



LINDEN PARK SCHOOLS

Out Of School Hours Care

Parent Handbook 2012

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OUR PHILOSOPHY

The aim of the Linden Park Schools Out of School Hours Care service is to provide a safe, secure and stimulating environment for students that is conducive to the development of healthy, happy children through play.

We believe in providing quality care; where staff fosters self esteem through respectful dialogue, encourage understanding of difference and individuality that are important beliefs reflecting the values of our multicultural community.

Our philosophy in keeping with the Linden Park Schools vision and values of respect, responsibility, creativity and diversity, we aim to

Provide a safe, stimulating and caring environment that has:

- effective and appropriate supervision
- age and ability appropriate activities
- quality facilities and equipment
- a friendly, aesthetic and inviting atmosphere

Encourage communication and social interactions that:

- support group activities whilst recognising individual needs
- foster responsible behaviour and attitudes
- promote self-esteem, confidence, listening and contribution
- respect other peoples opinions and rights
- support equal opportunity and inclusive behaviour
- values community contributions in the decision making process
- build community links

Provide affordable and accessible care to families that:

- considers family and community needs whilst considering the priority of access guidelines
- reflects sound financial and quality management practices
- encourages parent community input and on going communication

Employ appropriately skilled staff who:

- encourage positive interactions amongst children
- display a caring and supportive attitude.
- Continually endeavour to improve their professional skills.
- Demonstrates dedication and ability in their contributions to the service

The Department of Education and Children's Services Standards and licensing Department have approved the centre under the National Child Care Competency Standards.

TRANSLATION SERVICE

The centre has the ability to access translation services if necessary. The centre, through Diversity Directions, and the Migrant and Ethnic Services can obtain translations for families if the need arises. Please feel free to talk to staff in relation to accessing this service.

ACTIVITIES AT THE CENTRE

The Centre's Vision statement and Aim underpin the programme.

A programme is written for Before school care, After School Care and Vacation Care.

Linden Park Out of School Hours Care believes that it is important to create an environment that allows for challenging, fun and child initiated activities. We aim to provide a programme that meets children's varying developmental stages and ages in a comfortable and play based quality centre. Children's programs are inclusive of the cultural, linguistic and inclusive diversity of all families using the service and support children to explore a range of experiences in an environment free from prejudice and harassment.

In addition we also access the gym, outside play areas, Performing Arts Centre, Junior Primary multi purpose room, computer room and a homework room during both the term and Vacation Care periods. A staff member is always present in these areas.

OPENING TIMES

Before School Care: 7.00am to 8.30am

After School Care: 3.15pm to 6.30 pm

Vacation Care/Pupil Free Day: 7.30am to 6.30 pm

FEES

A Registration fee of **\$10.00** per family per year is applicable.

Fee structure per session is as follows; -

Before School Care \$7.00 per child

(Cereal and toast is available daily for breakfast until 8:10am. A special breakfast is also offered twice a week from 7:30 till 8am)

After School Care	<u>Permanent bookings</u>	<u>Casual bookings</u>
	\$15 per child	\$17 per child

Fees for children enrolled on a casual basis must be paid at the close of each session.

Vacation Care	Full day \$39.00
	Half day \$29.00
	* Half days consist of any part of 5.5hours. Please indicate on the booking form your child/ children's arrival and departure times
	* No half days on excursion days

Pupil Free Day	Full Day \$35.00
	Half Day \$25.00

Fees are subject to change by the Management Committee.
Fees must be paid if your child is booked into the program.

LATE COLLECTION

All children must be picked up by 6.30 p.m. In the case of unforeseen emergencies the Centre must be notified. A late pick-up fee of \$10.00 will be charged for every ten minutes or part thereof after 6.30 p.m. The Management Committee reserves the right to remove a child from the program after frequent late pick-ups

ENROLLING YOUR CHILD & BOOKINGS

An enrolment form **MUST** be completed by parents/guardians before a child can attend the Out of School Hours Care Centre.

It is essential to make a booking before your child/ren attend OSHC. Permanent and Casual bookings are available. It may be necessary to place your child on a waiting list for Before/After or Vacation Care. If this occurs we will contact you when a space becomes available for the days that you have booked. We also encourage you to keep in regular contact with us regarding your permanent or occasional waiting list bookings.

