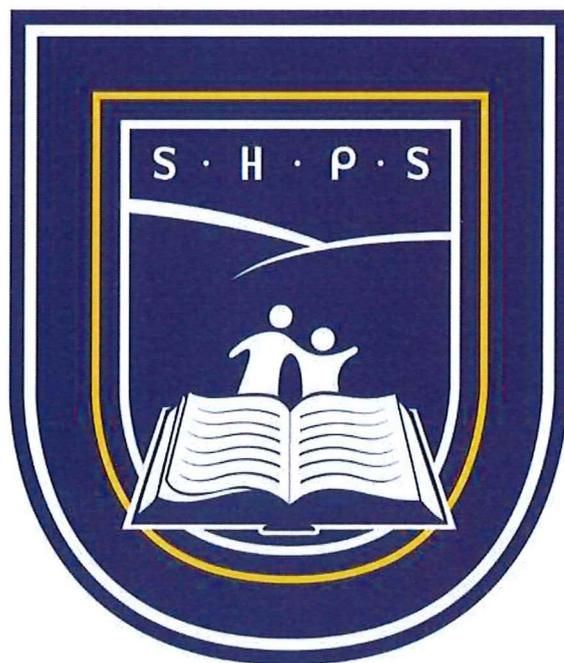


# Parent Handbook

Salisbury Heights OSHC Service  
Ph. 82811700

Email: [oshc.shps353@schools.sa.edu.au](mailto:oshc.shps353@schools.sa.edu.au)

# 2026



Guidance will be offered to encourage the children as a group, and individually, to achieve outcomes at their own pace that are set out in **The Framework for School Age Care in Australia 'My Time Our Place'**.

## 2025 & 2026 Goals

Over 2025 and 2026 our goals for service improvement include:

Training needs identified for educators include: Training new Qualified staff to lead groups and manage areas, and act as the Responsible Person in Charge to allow for long term staff to take Long Service Leave; Annual CPR update; Behaviour management and Restorative Practices; Fire safety training, and Training for staff working with children with a history of Trauma. – 2026 Mandatory National Child Safety Training for all educators

Update our processes and policies to meet new regulations and current national focus areas, including:

the development of a staff Code of conduct,

the use of personal devices and taking images or video's of children,

the employees right to disconnect

Food safety standards – continue to work on this with staff to ensure all regulations are being met with our daily processes.

the Child Care Worker Retention Scheme

improve our Emergency response processes

Update our Services Sun Smart status with the Cancer Council – and our Sun Protection Policy : improve our outdoor shade areas / application for Shade Grant from the Cancer Council.

Seek parent, staff and children's input to service and facilities improvements, and prioritise improvements with the OSHC Advisory Committee and School Governing Council, after feedback is sought. Current feedback gained includes:

improve Garden area in the OSHC yard including suitable plants to screen fence areas, and repair of pathways and ramps,

update OSHC storage room to convert into a staff room,

improve children's self-help skills through programmed activities, such as cooking and sewing etc.

increase cooking activities to include healthy meal preparation for children and meals from various cultures,

purchase and commence use of an online rostering and time keeping tool.

development of educator behaviour management skills and the development of a Behaviour

management Sports plan to improve group harmony when playing sports and games. Also develop

targeted Positive Behaviour Development plans for individuals in need, in conjunction with families, OSHC and school staff, and other agencies involved in the care of individual children.

improve the entrance / work area and sign in area that is affected by the afternoon sun.

Improve longevity of our staff team

work on educator job satisfaction,

develop a comfortable staff room,

deliver the Worker retention payment,

encourage existing staff to seek training to raise their Children's services Award Level.

Improve and simplify Educator and child feedback on children's developments with regards to the COP outcomes and improve the use of this feedback to develop future programming and to inform families of outcomes for children.

Continue to develop programs that support high levels of physical activity and limit screen time.

provide support and training to our staff team to enable them to be able to deliver physical activities to groups of children regularly.

- \* Continue to include Aboriginal and Torres Strait Islander perspectives in our environment and activities, and endeavour to advance Reconciliation by participating in and following our schools RAP. Increase our level of Aboriginal and Torres Strait Islander resources for everyday use.  
Programs to include over the year:
- \* Continue to update OSHC displays that display learning outcomes for children.
- \* Cooking activities on a weekly basis that explore healthy food options and foods from around the globe.
- \* Garden / yard improvements, continue adding colour and creation to our garden, and developing the garden and care of our natural environment with children.
- \* Self-help activities, such as basic self-care for junior students, cooking, sewing, use of tools, gardening and growing our own food, use of technology, first aid and caring for our physical and emotional wellbeing.
- \* Continue with our high level of Sporting and other physical activities, with a focus on good sportsmanship, encouraging others and harmony.
- \* For further information on our service goals and developments for 2025 and 2026, please see our 2025 / 2026 NQS Quality Improvement Plan and our 2025 Strategic Inclusion Plan, *See OSHC staff for current the current plans.*

