REDWOOD PARK SCHOOL

OSHC / VAC SERVICES

# FAMILY HANDBOOK

## OSHC CONTACT DETAILS


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2-10 Lokan Street, Redwood Park

**ABN:** 16563485037



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## The PHILOSOPHY

Redwood Park OSHC and VAC is a child-focused service providing a safe and welcoming environment where children's knowledge, interests and abilities are promoted. This occurs by providing challenging opportunities through play and spontaneous and planned activities that are flexible and inclusive of children's learning. We strive to foster children's full potential and wellbeing by encouraging restorative justice which develops problem solving, self-regulation, self-esteem, respect and responsibility. Through the role modelling of professional educators we aim to work towards a sustainable environment for all children and their families.

We aim to build a collaborative community for Educators, children, families and the school so as to foster respectful and meaningful relationships which recognises diversity and equality. As a service, we operate according to this philosophy and try to reflect the local community through discussion and inviting participation around issues relevant to running the service. Our program revolves around the outcomes stated in My Time Our Place. Children and Educators strengths are acknowledged and supported through the program and are consulted for ideas and reflection.

## The PROGRAM.

**The Redwood Park Primary School OSHC and VAC service will implement a holistic program which will include all interactions, experiences, activities, routines and events, both planned and spontaneous that occurs in an environment designed to foster children's well-being, development and learning.**

The service will do this by:

- Responding to the individual interests and needs of each child
- Providing a broad range of experiences and resources for children to access, that promotes self esteem and personal success
- Integrating activities and resources within the local and broader community
- Encouraging respectful interactions between children, families, educators and visitors

## The CHILD

**The Redwood Park Primary School OSHC and VAC service believes that each child in our care can achieve maximum learning potential in an environment that encourages self discipline, independence, high self esteem and curiosity.**

The service will do this by

- Recognizing that each child is unique
- Ensuring that each child is treated with dignity and respect at all times
- Realising that each child has rights and responsibilities both as an individual and part of a group
- Knowing that each child has the right to feel safe and secure in a flexible and supervised environment

## The EDUCATOR

**The Redwood Park Primary School OSHC and VAC service believes that each educator is a professional whose experience and knowledge of children is respected and valued.**

The Educator does this by

- Recognising that children learn through play and social interactions
- Providing a safe and stimulating environment for children, families, educators and visitors
- Accepting and understanding of each child's individual needs and backgrounds
- Welcoming individual expertise of and contributions from all educators and other parties
- Supporting the inclusion of access for children with additional needs.
- Actively encouraging family contributions and interactions
- Valuing the health and safety of all children, families, educators and visitors

# EDUCATOR PHOTOS




DIRECTOR: LEIGH




AST. DIRECTOR: STACY




THERESA



TERESA




ANN




DEA




TAYLOR




BRAYDEN




AUSTIN




BREANNA




RACHEL




LIA

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## Advisory Committee

This is a not-for-profit service to the local community that is operated by the Redwood Park School Governing Council Inc. The OSHC and VAC Advisory Committee oversees the service on behalf of the School Governing Council. The Director manages the daily operations of the program in conjunction with the School Principal and OSHC and VAC Educators. Our current service rating is Meeting National Quality Standards.

The Advisory Committee is a sub-committee of the School Governing Council and includes families, the Director, the Principal [Line Manager] and a School Governing Council representative. The Committee ensures the service is meeting the needs of all families and their children, when possible, by advising and making recommendations to the educators regarding the program. The Committee also advises and makes recommendations to the Governing Council regarding finance and employment matters, strategic planning and direction and the development and review of policies and procedures. Meetings are held in Week 3 and Week 7 in the OSHC room from 9:00am and all families are welcome.

## The OSHC Service

This Service provides opportunities for children from Redwood Park School to experience a wide range of recreational activities before, after school and on Pupil Free utilising the *My Time Our Place* and *Early Years Learning Framework* and following the *National Quality Framework*. To attend our service your child must have an active enrolment form for the service, have an active enrolment with centrelink to receive CCS, they must be toilet trained and all their belongings named including casual clothes.