Permanent bookings are considered to be on a yearly basis. Families who wish to make changes to permanent bookings need to give one week's notice or the full fee will be charged. Families who book in during the week that care is required will be charged casual rates. To avoid this, bookings need to be made by on Friday of the week before. Eg For care required in Week 9 your child/ren must be booked in by Friday of Week 8.

Please note: Families affected by shiftwork, who book in by the due time, will be considered permanent and charged accordingly.

Bookings need to be made by 3pm Friday the week before care is needed. Without a prior booking it is unlikely we will be able to accept your child/ren. We will contact parents of children who arrive without a booking, and if no place is available they will be sent to the school office until collected by their parents. Emergency care can be accommodated if places are available and emergency contact information will be obtained from the school. Upon arrival, families will need to complete OSHC enrolment forms.

Separate and advanced bookings for Vacation Care and Pupil Free days are essential, as numbers for these programs are strictly limited and it may not be possible to accept children at the last minute. Vacation Care Programs are available two to three weeks before the end of term.

CANCELLATIONS

Cancellations of After School Care, Before School Care and Vacation Care must be made by Friday, the week before care is needed so that staffing can be organised. Cancellations made after this day will be charged the full fee.

Fees are to be paid for the days the child is booked into the service, including times when the child is absent due to illness (see sickness policy) or holidays, unless prior notice is given Friday of the week before care is required. CCB is paid for sick days and other absences.

Families are entitled to 30 days allowable absences per year where those with CCB pay only the gap. For families without CCB full fees will apply. All families must be registered with Centrelink, whether you wish to claim Child Care Benefit or not.

There are no casual fees for Before School Care or Vacation Care.

Booking and cancellation policies will apply to Before School Care, After School Care and Vacation Care.

SICKNESS POLICY

If a child is cancelled on the day they are ill, then the day's fee will be charged. If at the time of cancellation, subsequent days are cancelled, then those days will not be charged. Families who advise of sickness day by day will be charged.

ACTIVE AFTER SCHOOL COMMUNITIES

The Federal Government, through the Australian Sports Commission (ASC) have funded a package for 'Building a Healthy, Active Australia' for Out of School Hours Care and interested Primary Schools. We will be offering all After School Care children to become involved in a sport or activity for a nominated term. This opportunity is at no cost to families and will be integrated into the After School Care program. This will not interrupt children who attend After School Care and are not enrolled in the Terms program

It is expected that the children participating will not be picked up before the sport or activity has concluded.

BEFORE SCHOOL CARE

General information

Bookings are essential- a booking must be made prior to attendance

Children must be signed in on arrival

Breakfast is available

Children stay in the care of the OSHC staff until 8.30am. The children make their way over to school at 8.30am.

Typical Routine

7.00am: Open. Breakfast available. Games, drawing and reading time

7.30am: TV and free play inside/outside.

8.10am: Breakfast finished. Outside play/ free play inside

8.30am: Pack up and move off to classes at 8.30am. JP's escorted to their classrooms.

AFTER SCHOOL CARE

General information

Bookings are essential - a booking must be made prior to attendance

A nutritionally balanced afternoon tea is provided

Children must be signed out before leaving the Centre

- Children are not permitted to leave the Centre's boundaries until they are collected by an authorised person or written permission by a parent or guardian is given to staff.

Typical Routine

3.15pm: Children make their way to the unit and get their name ticked off the roll.

They put their bags on racks, wash hands, and have afternoon tea.

The Junior Primary children are collected from the multi purpose room in the early years building.

3.35pm Discussion about the days activities

3.45pm: Children are able to play outside in front of building/shelter and in other areas if a supervisor is present.

4.00pm: Homework room open (earlier if supervisor available). Craft and cooking activities and the active after school care sports start. General supervision in other areas.

5.15pm: Second afternoon tea (a piece of bread with spread)

5.30pm: Children brought inside. Play near building or under shelter only until 6.00pm (5.30pm in Winter if weather OK) TV available when room is tidy.

6.00pm: Rooms packed up and tidy. Computer off.

6.30pm: Close.

