



LINDEN PARK PRIMARY SCHOOL COUNCIL

Out of School Hours Care



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FAMILY HANDBOOK 2019

***DIRECTOR:** NICOLE MARINOS (Dip. Children's services, B. Early Childhood Education)*

In 2017 the Linden Park OSHC received EXCEEDING for their service's National Quality Standard Assessment

The Linden Park Primary School Council OSHC is an approved service under the Education and Care Services National Law Act 2010 and Regulation 2011 and is regulated by the office for Education and Early Childhood Services Registration and Standards Board. The service must comply with this Act and Regulations in regards to the requirements relating to activities, experiences, programs, educator qualifications and educator/child ratios.

We follow the National Quality Framework process and are committed to the principles of quality improvement



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OUR PHILOSOPHY

The service philosophy provides the foundation for all activities, policies and procedures of the service. The aim of the Linden Park Primary School Council Out of School Hours Care service is to provide a safe, secure and stimulating environment that is supportive to the development of healthy and happy children.

We believe in providing quality care; where educators encourage wellbeing through respectful and reciprocal relationships with all children. As educators we nurture the individuality and diversity of the children in our multicultural community.

LPOSHC reflects the My Time Our Place – Framework for School Age Care in Australia. This framework outlines five outcomes which have been implemented to acknowledge the wellbeing, development and learning of all children. These outcomes are:

- * Children have a strong sense of identity
- * Children are connected with and contribute to their world
- * Children have a strong sense of wellbeing
- * Children are confident and involved learners
- * Children are effective communicators.

LPOSHC believes that all children have the right to an exceptional standard of care which is achievable through constant reflection of these key outcomes.

The service believes that all children have the right to be active members of their communities, to express their opinions and have their views and suggestions heard. We believe that the child's right to play, learn and develop in a safe and nurturing environment is our primary focus.

This is demonstrated through the warm and trusting relationships our educators establish with the children at our service and through the service's inclusive and supportive program.

The service adopts a reflective practice which enables us to adapt the program in order to provide learning experiences and opportunities to enrich children's development.

The service acknowledges the role of families as the primary caregivers in their children's lives and aims to form strong bonds with them in order to provide and encourage a positive OSHC community. In order to achieve positive relationships with OSHC families, educators will provide a welcoming environment where families are offered feedback on their child's learning and development at the service. LPOSHC will also aim to create strong links with the community in order to provide children with a deeper understanding of community services.

Educators at the service will utilise their own skills and knowledge in order to enhance the level of care provided at the service. The service and its educators acknowledge that children are unique and valued individuals. We believe that children have the right to have their cultural identity recognised and respected as well as having opportunities to learn about other cultures in our community.

At Linden Park OSHC we acknowledge and value Australia's Aboriginal and Torres Strait Islander cultures as part of the nation's history, present and future.

Australian Government Department of Education, Employment and Workplace Relations (2011). *My Time Our Place: Framework for School Age Care in Australia*. Canberra. Commonwealth of Australia.



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BEFORE SCHOOL CARE

SESSION TIME

7:00AM TO 8:30AM

FEES

\$9.50 per child

GENERAL INFORMATION

- Cereal/porridge and toast is available daily for breakfast until 8:20am. A 'special breakfast' is also offered once a week from 7:30am till 8:20am on alternating days.
- Breakfast menu is on display in the OSHC room
- Bookings are essential - a booking must be made prior to attendance.
- Children must be signed in on arrival by a parent/guardian. Please contact OSHC if you are unable to sign your child(ren) in.
- Children stay in the care of the OSHC educators until 8.30am. Students in year 2 and above independently make their way to school at 8.30am.
- Receptions and Year one's are escorted to their classrooms by educators at 8:30am, where they are assisted in unpacking their bags.

ROUTINE

- 7:00AM: Open.
Nut free breakfast commences.
- 7:30AM: TV/music and free play inside/outside.
- 8:00AM: Breakfast finished. Outside play/ free play inside.
- 8:30AM: Pack up and move off to classes at 8.30am. Junior Primaries (receptions and year 1) are escorted to their classrooms once signed out of the service.

AFTER SCHOOL CARE

SESSION TIME

3:10PM TO 6:30PM

FEES

Permanent bookings: \$20.50 per child Casual bookings: \$22.50 per child

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 by a parent/guardian prior to leaving the service.
- Children are not permitted to leave the service until they are collected by an authorised person or a written permission form is given to educators by a parent/guardian, granting permission for children to make their own way home or escorted to sport at school.