## The VAC Service

The VAC Service provides a wide range of recreational activities including excursions and special visitors, to children attending Redwood Park School or Preschool. A minimum of 15 children must be booked into the Vacation Care Service or Pupil Free Days to be operational. Preschool children are to attend home days only matching their Group days. Once Preschool children graduate and are not continuing to attend Redwood Park School, they are unable to attend Vacation Care. Year 6 students and students leaving at the end of the year may attend the December program only.

**For safety reasons, any new families attending Vacation Care for the first time must book their child into a before school or after school care session prior to any vacation care bookings.**

## Inclusion

The Service is inclusive of all children regardless of culture, ability and gender providing their individual care needs can be met in an appropriate and respectful manner. If Inclusion Subsidy is required a meeting will be required with the Director and care may not be eligible until funding is provided.

## Toileting

OSHC Educators are not permitted to enter children's bathrooms. If children soil themselves, they must have a change of clothes provided in their bag and be capable of changing themselves without Educator assistance. If a child does not have a change of clothes or is not able to change themselves, families will be contacted to collect their child.

## Enrolment and Visit

- All families using the service must complete and return an online enrolment form. Once this form is received, we require 24 hours before commencing to ensure all details have been inputted onto the system correctly.
- Account holders will also need to confirm enrolment on their myGov account before they can receive any CCS.
- *We also require all new families to come in with their children for a visit of the OSHC room, service offered and meet some educators to allow for a smooth transition. This can only be done between 8:00am and 8:30am during term time. You will be unable to make bookings without this visit.*
- We will email you a copy of this document or you can get a copy online from the school webpage. Please read and speak with an educator if there are any concerns, queries, suggestions etc.

## Hours of Operation and Fees

***Before School Care***: 7:00am – 9:00am. Educators are available on site between 9:00am and 9:30am to answer inquiries.
**Fee per child - $15.50**

***After School Care***: 3:00pm – 6:00pm. Educators are on site between 2:15pm and 2.55pm to answer queries.
**Fee per child - $24**
***OSHC Educators are unavailable from 2:55pm to 4:00pm to ensure all children have been safely signed into OSHC.***

***End of Term Early Dismissal*** - OSHC is open from 2:05pm. **Fee per child - $27**

***Vacation Care / Pupil Free*** - Service is open from 7.00am – 6.00pm.
**Home Day fee per child - $58** **Incursion Day fee per child - $63** **Excursion Day fee per child - $68**

**Additional Charges**
**Late Collection:** $20 per child per 15 minutes, or any part there of.
**Administration Fee:** $10 per child for the service to process bookings or cancellations on your behalf.
Fee prices are reviewed every year with an increase if budget deems necessary.

***Availability of Leadership outside operating hours:***
OSHC Leadership can be contacted between 9.00am and 2.00pm on 0408 830 706. Please leave a message if we are unavailable and we will get back to you as soon as possible. Please take this opportunity to give information in relation to child/ren and family, to find out any particulars of the program, to discuss any concerns or issues, to make suggestions and for account enquiries. If required, an appointment can be made at a time suitable for those involved. Please note leadership have limited availability during the school holidays and is reserved for any emergency communication.

## Bookings

- All bookings (Before School, After School, Pupil Free and Vacation Care) must be made online, no phone, text or email bookings are permitted. Access to the online booking closes at 7:00am for Before School Care and at 2:15pm for After School Care. If your child requires to be informed they are attending please call or text us, **DO NOT** email as these are not regularly checked.
- Priority is given to children at risk of serious abuse or neglect and working families.
- If your working status changes, please advise OSHC as other working families may be on a waiting list to utilize those sessions.
- Bookings for recreational care may be refused if places are not available. Recreational bookings for vacation care are available 1 week before the end of term.
- Bookings must be made in advance, including rotating shifts, unless in an emergency.
- Emergency bookings will be accepted provided information from school can be accessed and space is available.
- Waitlists are available for all sessions and an email notification will be sent if a space becomes available. Please note cancelations can occur at any time. Please remove waitlist bookings if you no longer require the care. Any changes to your bookings or cancelations will generate an email. If you have not received the email, you have missed a step.

## Cancellations

- All cancelations must be made on FullyBooked and made 7 days prior
- If cancelations are outside of the above guidelines for all Care types = allowable absence + Gap fee.
- No show and no contact with service = allowable absence + gap fee + **$10.00 administration fee per child.**
- If your child is to unwell to attend, please provide a sick certificate by 5pm of that week to process for no charge.