VACATION CARE AND PUPIL FREE DAYS

Operating hours for Vacation Care & pupil free days are from 7.30am to 6.30pm. **Parents MUST sign children in to the programmes and leave contact details for the day on the Attendance Records. Bookings are not taken over the phone** as parent permission for excursions is needed in writing. If in the event a parent makes tentative bookings over the phone, preference will be given to families who have returned the written booking information, and who are identified as in most need according to Priority of Access guidelines..

A waiting list often develops for Vacation Care. Details for reasons of care will be taken at enrolment and priority of care given to families according to priority of access guidelines.

All excursions/activities booked by Linden Park Vacation Care have been chosen according to the age and development needs of children. Risk Management procedures are undertaken and if an activity is deemed too dangerous because we cannot minimise risk then the activity will be cancelled. Every effort is taken to gain as much information on the venue/ facilities and staff of the venues we visit.

Children need to bring recess, lunch, and wear sun safe clothing, hats and protective footwear to Vacation Care. (See "Sun Safety Policy"). Children not wearing sun safe clothing may be sent home to change or be excluded from activities where sun burn is high risk.

Afternoon tea and cooking/craft activities are undertaken daily, between other organised activities.

Supervisors are stationed outside and inside when we are at school and child/staff ratios regulations are adhered to strictly when on excursions. Staff meet regularly to discuss child behaviour, risk management of excursions and to discuss practices to support each other and the children at Vacation Care.

SIGNING ARRANGEMENTS

It is the responsibility of the parent or custodial guardian to sign children in and/or out of the service. In OSHC situations, when a child leaves the service to attend school in the mornings, or arrives unescorted after school, then the carer/supervisor is able to sign the children in or out of the service.

Services are still required to secure parent signatures or initials on attendance records for each day of care or absence. However, services are permitted to opt out of the parental signing requirement (in OSHC only). To do so, the service must have procedures in place to regularly advise parents in writing of attendance details (including allowable absences) and the CCB reductions provided for each child, i.e.; your invoice. Services must still record the child's attendances and retain this record together with a copy of the information provided to parents.

COLLECTION OF CHILDREN

For safety and security, children will only be released to authorised adults as named on the enrolment forms. Their parent or an authorised person must sign out a child before they leave the Out of School Hours Care centre.

Children must be collected by 6.30pm. If, because of an emergency situation, you are late, then please notify the Centre as soon as possible so that appropriate arrangements can be made.

Late fees apply after 6.30pm (Refer to late fee policy).

Written or verbal parent consent may be required to allow a child to leave OSHC without an authorised adult. Written or parent verbal consent may also be required for a child to leave from Before School Care before the regular time.

ACCOUNTS

Accounts are calculated weekly in arrears and are distributed via email or in the files by the desk. Accounts are available on the Wednesday immediately after the end of the accounting period. However due to unforeseen circumstances accounts may sometimes be available later than this. Receipts and other correspondence are also distributed via the files.

Payments must be made at the Out of School Hours Care office using EFTPOS, Phone, internet transfer, Bizgate, cash or cheque.

PAYMENT OF FEES

Fees must be paid weekly or fortnightly. The Governing Council Advisory Committee reserves the right to charge 10% interest on all overdue accounts. In the event that there is a continual non payment of outstanding fees or the account continually falls behind, the Management Committee reserves the right to ask and obtain fortnightly payments in advance.

If the account is still unpaid the Management Committee will place it in the hands of a Debt Collection Agency or Solicitor for collection.

The Director must be notified if difficulties arise with payment of fees. The Centre reserves the right to terminate enrolment if fees are not paid within the negotiated time.

CHILD CARE BENEFIT

The Commonwealth Government offers assistance to reduce the cost of care for families. All families are entitled to the minimum percentage. Please contact the Family Assistance Office at your nearest Centrelink or call Family Assistance Office 13 61 50 to register your family and your eligibility to receive Child Care Benefit can be assessed.

Please see the Director if you require further information or assistance with applications.

Whether you choose to receive Child Care Benefit as a fee reduction off your weekly accounts or as a lump sum at the end of the financial year, you will need to register with Centrelink.

