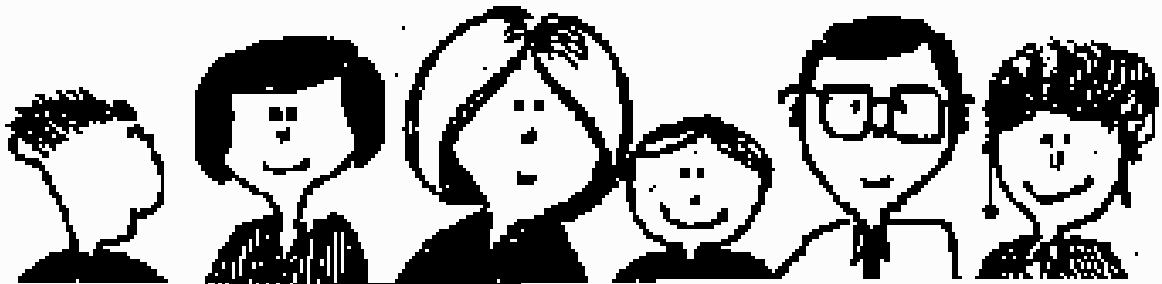


# PARENT INFORMATION BOOKLET

Welcome to

## LOCKLEYS NORTH OUT OF SCHOOL HOURS CARE PROGRAM



*Providing care for kids and service to families*

### SERVICE DETAILS

55 Malurus Avenue Lockleys.

OSHC is located near the staff car park.

Phone - 8443 5308

Mobile - 0411 236 014

Fax- 8234 2576

Email- [Maria.Morello708@schools.sa.edu.au](mailto:Maria.Morello708@schools.sa.edu.au)

**BOOKINGS MUST BE MADE IN ADVANCE**



**Government of South Australia**

Department of Education and  
Children's Services

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## **PHILOSOPHY STATEMENT**

The Lockleys North Out of School Hours Care Program believes all children have the right to a high quality, stimulating, safe and secure program.

These qualities are demonstrated in the following elements of our centre:

### **AIM**

It is our belief that children are valued individuals, with unique personalities, differing needs, capabilities and backgrounds. Lockleys North Out of School Hours Care is child focused and aims to provide a fun, flexible and culturally inclusive program, which allows free choice and is sensitive to the special needs of some children.

### **CHILDREN AND EDUCATION**

We value the importance of play and encourage children to participate in a range of enjoyable learning experiences and activities, which are both planned and spontaneous. We aim to foster self esteem, empathy and independence in a warm, supportive and caring environment which will enable children to grow emotionally, socially, intellectually and physically, at their own pace.

### **FAMILIES**

Families are welcomed and respected; we aim to provide high quality care and support parents/guardians in the upbringing of their children. We encourage positive and open communication, and respect their beliefs, customs, language and culture. We encourage partnerships between families and the service. We welcome our families' participation and feedback in the operation of the service.

### **COMMUNITY**

We believe that to be sensitive to the needs of our community we must be aware of its diverse social and cultural backgrounds. We will participate with other community groups and services to share resources and develop a support network, while, at the same time, be able to respond to the changing needs of the community.

### **EDUCATORS**

The educators are a team of highly skilled childcare professionals who are sensitive, warm, caring and aware of the developmental needs of children. Continuity of educators is important and we aim to achieve this by providing a friendly, supportive work environment and providing ongoing training opportunities for professional development.





## THE SERVICE

This handbook has been designed to provide parents/caregivers with more information about the service policies and procedures. This handbook will be reviewed annually and updated as necessary.

The service provides a welcoming, caring, stimulating, organized and safe environment. We aim to provide a visually, intellectually and physically stimulating environment that adheres to governing regulations and national standards.

### National Quality Standards

As at the 1st of January 2011 all Childcare, OSHC & Kindergarten Services have started their transition to new National Quality Standards.

Accreditation will now be provide by the Australian Children's Education and Care Quality Authority (ACECQA)

LNPS OSHC is committed to obtaining high levels of quality in each of the new quality areas to ensure the best service is provided for your children.