The Nominated Supervisor may adjust a child's booking if:

- continual failure to cancel care occurs
- a pattern of continual cancellation of care is occurring for bulk permanent bookings

It will result in bookings being removed and being placed at the bottom of any waitlists.

## Allowable Absence and Gap Fees

- Each family has up to **42 allowable absences** per child for cancellations made each financial year. The number of absences used is written on the account.
- If you have a split account for each Families for your children, please note the allowable absence is PER CHILD not per account holder.
- The family has to pay the **Gap Fee** when an allowable absence is claimed
  ie. Full Fee for session – CCB entitlement = **Gap Fee** to be paid.
- Allowable Absence is used when cancelations occur within the below notice.

## Child Care Subsidy (CCS)

- The CCS is based on combined family income and activity level of parents / caregivers.
- The CCS is taken off from the fees* of care leaving a remaining amount owing called a **Gap Fee.** This is the fee to be paid by Families.

***CCS is not given to additional charges added on by service**

**To register for CCS**

- Families need to ring **Centrelink** on **13 61 50** to apply for CCS.
- Families need to ensure they have a mygov account linked to their centrelink account
- Families need to advise service of the following:
  - Enrolling Parent's CRN number and date of birth
  - Each enrolled child's CRN and date of birth
- Families can attend more than 1 service. ie. Child may attend another child care program during the school term, but uses Redwood Park VAC for holiday care.
- Families also need to inform Centrelink and service of siblings using other registered forms of care eg. Another OSHC service, a Child Care Centre or Family Day Care
- Once your enrolment has been received at OSHC you will need to confirm enrolment on your myGov account to receive your CCS payment.

**If you do not use care after 14 weeks:**

Children who have not used care in 14 consecutive weeks will no longer be eligible for CCS. If you are wanting to use care again you will need to lodge a new claim for CCS.

**Cessation of Care – Eligibility for CCS**

If a child is booked in to start on a particular date but does not attend on that day, no CCS will be paid until that child physically attends a session of care. Similarly, the child must attend the last day they are booked in prior to ceasing their care with the service. If the child does not physically attend a session of care they are not eligible for CCS.

## Payment of Fees and Accounts

- Upon enrolment account holders will complete details for ezidebit transaction withdrawal.
- If choosing direct debit option, there will no additional charge, however if credit card is chosen, an additional 1.87% will be applied.
- Account holders will receive a notification that their statement is ready to be viewed, typically by Tuesday afternoon.
- The weekly amount will be withdrawn on the Thursday at 9:00am of that week.
- If a failed payment occurs, an additional $14.80 will be added to the account from Ezidebit and you will receive a text from Fullybooked.
- If 2 failed payments occur, we will send you a reminder text and you will be unable to make future care as your account is on hold. You will need to contact the service if making any changes to your bookings.
- If 3 failed payments occur, 10% penalty will be applied to the account. A final notice letter will be sent to the family and all future bookings will be removed until a successful payment has been received.
- If 4 failed payments occur, the account will be forward to debt collection. Any fees accrued from debt collection will be added to the original amount owing. You will be unable to use the service after this point.

## Signing In and Out

- **No children will be signed out until all children have arrived safely from school.**
- A Parent/Caregiver/Trusted adult must hand over their "Duty of Care" of their child/ren to the educators at the service.
- The "Duty of Care" of their children is accepted by the service when the children have been "BROUGHT IN and SIGNED IN" by the families on the attendance record available on the iPad.

**What you need to do.**

- Locate your child/ren on the list of who is attending for that session
- Tick their name (multiple names if needed) and Select Sign In
- Choose your name from the drop down box
- Sign on the Ipad
- Select Save

Please provide photo ID if you are new to picking up.

**Note:** ***Before School Care dismissal times are 8.35am and 8.45am. At 8.15am Preschool children are escorted to preschool. At 8:35am all children from year 3 to 6 are signed out. At 8.45am Reception to Year 2 children are dismissed and escorted to class.*** **After School Care educators collect children from Reception and Year 1 classes while pre-school children are brought over by Preschool educators.**

## Late Collection of Children

**All children need to be collected from OSHC by 6.00pm sharp, or an earlier time decided by the Director for continual late collections***.**

Families need to have a clear plan in the case of emergencies. Families must notify the Director if they are unable to collect their child and they must make every effort to organise another nominated person to collect.