CHILD CARE REBATE

The Child Care Rebate helps working families with the cost of child care. The Child Care Rebate covers 50 per cent of out-of-pocket child care expenses for approved child care up to the maximum legislated amount per year per child in approved care.

For more information visit the family assistance website:

<http://www.familyassist.gov.au/payments/family-assistance-payments/child-care-rebate.php>

GOVERNING COUNCIL ADVISORY COMMITTEE

Linden Park Out of School Hours Care, is managed by an advisory committee comprising of parents of children attending the Centre, a representative from the School Governing Council, the school principal, and the OSHC Director.

It encourages parents of children attending the centre to be active participants in the consultative process, which enables them to be a part of the decision making process and impacts on the quality of service to which they and their children have access. We encourage all parents to join the Advisory Committee. Every attempt is made to ensure that adequate information regarding all activities and any other information relevant is passed onto parents via the parent corner or verbally. Please speak to the Director if you are interested in joining the Advisory Committee.

If you have any comments or concerns you are most welcome to contact the Advisory Committee in writing.

The OSHC Advisory Committee
Linden Park School
6 – 14 Hay Rd
Linden Park SA 5065

STAFFING

The Advisory Committee believes in the importance of staff in the operations of the centre and aims to employ the best available staff for the positions offered. All staff undergo a police check within the first month of them being employed with the centre, the staff member, while waiting for the police clearance will be on supervised activities.

All staff have or are being trained in Mandated Notification and are all aware of their obligations in relation to protecting children. All staff have or are being trained in first aid.

Before commencing employment with Linden Park Out of School Hours Care all staff are required to sign an Employment Agreement.

FAMILY CONTACT

Staff will communicate with parents in a positive and supportive manner that encourages the parent/child relationship and the parent/staff relationship. Information about family issues and personal lives will be handled confidentially. Every effort will be made to treat both parents equally.

Parents will have access to the Director at any reasonable time to discuss any concerns regarding their child. This may be on the spot, by telephone, or appointment. Staff will not discuss with parents confidential information regarding any other child or family within the service.

CUSTODIAL ISSUES

Where a child is attending the service is not living with both parents, or where disputes arise or have arisen about the responsibility of the child, the following will apply:

- Parent responsibility remains with both parents jointly and individually except where it is altered by a Parent Order. In the absence of a Parent Order the child will be released to either parent.
- Where a non-enrolling parent cites a Parent Order giving him or herself lawful access to the child, the Parent Order must be produced for inspection by the Director. The enrolling parent will be telephoned, to both check the existence of the Parent Order and to be informed about the situation.
- The child will only be released into the care of the custodial parent with Parental Responsibility.
- In the case of a parent arriving at the service to collect a child in a visibly intoxicated or otherwise unfit state to drive, the person will be encouraged to contact another adult and drive them home or the Director will offer to arrange to have the child transported home. If the unfit person insists on taking the child, the police will be informed. Where human life is at risk, despite staff efforts, the police will be immediately informed.

OUT OF SCHOOL HOURS CARE QUALITY ASSURANCE

OSHCQA aims to provide school age children in outside school hours care throughout Australia with high quality care that best promotes their learning and development while recognising the importance of social interactions and recreation. The broad objectives of OSHCQA are to ensure that children in outside school hours care (OSHC) have stimulating, positive experiences and interactions that foster their self-esteem and confidence.

The primary aim of all people involved in OSHC is to provide quality services for children and their families. The provision of quality care for children requires continuous quality improvement.

As professionals, to achieve this aim, we are continually reflecting on our feelings about interactions with children, expanding our knowledge base, improving practices and developing and maintaining positive relationships with families and each other.

OSHCQA offers an opportunity for us to focus on what we are currently doing and work through a more formal process to improve outcomes for children and families.

OSHCQA comprises of 8 Quality Areas and 30 principles of quality care. This provides a way of measuring the quality of care that is being offered. Linden Park OSHC encourages families, children, OSHC Advisory Committee and the School Community to become involved and as such feedback is a very important tool. For further information please do not hesitate to speak to any of the Staff or Management or go to www.ncac.gov.au

WE ARE AN ACCREDITED CENTRE

CENTRE POLICIES

A folder of the Centres Policies is located on the sign out desk in the OSHC centre. The Centre is part of the Linden Park Schools and supports all general School Policies, it is necessary however to adapt some policies because of the role of the Out of School Hours Care Programme.