The 7 areas of Quality Standards that the OSHC will be rated on are as follows

Quality area 1: Education Program & Practices

Quality area 2: Children's Health & Safety

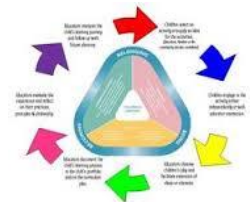
Quality area 3: Physical Environment

Quality area 4: Staffing Arrangements

Quality area 5: Relationship with Children

Quality area 6: Collaboration Partnerships with Families & Communities

Quality area 7: Leadership & Services Management



If you would like to have a look at our new National Quality Standards you can go onto the DEEWR website

[www.deewr.gov.au/Earlychildhood/Policy\\_Agenda/Quality/Pages/QualityStandards.aspx](http://www.deewr.gov.au/Earlychildhood/Policy_Agenda/Quality/Pages/QualityStandards.aspx)

### My Time, Our Place Framework for School Age Care in Australia

Also the implementation of Australia's first National Framework for school Age Care which is the educators guide to extend and enrich children's wellbeing and development in a school age care setting (OSHC)

My Time Our Place - Framework for School age children in Australia acknowledges time and place as children engage in a range of play and leisure experiences that allow them to feel happy, safe, relaxed and where they can interact with friends, practice social skills, solve problems, try new activities & learn life skills. The Framework is also devised from the Early Years Learning Framework (EYLF).

The service is working through the Framework and is implementing the Principles & Practices to achieve the set of 5 Outcomes for children. Children are involved in the planning process. We do need to dive deeper into each area to seek & source new ideas, parents/care-givers are encouraged to assist us with their idea. We are looking for new excursion ideas, craft, cooking recipes sporting, multicultural and any kind of new ideas to help us assist to move the service forward for the children

Listed below are the outcomes that we will be working within to provide Quality Care:

Outcome 1: Children have a strong sense of identity

Outcome 2: Children are connected with and contribute to their world

Outcome 3: Children have a strong sense of wellbeing

Outcome 4: Children are confident and involved learners

Outcome 5: Children are effective communicators



If you would like to have a read of this framework go onto the DEEWR website

<http://education.gov.au/my-time-our-place-framework-school-age-care-australia>

## EDUCATORS

The educators that work at LNPS OSHC consist of Director, Maria Morello, other regular and casual educators in accordance with the EECSRSB SA requirements.

All educators are trained in the following:

- Senior First Aid/Asthma/Anaphylaxis
- CPR (Cardio Pulmonary Resuscitation)
- Child Safe Environments-(responding to abuse and neglect)
- All educators have DCSI Police Clearance (Child Related Employment Screening) and have experience working with children 5-12 years

## ENROLMENTS

The enrolment forms are available from the OSHC building, the school office and on the schools website. Please fill them out and return them to the OSHC building or to the school office. This programme follows the Commonwealth Government 'Priority of Access Guidelines'.

It is essential we keep our enrolment form details up to date for emergencies. It is the responsibility of the parent/guardian to notify the Director of any changes to the enrolment form. If your child has an **allergy or special dietary needs**, please include this information on the enrolment form. An Allergy or special dietary health form will need to be filled in by your child's medical practitioner.

## **CONFIDENTIALITY**

All information on your child and family is kept strictly confidential. We protect the privacy of individuals by ensuring all records are kept in a secure place and are accessed by or disclosed only to those people who have the responsibility at the service or have the legal right to know.

No member of educators may give information on matters relating to children to anyone other than the custodial parent/care-giver. Confidential information may be discreetly exchanged between educators of the service during the normal course of work.

Educators will protect the privacy and confidentiality of their colleagues by not relating personal information about another educator to anyone either within or outside the service.

## **PRIORITY OF ACCESS**

The LNPS OSHC Service follows the Commonwealth Government guidelines in the allocation of available places.

The guidelines state priority as follows:

- Priority 1: a child at risk of serious abuse or neglect
- Priority 2: a child of a single parent who satisfies, or both parents/care-givers who both satisfy the work/training/study test under section 14 of the Family Assistance Act
- Priority 3: any other child

## **CHILD RATIO:**

- 1 - 15 children :1 Qualified
- 15 -30 children :1 Qualified / 1 Unqualified
- 31 - 45 children :2 Qualified / 1 Unqualified
- 46 - 60 children :2 Qualified / 2 Unqualified

## **EXCURSION RATIO:**

- 1 - 8 children: 1 staff member to every 8 children
- 1 - 5 children : 1 staff member to every 5 children Swimming

## **BOOKING PROCEDURES**

Permanent and casual bookings can be arranged by contacting the centre on 84435308/0411 236 014. Permanent booking forms are encouraged in OSHC. These are available from the OSHC room, front office, or online on the LNPS website. There will be an additional charge for casual bookings per session, per child.