### **O.S.H.C. Staff**

Carly - Director - Nominated Supervisor

Jayne - Assistant Director

Natalie - Administration Officer, Educator OSHC & Vacation Care

Janelle - Qualified Educator (Diploma) OSHC & Vacation Care

Abby - Qualified Educator (Diploma) OSHC & Vacation Care

Cai – Qualified Educator (Diploma) Educator OSHC & Vacation Care

Rachel - Qualified Educator OSHC & Vacation Care

Jake - Qualified Educator OSHC & Vacation Care

Jasmine - Educator OSHC & Vacation Care

Conall - Educator OSHC & Vacation Care

Eileen - Educator OSHC & Vacation Care

Jodi - Educator OSHC & Vacation Care

Gracie - Educator OSHC & Vacation Care

### **Our regular Vacation Care staff:**

Jasmine, Debbie, & Dylan

All staff have DCSI Working with Children Checks, and are trained in 'Child Safe Environments, Responding to abuse and neglect'.

**All Qualified Educators and The Nominated Supervisor have child care diploma qualifications or equivalent, or above, and all hold Current First aid certificates for Education and Care Services, and CPR, and are also trained in Asthma and Anaphylaxis emergency response.**

### **Program**

A varied, age appropriate program that encourages the inclusion of children of all abilities will be offered each day for children to select activities from, and is displayed every week in the OSHC program folder at the OSHC front desk. The weekly programming takes-into-account suggestions from children and staff, evaluations from children & staff; and a focus on individual children's needs, and strengths to allow individuals to succeed and belong in our OSHC community. Our programs are tailored around the 'My Time Our Place, framework for School Age Care in Australia', and we encourage children to achieve and learn through play to develop their

skills in relation to the framework. Staff regularly assess and report on the outcomes that are developed for children as outlined in the framework.

We are always seeking family input to our activities on offer and encourage you to regularly take a look at the program to see what your children are up to. We also have surveys available for families wanting to give ideas for all aspects of service delivery.

### **Year Fours and Up**

Year fours and up currently sign in at the school hall for all after school sessions. We select age appropriate activities for this age group, and where appropriate and viable we will on occasion have separate excursions for this age group of children. The year fours and up use the hall, court yards and oval for the afternoon sessions, and then regroup with the rest of the group in the OSHC building between 5:00pm to 5:30pm daily. Parents can come directly to the Hall / Oval to sign their children out prior to 5pm, or can go direct to the OSHC building and staff will radio back your child. Children who are not wanting to stay at the Hall / Oval are able to return to the OSHC building any night after both groups have finished their Afternoon Tea. Before School sessions and Vacation Care periods include age groups all together and will have all age groups spreading out over differing areas of the school.

### **Governing Council + OSHC Advisory Committee**

The operator/ Approved Provider of the Salisbury Heights OSHC Service is the Salisbury Heights School Governing Council – The Governing Council is made up of school staff, school Principal, and parent users. The School Council as the sponsoring body of the service is responsible for the decision-making process for the service. The OSHC Advisory Committee reports to the Governing Council & is made up of OSHC users, the Director + the school Principal.

The Director & The Advisory Committee will report to the School Governing Council twice per term. The Director, through regular consultation with OSHC families, children and staff will make recommendations towards improvement of service delivery, equipment and facilities. Families can give their recommendations to the Director or a member of The Advisory Committee or a member of the Governing Council. Any parents wanting to join our Advisory Committee are welcomed. Please contact the service Director – Carly to join in our decision-making body. Meetings occur twice per term and can be joined in person or via Teams.

### **Fees & Operating Hours**

<b>After School Care</b>	<b>\$22.25 per child per session</b>
<b>Early Finish Day</b>	<b>\$23.90 per child per session from 2.00pm start time</b>
<b>Before School Care</b>	<b>\$15.70 per child per session</b>
<b>Vacation Care Full Day</b>	<b>\$60.90 per child per day</b>
<b>Vacation Care Half Day</b>	<b>\$38.00 per child per day (7 :00am – 12.30pm or 12.30pm – 6.00pm)</b>
<b>Vacation Care Excursion Day</b>	<b>\$71.75 per child per day</b>
<b>Pupil Free Day</b>	<b>\$60.90 per child per session</b>

**\*Fees are reviewed annually. (Fees are as of 18<sup>th</sup> August, 2025)**

## Hours of Operation

6.:30am - 8.45 am Before School Care

3:00pm - 6.00pm After School care

7:00am - 6:00pm Vacation Care & Pupil Free Days

The Director and the Approved Provider may consider requests to alter these times if it is financially viable and in response to a need within our community.