MEDICINES

Staff will administer prescribed medication as required provided parental permission has been granted via the medication folder. Medicines, which are not prescribed to your child by a doctor, will not be given.

Medication must not be left in the child's bag. It must be handed to the Director or other staff person. Any medication administered by staff will be checked by two staff members to ensure correct dosage and time. This will be recorded in the medication folder with the correct dosage, time to be given and signed by the parent/guardian.

Information about regular medication, health conditions, disabilities or medication provided for allergies such as bee stings must be recorded on the enrolment form so that staff are able to provide appropriate care for your child.

SUN PROTECTION

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

- Children will be required to wear a hat which protects their face, neck and ears whenever they are outside. To minimise the spread of infections such as head lice, impetigo and ringworm, Shared OSHC hats are washed on a regular basis.
Children who do not have their hats will be asked to play in an area protected from the sun such as inside, under a solid shelter or under dense trees.
- During Vacation Care and on a School's Pupil-Fee Days, outdoor activities will be scheduled before 11 am and after 3 pm when possible.
- SPF 30+ broad-spectrum water-resistant sunscreen will be provided for staff and children, and applied 20 minutes before going outside. It is recommended that sunscreen is used only on exposed skin that cannot be protected naturally. If possible, it is preferable for children and staff to wear cover-up clothing, such as loose, light-coloured closely woven cotton garments with long sleeves and collars, for all outdoor activities. T-shirts at aquatic excursions are compulsory.
- Staff will ensure that sunscreen is not out of date.
- when enrolling their child, parents will be informed about the sun safety policy, and asked to provide a suitable hat and T-shirt (for aquatic excursions) for their child's use.

HEALTH AND SAFETY

We promote the health of all families and staff utilising the centre. We encourage safe and hygienic practices by all children and staff.

CHILDREN will be encouraged:

- To maintain a high level of personal hygiene
- To wash and dry their hands before engaging in any activity involving food and to maintain a clean environment
- To wear a hat and sun block during outdoor play throughout the year in accordance with the School Sun Care Policy.

STAFF will be expected to:

- Take preventative measures with regard to personal health and hygiene
- Encourage developmentally appropriate physical activity for children
- Protect their own and others health and safety in the way they utilise their working environment
- Maintain the premises to a standard which will help protect against the occurrence and transmission of disease
- Obey reasonable instructions and comply with Centre Policy by monitoring their work systems
- Not attend the Centre during periods of illness with communicable symptoms
- Manage and use equipment provided in a healthy and safe manner
- Take appropriate sun safety measures when supervising outdoors
- Maintain high standards of cleanliness and hygiene during food preparation
- Wear gloves when administering First Aid.

PARENTS will:

- Advise the OSHC staff when their child is suffering from an infectious disease.
- Seek alternative care when their child is suffering from an infectious disease. Provide a Doctors clearance upon returning to OSHC
- Be contacted by Centre staff if their child becomes unwell during their time at OSHC
- Be asked to collect their child if it is considered by the Centre staff that the child is unable to cope with normal activities
- Advise the Centre staff of any condition, which requires ongoing treatment eg. Diabetes (Refer to enrolment form)
- Grant the Centre staff permission to seek emergency medical care
- Update OSHC with contact emergency details
- **Below are some common illnesses, which may cause your child to be excluded from the Centre**
- **Conjunctivitis:** Children do not attend until the discharge from the eyes has ceased (highly contagious).
- **Head lice:** Wherever people gather, head lice are likely to spread, even in the most careful homes, schools and institutions. When head lice are detected in at OSHC, a note explaining eradication procedures is sent home to every family so that any infected children may be treated and isolated if necessary (highly contagious).
- **Worms** (contagious)
- **Chicken pox, Mumps and Rubella:** Children do not attend school until cleared by a medical practitioner (contagious).
- **Measles:** Children do not attend school for at least seven (7) days from the appearance of the rash **or** until a medical certificate of recovery is produced (contagious).
- **Scabies** (highly contagious)
- **Impetigo or School sores:** Children do not attend until the sores have fully healed. The child may be allowed to return to school provided the appropriate treatment is applied and that the sores on the exposed areas are covered with a dressing (highly contagious).
- **Vomiting** (may be contagious)
- **Diarrhoea** (may be contagious)

The Out of School Hours Care staff can provide further details on any of the above illnesses including details of exclusion periods

FOOD AND NUTRITION

OSHC will provide children with balanced foods that meet the recommended nutritional needs of children. Information on nutrition, food handling and storage is displayed at the centre.