If educator have had no contact from the family by 6.00pm the Director will:

- Attempt to contact the emergency contacts as per enrolment form
- Contact will continue for 30 minutes and at 6.30pm the Director will make contact with the Principal / Deputy and then notify the Police to hand over to their care.
- Families will then need to contact the local Police Station regarding the whereabouts of their child/ren.

***If you are late more than 3 times in a term you will be sent a letter stating an earlier collection time decided by the Director. If the earlier time is not followed care will be withdrawn. It is vital all children are collected by 6.00pm sharp.**

**Late Collection fee:**

After 6.00pm (or earlier time decided by Director) is $20 per child per 15 minutes or any part there of.

## Educators

**As per Legislative Requirements**

- OSHC leadership are both the service's Educational Leader
- The Educator in Charge for each session is indicated on the front door
- For every 30 children, the service has a **qualified educator** rostered on for OSHC and VAC.
- If a preschool child is present during OSHC, ratio is 1:11 for the first 11 children then back to 1:15.
- If unable to have the right number of qualified educator, an exemption can be applied for.
- An Educator with First Aid and CPR Qualification is on site at all times.

**Ratios for**

- **Before and After School Care** – There are up to 5 Educators rostered on each morning, maximum of 70 children.
- **Home days** – between 10 - 15 children per Educator, maximum of 70 children.
- **Excursion days** – 8 - 12 children per Educator, maximum of 50 children.
- **Water** – 5 children per Educator, maximum of 40 children.

## OSHC and VAC Responsible Behaviour Rule and Guidance

**Behaviour Rule and Guidance**

The 3 following rules were discussed and made by the children attending the service.

**"We keep <u>ourselves</u>, <u>everyone else</u> and <u>the environment</u> safe by making responsible choices of behaviour"**

We also have an OSHC rule song that we use as an attention grabber:

Rule number 1 – Sit on your bum
Rule number 2 – Take a buddy with you
Rule number 3 – Ask three before me*
Rule number 4 – Rocks stay on the floor
Rule number 5 – We go down the slide
Rule number 6 – We don't play with sticks
Rule number 7 – Hats on before 11
Rule number 8 – We play inside the gate
Rule number 9 – Safe hand all the time
Rule number 10 – Have fun with your friends

*Rule 3 is about encouraging children to ask their peers for help with simple tasks before asking an adult

***All children are expected to make responsible choices of behaviour while attending OSHC and Vacation Care***

- Educators actively encourage, acknowledge and give positive feedback for children's responsible choices of behaviour.
- There are steps outlined, to assist children to make appropriate and responsible behaivor choices and realise the consequences of irresponsible choices.

***<u>Positive Feedback</u>***

Educators will use many methods to give positive feedback for example educators will acknowledge children when they are observed making a responsible choice of behaviour, ie. by making a passing comment, asking them what responsible choice of behaviour they made "that was great!", telling Families, offering special activity etc.

**<u>Steps for Behaviour Guidance</u>**

<u>The first contract stands for</u>

- 5 weeks for children in Preschool to Year 2
- 10 weeks for children in Year 3 to Year 6

Any suspension will result in that amount of booked days being removed. If the suspension is from physical violence, a meeting will be held, and details will be sent via an email.

| General Behaviour | Physical Violence |
|---|---|
| 1st Contract – completed above | 1st Contract - Collected and suspended for 2 days |
| 2nd Contract - Suspended for 1 day | 2nd Contract - Collected and suspended for 5 days |
| 3rd Contract - Suspended for 2 days | 3rd Contract - Collected and suspended for 10 days |
| 4th Contract - Suspended for 5 days | 4th Contract – collected and suspended for 4 weeks |

If suspended, children will complete reflection page at home with caregivers and discuss with educators upon return. Educators will support the child to follow a restorative approach to understand their impact of actions by offering an opportunity to make amends to any harm caused. This will hold the child accountable for their actions while promoting respect for everyone involved.