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AFTER SCHOOL CARE (CONTINUED)

ROUTINE

3:10PM: Primary children make their way to the OSHC, hang their bags up on the allocated hooks outside, then are signed in using the Kiosk and head to the handwashing room to wash their hands before heading to the kitchen for nut free afternoon tea.

The Junior Primary children are collected from the piazza area in the Early Years building, outside rooms 9,10,13 and 14. Year 2 children check in at the piazza area and walk down to OSHC independently place their bags on hooks then wash their hands and go to the kitchen to get their afternoon tea.

3:30PM: Juniors arrive and get signed in using the Kiosk prior to washing their hands and getting their afternoon tea.

3:30—4:00PM: General supervision and free play in all areas occurs and homework, craft, cooking or electronic activities commence (depending which activity it is for the day). Children must check in with an educator when moving to the bathroom or different areas. Staff communicate over the walkie talkies to ensure the whereabouts of all children is known throughout each session.

5:30PM—6:00PM: All children are brought inside and bags put in the foyer, activities are finished and tidied up.

5:45PM—6:00PM: Second afternoon tea (a piece of bread with spread) - sometimes extra 'special'.

6:00PM—6:30PM: Quiet inside/outside play.

VACATION CARE AND PUPIL FREE DAYS

SESSION TIME

7:30AM TO 6:30PM

FEES

\$53.50 per child— Vacation Care

\$40.50 per child— Pupil Free Days

GENERAL INFORMATION

Parents/Guardians MUST sign children in and out of the service using the kiosk.

- **Bookings are not taken over the phone** as parent permission for excursions is needed in writing. A waiting list often develops for Vacation Care, and confirmation for bookings will be made by phone or email.

- All excursions/activities booked by Linden Park Primary School OSHC Vacation Care and Pupil Free Days have been chosen

according to suggestions, age and development needs of children. Private bus' are arranged for excursions and Risk Management procedures are undertaken and if an activity is deemed too dangerous because we cannot minimise risk then the activity will be cancelled.

- Children need to bring a nut free recess, lunch and drinks daily, unless otherwise stated on program and must wear sun safe clothing, hats and protective footwear to Vacation Care and Pupil Free Days. See services '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. Educators are stationed outside and inside when we are at school and child/educator ratios are adhered to strictly when on excursions.



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PAYMENT OF FEES POLICY

Fees must be paid fortnightly by either cash, cheque, EFTPOS or QKR MasterCard App.

OVERDUE FEES

If the account is over **\$200.00** or no payment has been received in at **least 2 weeks**:

- Families will receive a reminder email or text and staff will note when the family agrees to make payment by.
- If no payment has been received by agreed date, the Director or Finance Officer will make a phone call in order to settle the outstanding account.
- If no payment has been received, the family will receive a letter from the School Principal and Director, where they will be notified that continued enrolment will depend on payment of the outstanding fees.
- A debt collection agency may be used if payment has not been received.
- The Director, in consultation with the Principal may exclude the child(ren) temporarily or permanently from attending the service if the family have not met the requirements outlined in the letter.

The centre reserves the right to terminate enrolment if fees are not paid within the negotiated time.

LATE FEES

In the case of unforeseen emergencies the service must be notified as soon as possible if collection is going to be after 6:30pm. A late pick-up fee of \$10.00 will be charged for every ten minutes or part thereof after 6:30pm. The Director and Principal reserves the right to remove a child from the program after frequent late pick-ups

CHILD CARE SUBSIDY

The Child Care Subsidy is the main way the Government assists families with their child care fees.

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

- the age of the child (must be aged 13 or under and not attending secondary school, except in certain circumstances where an individual may be eligible for a child who does not meet this criteria, such as children with a disability or medical condition in certain circumstances)
- The child meeting immunisation requirements.
- the individual, or their partner, meeting the residency requirements listed in the legislation.

In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider, and not be part of a compulsory education program.

There are three factors that determine a family's level of Child Care Subsidy. These are:

Combined annual family income

Activity test – the activity level of both parents

Service type – type of child care service and whether the child attends school

The Child Care Subsidy is generally paid directly to service providers to be passed on to families as a fee reduction. Families make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount.

More information is available at: <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Alternatively call: MyGov helpdesk: 13 23 07 or Centerlink assistance: 13 61 50

ACCOUNTS

Accounts are calculated weekly and are distributed via email .Accounts are available on a Tuesday or Wednesday once billing has been finalised and Child Care subsidies have been deducted.