Families are encouraged to:

- Advise staff of food allergies and culturally sensitive dietary needs
- Update OSHC with contact emergency details
- Provide their children with recess, lunch and drinks during vac care & pupil free days
-
- **Adhere to a Nut Free environment**

Store children's foods/snacks appropriately (insulated food storage bags) during full day care.

BEHAVIOUR MANAGEMENT POLICY

Step One: REMINDER

- Identify rule not followed and have child/ren state alternative behaviour

Step Two: WARNING

- Identify rule not followed and discuss alternative, more appropriate behaviour.
- Decide with child/ren next step if inappropriate behaviour persists.

Step Three: REFLECTION

- Time to calm down and think about behaviour
Consequence such as cleaning or other useful jobs. Behaviour recorded.
- Discussion with care giver/ guardian at collection time

Step Four: TAKE HOME

- Child/ren is/are removed from group until collected by parent/guardian. Behaviour recorded in file. Discussion with child and parent/guardian and a behaviour contract may need to be signed.

Further action:

- If all the above efforts are unsuccessful, a meeting will be held with the family to discuss options. A behaviour contract may result or possible exclusion. The school Principal will be notified and in some instances may assist in the development of a plan/contract.

If the behaviour is serious and considered to endanger the safety and wellbeing of OSHC children and staff, immediate exclusion will occur and parents notified to collect the child.

We would like to have a code of conduct that promotes happy relationships in a safe environment. This code is effective when it is known, accepted and followed by the OSHC COMMUNITY.

OSHC STAFF WILL ENDEAVOUR TO:-	CHILDREN WILL:-	PARENTS WILL:-
<ol style="list-style-type: none"> 1. Take responsibility for applying our code of behaviour. 2. Be consistent in applying rules. 3. Praise and encourage positive behaviour. 4. Be aware of and support new children and children with special needs. 5. Be a good role model. 6. Respect children and children's property. 7. Encourage self discipline and independence. 	<ol style="list-style-type: none"> 1. Be made aware of and encouraged to follow codes of behaviour expected in & around the school yard. 2. Learn to take responsibility for, and accept the consequences of their actions. 3. Care for each other and look after new children. 4. Take turns and share. 5. Stay within given boundaries. 6. Use toilets sensibly. 7. Care for the environment. 8. Respect school property. 9. Only play on equipment when supervised. 10. Be responsible for moving promptly to OSHC and checking in. 	<p>Parents will be made aware of the code of Behaviours adopted by the OSHC Staff, Advisory Committee and School Council, and this document will be included with the policy for each parent on registering their child in OSHC.</p> <p>PARENTS WILL:-</p> <ol style="list-style-type: none"> 1. Support OSHC Policy. 2. Co-operate with guidelines. 3. Respect the needs of OSHC. 4. Be punctual in collecting children. 5. Inform office or Director of absences.

Grievance/Dispute Resolution Procedures for Parents/Care Givers

The Linden Park OSHC Service fosters positive and harmonious relations between all levels of management. Every committee member 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.

STAGE 1

Parent/Care Giver should discuss the problem with the relevant staff member.

STAGE 2

If, after discussion with the relevant staff member, the parent/Care giver feels action is necessary, they should take up the matter with the Director.

STAGE 3

If the parent/care giver feels the problem is still not resolved, the Director may offer to take the matter to the Advisory Committee for guidance, or the parent/care giver may write directly to the Advisory Committee to explain the problem.

STAGE 4

The Advisory Committee will advise the Director of it's decision and the Director will convey that decision to the parent/care giver and staff member concerned, or the Advisory Committee will write directly to the parent/care giver concerned to advise of the decision.