In Vacation care, booking forms must be completed including bookings, consents and payment information.

**Permanent bookings:** are best suited to families who can ensure a consistent routine booking of the same sessions each week.

**Casual bookings:** are for Families/parents who cannot commit to a term long booking due to work or study commitments are encouraged to make a casual booking. Casual bookings still operate under the same, 'Cancellation' Policy.

### **PUPIL FREE DAY/SCHOOL CLOSURE DAY BOOKINGS**

Please check with OSHC educators for dates and whether the service will be operating.

For the service to operate on a Pupil Free Day/School Closure day, a minimum of 15 bookings is required. The Director will ask parents to express their interest for use of the service on that day in advance and will notify parents 7 days prior if the service will be operating or not. The fee is \$60 per day, there is a non-refundable deposit of \$15 per child which is required upon booking. **2 WEEKS NOTICE IN WRITING OF ANY CANCELLATION** is required. Please note that if the service does operate on that day, those parents who have indicated that they require care for the pupil free day/school closure day and cancel after the cut-off date will be charged the full fee.

### **OPERATING HOURS**

Monday - Friday excluding public holidays.

Before School Care- 7am to 8.30am

After School Care - 3.15pm to 6.00pm

Vacation Care - 7.00am to 6.00pm.



### **OUT OF SCHOOL HOURS CARE FEE STRUCTURE**

**Before School Care** 7.00am - 8.30am

BSC Permanent Booking \$14

BSC Non-Booked Session \$24.00

**After School Care** 3.10pm-6.00pm

ASC Permanent Booking \$24

ASC Non-Booked Session \$34.00

### **Casual Bookings**

BSC Casual Booking \$20.00 per child, per session

ASC Casual Booking \$30.00 per child, per session

**Early Dismissal Care** 2.10pm-6.00pm

Early Dismissal Permanent Booking \$28.00

Early Dismissal Casual Booking \$34.00

Early Dismissal Non-Booked Session \$38.00

**Vacation Care/Pupil Free day/School Closure day** 7.00am-6.00pm

A flat rate of \$60.00 is charged for those days

**A \$15.00 Non-Refundable deposit will be charged per day, per child**

## LATE COLLECTION FEE

Late Collection after 6.05pm, a late fee of \$15.00 will be applied to your account. **Parents/Carers are will be charged an additional fee to cover the cost of wages at overtime rates for the additional time the educators remain at the workplace.**

## CHILD CARE BENEFITS

The actual cost to families will vary, depending on a number of factors.

These include:

- The percentage of Childcare Benefit you are entitled to.
- The number of children in care in your family.
- Your income status

**Family Assistance Phone Number 1361 50**

**Registration Numbers**

**After School/Before School Care 555-011-141X**

**Vacation Care 555-011-164S**

## CANCELLATION OF BOOKING OSHC/ VACATION CARE

To allow the OSHC and Vacation Care Programs to run smoothly and to ensure appropriate staffing **2 WEEKS NOTICE IN WRITING OF ANY CANCELLATION** is required. This will apply to all sessions including Before School/After School Care, Vacation Care, Pupil Free Days, School Closures, Sport Day, Camps and Early School Dismissal. The service is unable to swap days or sessions.

Parents are required to notify the service if their child/ren will not be attending the session. Please call the service and talk to an educator or leave a message on the answering machine.

In regards to children's absences, parents/caregivers will be charged, as you will still receive benefits for that day, as stated below:

*"Under the Child Care Management System(CCMS) and Child Care Benefits(CCB) parents are entitled to be paid up to 42 days absences for each child per financial year without the need to provide documentation such as medical certificates."*





## ACCOUNTS

Accounts are managed by the Director. Accounts are issued on every second Friday and are via e-mail or posted to the account holder. Accounts are to be paid in full fortnightly, unless other arrangements for payment have been discuss with the Director. For your convenience accounts can be paid in advance so that a credit is established with the service.