**A late fee of \$5.00 per minute will be charged for collection after closing hours, (Refer to policies folder).**

## Responsibilities of parents regarding fees

Fees are reviewed regularly by the Governing Council and are payable Weekly through the EziDebit Direct Debit system.

Accounts are emailed for each care week on the Tuesday after the week of care, and direct debit payments are scheduled for each Thursday at 1:30pm. Set up for accounts is done in the online Enrollment process.

**\*Please Note;**

- **Any failed payments will incur an EziDebit fee of \$9.90,**
- **If 2 failed payments occur all family care will cease until payment has been cleared**
- **Any late payments over one month will result in Debt Collection procedures and all associated costs will be added to your account.**

## Bookings and cancellation of booking requirements

Bookings for Before School, After School and Vacation Care are essential! Bookings can be made online by adding the following link to your web browser address bar and following the prompts (this is how you will access your booking page in future so saving the link is advisable):

<https://shpsoshc.fullybookedccms.com.au/family/>

Be sure to read all of the Terms and conditions on each page when setting up your account.

Start by entering your email address and select the green bar 'No account yet Register Now'

Once you have set a password and have logged in you must enter all Parent and Guardian Contacts and additional contacts that are to be authorised to collect your children from OSHC, do this by clicking the '+Add Contact' button.

You are then required to add all details for your child / children by clicking the '+Add Child' button.

Then input your payment details to sign up for the EziDebit Direct Debit system by clicking the 'Update Account Details' button. Please note; children needing medication at OSHC are required to have all relevant current medication plans signed by a medical practitioner to be able to access & use the service.

When all areas are fully complete you will be able to make your bookings for all Term dates for the year. To do this scroll down to the green button, 'Add / Change Bookings', then go to the dropdown list at the arrow to select your care type and follow the prompts.

Contact Carly on 82811700 to receive a call back during business hours if you require assistance with your online account / bookings.

## Before & After School Care

Bookings are accepted up to 3 days prior to the sessions online—after this time you will be prompted to call the service on 82811700 to see if any sessions may be available due to staffing availability and places available. **\*Please NOTE however that Staff are not available between 3pm and 3:30pm**, this time is for signing in children ONLY. Should you wish to speak with staff at this time we will ask you to be patient and

wait until this procedure is complete so we can ensure the prompt and safe arrival of all children, or ask that you contact the service at another time.

Cancellations must be made **two weeks** before the session. **If cancellations are made any later, then the fees for the session will still be charged, even if your children have not attended. This will appear on your account as an 'Absence'.**

### **Vacation Care & Pupil Free Days**

Bookings for Vacation Care and Pupil Free Days can be made online up to three days prior after this time you will be prompted to call the service on 82811700 to speak with center staff to see if any sessions may

be available due to staffing availability and places available. Bookings for Vacation care will be open online 4 weeks prior to each holiday period, and families will be notified by email.

**Cancellations for Vacation Care sessions can be made up to one week prior, after this time cancellations will result in the same session fee being charged as an Absence.** Please ensure you check your Vacation Care Bookings and the events that are occurring daily. Booking into any Vacation Care or Pupil free day on the online system is taken as your consent to all activities that are being implemented on the day. \*Please Note: if you need to book in for a session but do not wish for your child to participate in any listed activity, parents **MUST** inform staff prior to the session or when dropping your child off at the start of the session. An additional online authorization is included for all excursions and incursions where equipment and outside entertainers are sourced, the system will have an authorization section for families to tick for each of these sessions. By booking any session you are giving your consent for your child to participate in all the listed activities for the session. Families are required to contact OSHC staff if you do not give consent to any activity.

Any Excursion due to circumstances beyond our control can be changed or altered with Notification to families, however bookings cannot be cancelled due to excursion or activity changes.

### **Illness**

A Cancellation due to illness for Before, After or Vacation Care is accepted without a fee charged if a doctor's certificate for the child is presented.

### **Allowable Absences**

We cannot ensure that we have an adequate number of staff per ratio of children if you leave bookings and cancellations too late. Subsequently late bookings may not be accepted, and **late cancellations will result in the same session fee being charged.** (this will show up on your bill as "Absent"). Emergency or last minute bookings can still be made, as often we will have places available due to late cancellations and absences. Please call OSHC staff on 8281 1700.

**Note: that late cancellations, shown on your online Account can be found with the listing (Charged Absence). This is important as the Family Assistance Office will only pay your Child Care Subsidy entitlement for 42 allowable absences for the financial year. This means that if you use more than 42 allowable absences you will be charged the full session fee with No Child Care Subsidy from the Family Assistance Office.**

### **Permanent Bookings**

All before and after school care permanent bookings should be done online when you Enroll. Each year in November you will be required to complete your online permanent OSHC bookings for the following Year. Families will be notified by email when bookings are open online for the following year.

