be reached, the director will obtain medical advice from the child's family's preferred medical practitioner (as stated on the enrolment form) or an ambulance will be called. Parents/carers will be responsible for any medical, ambulance and hospital expenses incurred.

9.4 - Hygiene

To provide a healthy environment in which children will be safe, all children are expected to follow the rules regarding hygiene at all times. This involves washing hands after going to the toilet, playing with equipment or participating in craft. Children are asked to wash their hands prior to assisting with food preparation or at breakfast and snack times to prevent the spread of infections. Educators aim to model appropriate health and hygiene practices in order to ensure the safe storage, preparation, cooking, handling and serving of food.



9.5 - Food and nutrition

Food provided will be nutritious and is selected using the *Rite Bite* policy which is based on the Australian Dietary Guidelines for Children and Adolescents and The Australian Guide to Healthy Eating. Educators aim to model healthy eating practices, provide quantities appropriate to their age and make food choices that are culturally inclusive.

Snack times and activities involving food preparation will provide positive learning experiences for students, who will be encouraged to develop healthy eating habits.



Please DO NOT send any nut products with children to eat due to allergies of children.

10.0 - SAFETY

The Ascot Park Primary School OSHC service aims to provide a safe environment in which children can play and explore their world free from harm. To avoid potential harmful situations clear physical and behavioural boundaries are applied and adhered to. In case of an emergency at the service children and educators are well trained and practised in emergency procedures to ensure the safety and wellbeing of everyone present. Shoes must be worn at all times.



10.1 - Sun protection

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

- All children and educators are required to wear a sun-smart hat which protects their face, neck and ears whenever they are outside during terms 1, 3 and 4.
- Children who do not have hats will be asked to play in an area protected from the sun.
- Sunscreen will be available for children to use if they do not supply their own.
- In extreme weather conditions eg if it is raining or current temperature is 36°C or over (according to BOM) outdoor play will be cancelled or moved inside.



10.2 - Closures in the case of an emergency or extreme situation

In an emergency or extreme situation the director and principal will undertake a risk assessment to examine the threat to children and educators' health and safety. If the risk is decided to be high (ie we are unable to guarantee the safety and wellbeing of all educators and children) then parents/carers or emergency contacts will be notified of a closure at the earliest possible time.

11.0 - EQUAL OPPORTUNITY

Our OSHC service is committed to the principles of equal opportunity in relation to community access to the service and the appointment of educators. The service will actively promote the positive aspects of diversity and encourage acceptance and appreciation of individual differences. It is an expectation that all members of the OSHC community are treated with respect, understanding, kindness, fairness and courtesy.

12.0 - SUPPORT

Support and funding can be applied for through Gowrie SA to provide a quality inclusive environment for children with additional needs.

Children assisted through the program are:

- Children with disability, including children with ongoing high support needs.
- Children from culturally and linguistically diverse backgrounds.
- Children with a refugee or humanitarian intervention background.

- Indigenous children.

We work collaboratively with Gowrie SA to ensure the physical, emotional, cultural and educational needs of all children are met. The needs, health and safety of all educators and children are considered when making decisions about children with additional health, behavioural or emotional needs joining the service.

13.0 - FAMILY AND COMMUNITY INVOLVEMENT

Our educators provide a friendly and welcoming environment to encourage the participation of families. Educators are available to discuss the ongoing progress and wellbeing of children or any concerns you may have regarding the service.

Families are encouraged to share any skills, knowledge and experiences they may have that could enhance the quality of the program. All policies and procedures relevant to this service are available to parent/carers and the wider community at any time. Policies and procedures are reviewed annually and any input to this is welcomed by educators, families and the wider community.

Parents/carers can support the OSHC by:

- Advising the director of attendance or non-attendance of children
- Informing staff of any changes in their child/children's physical or psychological state
- Collecting children on time
- Paying fees regularly
- Contributing ideas, resources and unwanted materials for craft.
- Joining the advisory committee

If you have any concerns or comments, please speak to one of the staff. Feedback helps us to improve the quality of care and wellbeing for all.

13.1 - OSHC advisory committee

OSHC will provide a quality service and will operate according to all legal requirements. It will make every effort to reflect the diverse nature of the community and will encourage parent/carer input and take into account the needs of children, parent/carers, and educators in the operation of the service.



The OSHC advisory committee will ensure that decisions are made in the best interests of the service. Parent/carers are invited to become members of the OSHC advisory committee and attend meetings which are usually held twice per term. The roles and responsibilities of the OSHC advisory committee are discussed at the first meeting for the year.

14.0 - GRIEVANCES

The Ascot Park Primary School OSHC service fosters positive and harmonious relations between all members of the community. Every child, parent/carer, committee member and educator has the right to a harmonious and responsive working environment. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner.

Parents who have concerns relating to OSHC have the right to discuss the issues with the director. If parents still do not feel as though they have had their concerns addressed they can then write to the advisory committee to express their grievances. The advisory committee will meet and discuss any grievances followed by a meeting with the complainant to resolve all issues.

15.0 - CONFIDENTIALITY

The Ascot Park 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.