If outstanding fees accrue this will result in a **refusal of entry** to the service.

## OUTSTANDING ACCOUNTS

Any family who has outstanding fees from previous care must ensure these are paid in full or your child/ren will not be allowed to attend the service.

Families not complying with this arrangement will not be eligible to book further care until suitable arrangements to pay the account have been made with the OSHC Director. All outstanding fees greater than 28 days a final notice will be issued before sending the account to debt collector. Bookings can recommence once fees have been paid in full.

## METHOD OF PAYMENTS

- Accounts can be paid by **Eftpos** at the OSHC room
- By phone or email giving your **credit card details** to the Director
- **Credit Card, Cash or Cheque** Payments can be made using the red envelopes located in the OSHC room and give directly to the OHSC Director or deposit into the black box.
- **EFT into our OSHC Bank Account.** If you would like to use this payment method to pay your OSHC account you must have your invoice, as the bank details is located on the right corner of the invoice. If you choose to pay by EFT please quote the child's name as the reference.

*Please note: When paying by EFT the amount paid once receipted on our system will not show on your invoice until the following week.*

## ARRIVAL/DEPARTURE



All children **must** be signed in, and signed out, by their parent/guardian.

The signing in and out book is located near the entrance of the service.

Parents/care-givers must also report to an educator when arriving to pick their child/ren up at the end of a session.

Parents/care-givers must accompany their child/ren to and from the Service.

Children will not be allowed to meet parents outside the facility. This procedure is to ensure the safety of your child and to meet government safety requirements.

Only people specified on the enrolment form are to collect children unless prior arrangement has been made with the Director or an educator. Educators must be notified prior to pick up on the day if you wish to authorise another person to collect your child/ren this be in writing and given to an educator prior to leaving your child/ren; this person must be over the age of 18yrs. Proof of identity is required eg: Photo ID, Drivers Licence.

### **LATE COLLECTION OF CHILDREN**

When children are not collected by 6.05 pm, a late collection service fee of \$15.00 will apply. In this circumstance parents/caregivers will be charged an additional fee to cover the cost of wages at overtime rates for the additional time the educators remain at the workplace. After 6.05pm, phone calls will be made to locate parents/caregivers however, should children not be collected by 6.30 pm, Crisis Care or the Henley Beach Police will be called.

#### **In an Emergency parents are asked to:**

- ☐ Telephone the service if you are unable to collect your child by closing time
- ☐ Keep all emergency contact numbers up to dates

Failure to pick up your child/ren by 6pm (unless specific authorised extension has been granted due to an emergency) will result in the following procedure will be implemented:

1. Educators will attempt to contact the parent/caregiver via telephone.
2. If the parent/care-giver cannot be contacted, the emergency contact person will be contacted and asked to collect the child/ren.
3. If the emergency persons are unavailable and suitable arrangements cannot be made within 15 minutes of the advertised closure time the Police will be contacted to ascertain whether the parent/caregiver may have been in an accident. Should this not be the case then the child will accompany the police until parent /caregivers is contacted.
4. This is our procedure due to crisis care not being available after hours.

Contact numbers for these organisations are listed below.

After Hours Crisis Care 131 478

Family and Youth Services: 8304 0120

Local Henley Beach Police: 8356 2555



## **PROGRAM DETAILS**

### **Before School Care**

Parent or caregivers are to sign children in upon arrival. Children are provided with breakfast before 8:15 am and are offered a choice of toast, cereal or muffin and milk. Activities are available for the children and as weather permits children have the choice of a game outside before being signed out at 8.30 by the educator and going to the school quadrangle.

### **After School Care**

Children arrive at 3.10 and are signed in by an educator. Activities are provided for children and are a variety of structured and free choice. A nutritious and healthy afternoon tea is provided at approximately 3:45. The snack varies daily depending on the programme.

### **Vacation Care**

Lockleys North Out of School Hours Care provides a vacation care service to families during each school holidays session. Information booklets come out before each holiday session including the program, booking and payment forms. They are available from OSHC or the school front office. They can be posted or via e-mail on request.