ACCESS AND ENROLMENTS POLICY

ENROLLING

All enrolment forms **MUST** be completed by parents/guardians before a child can attend Linden Park Primary School Council OSHC. A \$10 annual registration fee will be charged per family upon enrolment. Families are welcome to organise a visit with their child/ren prior to their commencement date in order to view the facilities as well as some of the routines of the service. In the event where places requested exceed those available at the service, priority of access will be given based on guidelines provided by the Department.

It is essential to make a booking before your child/ren attend OSHC. Permanent and casual bookings for Before and After School Care are available over the phone, via email or in person., once enrolled it may be necessary to place your child on a waiting list for Before/After or Vacation Care/Pupil Free Day. If this occurs we will contact you when a space becomes available for the days that you have requested. We also encourage you to keep in regular contact with us regarding your permanent or occasional waiting list bookings.

Any changes to important enrolment information such as change of address/phone number must be communicated to the Director to be updated in the system ASAP.

Permanent bookings are considered to be on an annual or weekly basis if made by the Sunday prior basis. Families who wish to make changes to permanent bookings need to make any amendments by the weekend prior, or the full fee will be charged. Families who book in during the week that care is required will be charged **casual rates**, CCS will still apply.

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

Without a prior booking we may or may not be able to accept your child/ren due to educator ratios. 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. 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 if they haven't already done so and payment must be on the day. Bookings for Vacation Care and Pupil Free days are made separately to Before and After School Care bookings. Numbers for these programs are strictly limited due to educator ratios and it may not be possible to accept any last minute bookings. Vacation Care Programs are available week 5 of each term at the latest. The Vacation Care booking form needs to be signed and returned either in person, by fax or email, as bookings over the phone **will not be** accepted. Regular bookings do not apply.

CANCELLATION POLICY

Cancellations of After School Care, Before School Care, Pupil Free and Vacation Care days must be made by the weekend before the care is required. Cancellations made after this day will be charged the full fee, CCS included.

Families are entitled to 30 days allowable absences per year where those with CCS pay only the gap. For families without CCS full fees will apply. Please note there are no casual fees for Before School Care, Vacation Care or Pupil Free Days. **If a child is booked into OSHC and they are no longer attending the session, the service must be notified.**

SICKNESS

If a child is cancelled due to illness, session fees still apply for the first day of sickness. Any subsequent days of illness will not be charged if notified. See services 'infectious Diseases and Infestations policy'.



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ACTIVITIES AT THE SERVICE

The service's Philosophy underpins the development of the programme for Before School Care, After School Care, Vacation Care and Pupil Free Days.

Linden Park Primary School Council OSHC believes that it is important to create an environment that meets individual children's stages of development in a comfortable play based setting. The program's diversity supports the varying ages of our multicultural service and endeavours to include the suggestions offered by the children and their families. We have a number of play areas we utilise on a regular basis to promote the interests and abilities of all the children attending the service. These areas include: the school gym, basketball courts, netball courts, oval, playgrounds, OSHC kitchen, craft room, activity room, music room and a homework room.

All activities planned are based on educator observations which are conducted daily, these are the basis of the goals then created for each child.

The TV is turned on from 3:10PM-4:00PM whilst children eat their afternoon tea. Unless it an electronic planned activity for the day the TV is turned off at 4:00PM. Once a week we watch a movie.

HOMEWORK ROOM

The Linden Park Primary School Council OSHC recognises the importance of homework. Parents/Guardians can sign the children up to complete their homework whilst at OSHC on the homework booking sheet. The educator's will encourage and remind the child to visit the homework room. Educators will be there to assist with homework and will aim to provide a quiet environment and adequate supervision. A homework sheet will be completed by the educator stating what the children have done in the session. Families **must** sign this once they have sighted the sheet.

COOKING/CRAFT ACTIVITIES

The service recognises that by providing access to creative and expressive arts it encourages children to have fun, enjoyment, mastery and success. Children are encouraged to work collaboratively with educators as well as engaging in spontaneous play with other children, to initiate experiences from their own ideas.

ELECTRONICS

Linden Park OSHC recognises and understands children enjoy electronic time, therefore a combination of electronic activities are offered once a week. Children are encouraged to turn take and engage in shared experiences.

SPORT

Linden Park OSHC acknowledges the importance of health and wellbeing and therefore plan group sport activities for fitness and interactions.

EDUCATORS

All educators must undergo a Child-related Employment Screening through the Department for Communities and Social Inclusions prior to the commencement of employment at the service.

All educators have a certificate in Responding to Abuse and Neglect (Mandated Notification). All educators obtain or are trained in First Aid, Anaphylaxis and Asthma management and they are all aware of their obligations in relation to protecting children. Staff will undergo other professional development training throughout their employment on working with and program planning for children. All training and screenings are kept up to date.