## Sun Safe Notes

As outside play is actively encouraged at the service, it is a requirement that children are dressed appropriately. Clothing such as a T-shirts and their allocated yellow OSHC hat ($10) must be worn **at all times** when out of the main OSHC room and on excursions except from Week 5 Term 2 until Week 5 Term 3. Children need to keep their OSHC hat in their bag at all times as it is the only hat permitted to be worn. If children are not dressed appropriately, families will be called and asked to bring appropriate clothing for their children ASAP or to collect their child from the service. 30+ sunscreen will be offered in Vacation Care, however it is encouraged sunscreen is brought from home, in particular with any allergies or skin irritations. Educators will remind and assist children to apply it. **<u>Thongs, sandals, crocs, strappy tops, dresses or singlet tops are not suitable to wear at the service any time.</u>**

## Medication

- If a child needs medication while attending the service a letter of authorisation from a Medical Practitioner is required – all forms available on the school website and **must be completed prior to attendance.**
- Medication must be in the original container with the label showing child's name, medication name, dosage and how often the medication is to be given. **All medication must be provided prior to attendance.**
- Families must complete the service medication record for each day medication is to be administered.
- Educators will record the time the medication was given to child.

## Medical, Illness and Infectious Diseases

- Children are not to be sent to the service if they are unwell or have an infectious medical condition.
- If children become unwell while attending the service, educators will care for them and will call their families to advise them of the situation.
- Families may then be asked to arrange for the immediate collection of children from the service.
- Exclusion periods regarding any infectious illness or diseases are displayed at the service and can also be found at SA Health Exclusion from childcare, preschool, school and work
- If children have a medical condition eg. allergies, asthma etc, that may impact on their well-being while at the service, please include relevant details on the enrolment form and when necessary, on an emergency action plan. It is essential that the matter is brought to the attention of OSHC and VAC Educators.
- **If a child is diagnosed with Asthma, an inhaler with chemist label and spacer plus medical plan and risk minimization plan must be provided before attendance.**

## Hot and Cold Weather, Clothing and Lost Property

- In extreme weather children will remain indoors, if educators determines that it is unsafe for children and educators to be outside.
- Jumpers or jackets are to be worn after 5pm and in the mornings in cold weather.
- Please make sure children are dressed appropriately by having layers of clothing to put on or to take off, especially in Vacation Care. Please put your child's name on all belongings.

## Drinks

- It is essential that families provide drinks on all days. Educators will be checking at sign in each child attending has a drink bottle. If your child does not have one families must purchase one from the shops or return home to collect a bottle for their child to be able to attend.
- In the hotter weather please send extra drinks, preferably water, with children. **Fizzy drinks are not recommended by the service.**
- Drinks containing **caffeine** are not permitted at the service and children will not be allowed to purchase these drinks. **If these drinks are sent with children or if children purchase them, the drinks will be confiscated and returned to their families when children go home from the service.**
- When on school site a drinking fountain is accessible at all times.
- **Refrigeration space is not available** for the storage of drinks as they can not be frequently accessed. We suggest freezing one for cold water during excursions.

## Meals

- Children must bring Recess and Lunch on every day during Pupil Free and Vacation Care periods, unless stated on the program. Lunch boxes are checked at sign in to ensure children are attending with snacks for the day.
- Food containing **nuts** are not to be sent with children to eat in case there are children attending the service who may have a serious reaction/allergy to nuts.
- At OSHC, a variety of nutritious foods, including some vegetarian meals are offered by the service for Breakfast and Afternoon Tea each day.
- **Facilities are not available for the heating/cooking of food brought from home due to possible food contamination and safety risks.**
- The service actively encourages healthy eating and observes Right Bite guidelines and prefers that families do so as well.

## Seesaw Observations

At our service we use Seesaw to share and communicate with families. Images and videos of your children will be post to Seesaw to share their learning. Seesaw is also a way to send messages and reminders including the school holiday program. To access you must sign the permission form. **Reminder you are not permitted to share these images if they contain children other than your own in them.** We will email you a link to access your family's seesaw account.

## Items from Home

Children are permitted to bring bikes and scooters during Vacation Care and for Pupil Free Days. All children must have a helmet to ride. Redwood Park OSHC takes no responsibility for lost or damaged items.

**No other items should be brought to OSHC from home as these items can get lost or damaged.**

## Liaison with the School

Educators from the service may liaise with School Personnel to ensure the individual needs of the children are met in an appropriate and confidential manner, as agreed to on the consents upon enrolment. If outside agencies are involved with children, it is beneficial to include OSHC to maintain consistency, to provide different perspectives on situations and to implement strategies that will assist children.