During vacation care breakfast, morning tea, lunch, and afternoon tea are offered. It is advisable that you provide your child with extra snacks in case they get hungry throughout the day.

## **MEDICATION**

It is the parent/caregivers responsibility to ensure that a current medical form has been completed and handed in with your enrolment form. If your child requires medication, please ensure that one of the educators has a written request to do so, or you have filled in the medication form, (ask an educator for a form from the office). No medication can be administered without documentation including; Doctors prescription, original packaging, and doctor's detailed instructions on original packaging.

Medication will be checked by two educators and also be signed off by both educators.

## **ILLNESS/ACCIDENTS**

If your child has an illness that is contagious they must not be sent to the program. In the event of a child becoming ill whilst attending the program, the parent/guardian will be contacted to make arrangements for the collection of their child. All accident forms must be read and signed by the parent/caregiver.

In the event of an accident the educator will take immediate action, (e.g. first aid, doctor or ambulance). Parents/guardians will be responsible for all medical expenses incurred on behalf of the student.



In emergency situations we will seek immediate medical. This will be performed without hesitation. **Your child is our first priority**

### **SUN SMART POLICY**

All children who are participating in outdoor/water activities must apply sunscreen. Children who have an allergy to sunscreen (as written on their enrolment form) must supply their own if they wish to participate in the outdoor activities.



Sunscreen should be re-applied every 2 hours. When purchasing sunscreen, 30+ SPF Sunscreen is recommended. Children are encouraged to apply their own sunscreen, but workers will check that they apply it to **all** exposed skin.

Children are required to wear hats, which they are responsible for. This should be worn for any outdoor activities. **No Hat = No Play.** Outdoor activities are discouraged during the hottest part of the day (11am - 3pm) during summer.



### **FOOTWEAR**

For the safety of all children attending the OSHC/Vacation Care Program we ask that all children wear shoes that are appropriately secured with straps. On excursion Sneakers or covered in shoes must be worn.



**No thongs/sandals please,** (Sandals and thongs are exempt on excursions to pools and waterslides.)

### **LOST PROPERTY**

Any lost property including clothing, hats, etc are kept in the blue basket located near the door. Items of Lockleys North Primary school uniform are taken to the front office.

### **TOYS OR PERSONAL BELONGINGS**

Due to risk of damage, loss or theft, we discourage children bringing the following items to the OSHC Service.

## MP3 Players

- iPods
- Mobile Phones
- Game Consoles
- Expensive Jewellery
- Trading Cards
- Toys

These Items cannot be brought to the OSHC Service unless it has been scheduled into the program as a part of an activity. **All items brought to OSHC Service is at the owner's risk.** Educators have no responsibility in any lost or damaged items. The amount of time children spend playing electronic hand held games will be monitored.

## PARENT/GUARDIAN INVOLVEMENT

The children like to show parents/guardians what they have been doing while at OSHC. Parents and caregivers are encouraged to spend time with the children and educators at OSHC. Families are encouraged to share their families' culture, beliefs and traditions with the service.

## POLICIES

The Policies Folder can be found next to the sign-in folder. Please look at the policy folder as it contains important information that may affect you or your child.

## BEHAVIOUR MANAGEMENT

We strive to keep the LNPS OSHC Service 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 frequently exhibit unacceptable or dangerous behaviours may be excluded from the program. Violent behaviour will not be tolerated at all.

Educators encourage positive behaviour at all times. The rules are mutually created by the children and educators and are to be respected at all times. Educators adhere to the following behaviour guidelines.

### Step one: Reminder

Children to identify and discuss inappropriate behaviour and ways to rectify it.

### Step two: Warning

Children to identify and discuss inappropriate behaviour and ways to rectify it.

Discuss with the child the next step if behaviour continues.

### Step three: Reflection time

Child to fill in a reflection sheet on their behavior and signed.

A discussion with director/qualified educator and parents/guardians are informed at collection time.

**Step four: Take home**

Parents are called and child is to be collected from the service.

Discussion with child and parent/guardian. Behaviour is recorded.

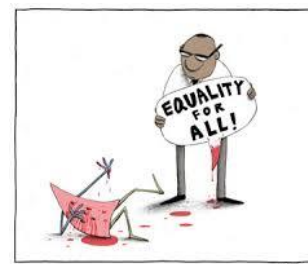
If the behaviour is serious, regularly repeated and or considered dangerous or harmful to other children or educators then an immediate suspension at the director's discretion may be enforced.