The service aims to provide a responsive and inclusive environment for children where the educators relate to them in a friendly and respectful manner. Educator interactions with children are further enhanced through program implementation and daily communication.



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FAMILIES AND COMMUNITIES

As a parent/guardian you are welcome to come and spend time with your child at the service. The staff will ensure you and your child feel safe, happy and welcome at the service, however we must respect all families and visits cannot be extensive as children need to be interacting with others at the service.

A continuing exchange of ideas and information is important and enhanced with open communication and we welcome any suggestions, comments or feedback you may have.

FAMILY CONTACT

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

Parents/Guardians 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, email or appointment. Educators will not discuss with parents confidential information regarding any other child or family within the service. The Director will inform staff where necessary to ensure the best care for children at all times.

PARENT GRIEVANCE POLICY

The Linden Park Primary School Council OSHC fosters positive and harmonious relations between all levels of management. Every member of the service has the right to a happy 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.

Where a concern is raised, educators are able to direct you to the Director or the responsible person in charge. Their role is to immediately take the necessary action in an effort to resolve the complaint.

If you have any concerns with the service or an educator, you are asked to address the concern with the Director who may then request a written report.

If you feel the issue has not been resolved, you may choose to write directly to the School Principal for further assistance.

If you have been unable to resolve the issue with the service or school, or there are circumstances where it is not possible or appropriate for the complaint to be managed at the local level, a complaint may be lodged with the Education and Early Childhood Services Registration and Standards Board of South Australia on: **8226 0077**.

CUSTODIAL ISSUES

If there are any custodial issues that affect your child(ren) whilst at the service, you must provide details upon enrolment. If circumstances change throughout the year, you must inform a staff member and provide any relevant documentation to the service so all staff can be informed.

If a parent/guardian or any other person is denied collection authority, or a restraining order is in place, staff will call the enrolling parent for further instructions and will not release the child(ren) to anyone who is not granted permission upon enrolment. If for any reason you wish to grant a person collection authority throughout the year, please let staff know and they will add the person to our computer system as an authorised adult.

Any other person collecting your child(ren) that is not an authorised adult will require written or verbal permission from the enrolling parent and staff will request identification upon collection.

Please be aware, we cannot deny access of collection to a birth parent or guardian without signed court orders or letters stating the reason unless there is clear evidence of the child(ren) being at risk, where the Police will be notified immediately.



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NATIONAL QUALITY FRAMEWORK

The National Quality Standards set a new Australian benchmark for the quality of education and care services. This enables families to make informed decisions about the services providing education and care to their child. The National Quality Standards are a key aspect of the National Quality Framework.

The National Quality Standards comprise of quality areas, standards and elements, the seven quality areas are:

- **Educational program and practice**
- **Children's health and safety**
- **Physical environment**
- **Staffing arrangements**
- **Relationships with children**
- **Collaborative partnerships with families and communities**
- **Leadership and service management.**

The National Quality Standard is linked to national learning frameworks that recognise children learn from birth and outline practices to support and promote children's learning. These are:

- **Belonging, Being and Becoming: The Early Years Learning Framework for Australia**
- **My Time, Our Place: Framework for School Age Care in Australia**
- **The Australian Children's Education and Care Quality Authority (ACECQA) which provides oversight of the National Quality Standard across the country to ensure that services are meeting the new requirements.**

QK JOURNEYS

All families will have access to the QK Journeys portal where you can view your child's individual observations as well as the goals our educators set out to extend their learning whilst at the service. Families can also view daily journals for the service which shows photos of the planned and spontaneous activities and evaluations that occur each day in the service.

The website is <https://www.qkenhanced.com.au> and you will receive a welcome email at the time of enrolment which will invite you to register. If you have forgotten your password, you can follow the links here to reset your password. Or you can ask one of our friendly staff for further assistance. An app is also available called 'My Family Lounge' which shows limited information in comparison to the web browser.

Sign In

Parent Sign In

Sign in as a guardian of a child at a child-care service. You'll need your email address and password.

Staff Sign In

Sign in as a staff member at a child-care service using QK products. You'll need your user name and password.

If you have not created a My Family Lounge account, please register at your child care service's website. Look for the My Family Lounge logo!

Email*

The Email field is required.

Password*

The Password field is required.

[Forgotten Password?](#)

Use of this service is governed by the [Terms and Conditions](#).

QK KIOSK

All enrolled families and authorised people will type their mobile number into the kiosk and create a profile. Each time a child is signed in or out of their service the mobile and pin will be used. If for any reason the pin is forgotten it can be reset .