## Information Notice-Boards

- There is a variety of information that the service needs to make available and accessible to all involved ie. Children, Families, Educators, Management etc.
- Please take the time to look around the room, to read the information and to ask questions of Educators if need be.
- Suggestions for other information that may be required are always welcome.
- It is the families' responsibility to access or request where relevant information is available.
- In the OSHC Room there are a number of notice-boards containing relevant information for Children, families and for Educators. These include routines, Meal options, activities, Children's information, National Quality Framework, School Information, Community resources and art and craft displays.

## Policy and Procedures

There are complete copies of Policies and Procedures in relation to the *National Quality Framework* and *My Time Our Place Framework* and *Early Years Learning Framework* available for your referral at the service. Policies and Procedures are updated regularly by the OSHC and VAC Advisory Committee and families input is welcome.

## Confidentiality and Privacy

- The service protects the confidentiality and privacy of individuals by ensuring all records and information about individual children and families are securely stored.
- These records will only be accessed by or disclosed to those people
  - Who need the information to fulfill their responsibilities at the service.
  - Who have a legal right to know under current legislation.

## Family Conduct

Redwood Park OSHC operated under a Zero tolerance policy. Swearing, threats or any acts of violence will not be tolerated. Anyone giving verbal abuse to educators or other families will be asked to leave the premises. Consistently breaching the Family Conduct Policy may place your current enrolment at risk of being terminated.

## Grievance Procedures

**It is not acceptable for any families to approach a child [other than your own] in an attempt to resolve a conflict.**

**Below are the procedures to resolve conflict at the service.**

**Grievance Procedure: Child to Child**

1. All children are encouraged and supported to sort out the issues for themselves.
2. Children, who are unable to come to an agreement, may then ask an Educators for assistance.
3. There is a detailed procedure on display at the service.

**Grievance Procedure: Child to Educators**

1. Children will be encouraged to discuss their issue with the Educator involved.
2. If not satisfied with the outcome, children will then need to raise the issue with the Director/Assistant.
3. After investigation and negotiation, if children are still not satisfied, the matter will then be discussed with the Principal who is the Line Manager.

**Grievance Procedure: Parent/Caregiver to Service conflict**

1. For any conflict at the service, families should discuss the matter with the Director.
2. If, after discussion with the Director, families are not satisfied, the matter will then need to be raised with the Principal, who is the Line Manager and the outcome advised to the Director and to families.
3. If families remain unsatisfied, the matter must then be put in writing and taken to the OSHC and VAC committee for consideration and guidance.
4. The OSHC and VAC committee's decision will then be given to the Director and to families in writing.

## OSHC National Quality Framework – OSHC NQF

The process of the National Quality Framework leads to the accreditation of the service. The current accreditation is 'Meeting'. NQF provides opportunities for the OSHC Community to have an input in regard to the quality of care provided by the Redwood Park OSHC. NQF is to ensure that children attending OSHC and VAC have stimulating, positive experiences and interactions that foster their self-esteem and confidence. Families are encouraged to contribute to the process in a variety of ways, so please take the opportunities to assist and to give feedback to enable the service to continually improve on current practices and to be accredited as providing a quality care service for children.

**The aim of the service is to be viewed as a Quality OSHC and VAC service that**

- Has clear goals that reflect the philosophy agreed to by families, Educators and Management which guides all activities at the service.
- Appreciates, includes, respects and fosters the individuality and the interdependence of all children attending the service
- Considers the appropriateness of experiences and activities affecting the children in relation to their interests and level of development.
- Recognises the value of social interactions and recreational experiences for school-age children
- Encourages families to become involved in the service and fosters the relationship between families and Educators so they can support each other in their complementary roles.

## Suggestions, Feedback, Critical Comments

It is an essential part of the continual improvement plan at OSHC and VAC that all families have an opportunity to provide feedback to the service. Feedback can also be given directly to anyone in the Educator team but it is a requirement for Quality Assurance that documentation of feedback is available to view so the trail from the suggestion to possible implementation is visible. If at anytime, families are unsatisfied with specific areas of the service provided, it is vital that the service is informed so any remedial action can be taken, where possible. An annual survey is emailed to complete online for further feedback and suggestions.