## **EQUAL OPPORTUNITY**

Lockleys North OSHC Service is committed to the principles of Equal Opportunity in relation to community access to the service and the appointment of educators.

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.



## **MANDATORY REPORTING**



The LNPS OSHC Service educators have 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. The service also has a responsibility to its employees to defend their right to confidentiality unless allegations against them of abuse are proven.

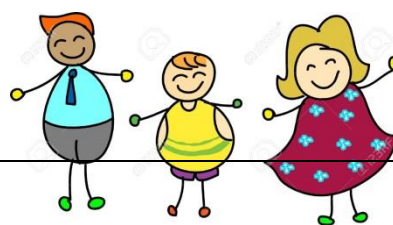
## **GRIEVANCE PROCEDURES**

Lockleys North OSHC fosters positive and harmonious relations within the program and the school community. Solutions are sought to all disputes, issues and concerns that affect us all. (Policies are available on request).

Principles of this policy:

- Everyone is to be treated with respect.
- Meetings to discuss grievances will be suspended if any person(s) behaves in an insulting or offensive manner.
- All discussions and outcomes will be documented at each stage.

Grievances can be written and submitted to the management committee or Director or you can attend the next management meeting.



## Family feedback

### Lockley's North Out of School Hours Care

Your feedback will assist the Lockleys North Primary School Governing Council to assess the overall satisfaction of the children and families using the LNPS OSHC service and provide feedback to LNPS Governing Council for possible areas of improvement on behalf of families.

Family name:.....

**1. How many days per week on average do you use the service?**

Before School Care .....

After School Care .....

Vacation Care .....

**2. Overall, how satisfied are you with the OSHC service?**

Please rate from 1 to 5 1 = Dissatisfied 5 = Extremely satisfied

1	2	3	4	5
---	---	---	---	---

Comments:.....  
.....  
.....

**3. Do you feel families and children are given opportunities and encouraged to have input into the service?**

Please rate from 1 to 5 1 = Dissatisfied 5 = Extremely satisfied

1	2	3	4	5
---	---	---	---	---

Comments:.....  
.....  
.....

**4. Overall, how satisfied are you with the services bookings and billing processes?**

Please rate from 1 to 5 1 = Dissatisfied 5 = Extremely satisfied

1	2	3	4	5
---	---	---	---	---

Comments:.....  
.....  
.....

**5. Do you feel OSHC staff interact with children, families and each other in a warm, friendly and respectful manner?**

Please rate from 1 to 5 1 = Dissatisfied 5 = Extremely satisfied

1	2	3	4	5
---	---	---	---	---

Comments:.....  
.....  
.....

**6. Do you feel the routines and activities provided at OSHC meet the needs and individual interests of your child/ren?**

Please rate from 1 to 5 1 = Dissatisfied 5 = Extremely satisfied

1	2	3	4	5
---	---	---	---	---

Comments:.....  
.....  
.....

**7. Do you feel the furniture, equipment, facilities and resources provided at OSHC are suitable, sufficient in number and well maintained?**

Please rate from 1 to 5 1 = Dissatisfied 5 = Extremely satisfied

1	2	3	4	5
---	---	---	---	---

Comments:.....  
.....  
.....

**8. Any other comments you and your child/ren have about their time at OSHC:**

.....  
.....  
.....  
.....



**Thank you on the behalf of LNPS Governing Council  
COMPLIMENT, CONCERN AND SUGGESTION BOX**

At Lockleys North OSHC we appreciate any compliments, concern and suggestions you have on any aspect of our service. The 'Feedback Form' can be obtained from the service or out of the back of this handbook. You can deposit your compliment, concern or suggestion form in the box just outside the office.

All compliments, concerns and suggestion will be revised by the Director and discussed with educators, management and Governing Council, where appropriate. We endeavour to meet the needs of the families using the service and make the changes you suggest, where it coincides with our policies and producers.

\*\*\* Please Note that this centre has a **NO NUT** Policy so please be aware of this when packing your child's lunchbox \*\*\*



Reviewed: September 2016  
Maria Morello