## How can the Government Help with my Child Care Fee's - Child Care Subsidy

You can claim for Child Care Subsidy through your MyGov account or through Centrelink on 13 61 50. Once you book into OSHC with your enrolment, and proceed with your first week of care. This will trigger the CCS where you are required after your first account issued, to go onto your MyGov account to "Approve your Enrolment" in the Centrelink tab by ticking it.

Go to My Gov account - Click on Centrelink, Click on Child Care Subsidy, click on Enrolments, then scroll down and Confirm your enrollment.

\*Please be aware of the Government 14-week rule. If your child does not attend for a period of 14 weeks your Child Care Subsidy will cease. If you return after 14 weeks you will have to go back to your MyGov account and re confirm your enrolment. \*\*Please Note if the 14 weeks of no care applies to you and your child does not attend on the first day or the last days (listed as Absent) you will be not be eligible for CCS on these days and your account will be charged a full fee. This is a Centrelink rule, and families will be liable to pay OSHC the full fees should this occur. \*Take note that if your children are absent on the first or last days, (outside of a 14 week break in care) this will turn up after 14 weeks of non-attendance as an account now payable.

It is a requirement of the Family Assistance Office (FAO) that all families pay a gap fee for their child care. There is a website that will give an estimate only of your CCS. This website is [www.mychild.gov.au](http://www.mychild.gov.au) then follow the links to *Child Care Estimator*.

### REGARDING CCS (CHILD CARE SUBSIDY), FAMILIES ARE RESPONSIBLE FOR:

1. Keeping the FAO informed of changes to your circumstances
2. Signing your children in and out of care - On the booking sheet or Electronically

· **CCS can only be claimed if children are signed IN and OUT of each session by a parent/guardian or other authorized persons.**

### Enrolment procedure

The OSHC Service has its own online enrolment procedure with 'Fully Booked' (See Bookings and Cancellations for details on how to enrol online). The enrolment process should also be your first contact with the staff when you come to collect your Family Handbook, if you have obtained this Handbook and Enrolment letter from the school website please be sure to contact OSHC staff on 82811700 to discuss any concerns you have or any medical / behaviour support that your child needs. Permanent bookings should be made online when you enroll. Once your child/ren are enrolled in the service, you will not need to complete another enrolment, however each year you will be asked to rebook your children online for the following year. Parents will be notified in November each year when bookings are open. It is advisable at this time to revise any details on the system and update if there are changes to your situation, contact details, custody details, holiday notifications, emergency contacts or medical details for your child.

**A once off enrolment fee of \$20.00 per family must accompany your enrolment form.** This fee is used to cover administration costs and to update equipment for your children. Each child's enrolment will also include the purchase of a Red Bucket or a legionnaires hat. The cost will be charged to your account along with your enrolment fees. Hats are \$14.00 for a bucket hat or \$6.00 for a legionnaires Hats will be distributed to children on their first day that they require it in care. Children are required to keep hats in their schoolbag.

If children still have their red OSHC hats from the previous year there is no need to re-issue.

## Children Starting out in OSHC

For families just starting to use the service we understand that this can be a difficult time for children and parents. We encourage and welcome parents to familiarize themselves and their child / children with the service if they wish, by attending any sessions together prior to booking into the service.

Parents are also very welcome to contact the service any time while their child / children are in care to speak to them or check on how they are settling into care.

## Buddy System

Any new child/children of any age that start at the service will be allocated a “buddy” that is familiar with rules and routines at the service. The buddy system will assist new children at the service to integrate successfully in the service.

## Collection of Children

Children will only be released to persons specified in the online enrollment. In the case of an emergency, where it is necessary for someone not listed on the enrollment form to collect children, the Director must be notified in advance and personal ID must be provided by the person picking up your child. If there is a change to any persons who have previously been collecting children from OSHC, e.g. a parent or other person, that is longer permitted to collect children, please remove the contact from your Fully Booked account, and be sure to contact OSHC staff directly. Your, “authority to collect” lists are only checked by staff when persons unknown to the service arrive for pick up. To do this see staff face to face or call 82811700

As children are collected it is imperative that they are signed **IN and OUT by a parent, guardian or other authorised adult** everyday they are in care. We use an Electronic sing system on a tablet at the front door or on the OSHC Mobile phone at the Hall (See OSHC Staff). Any persons of whom the staff have not met prior will be asked for their ID.

Please ensure that staff acknowledge you as you collect your children and sign out.

**\*Please note, due to Covid-19, Restrictions on signing in and out and entering the building may vary and parents will be notified via email of any restrictions in place, \*Please note however that there are currently no restrictions in place and parents are welcome and encouraged to come into the OSHC building to sign out and see what their children are doing in OSHC.**

- A late fee of \$5.00 per minute will be charged for any child not collected by 6.00pm

## Leaving School Grounds

Under no circumstances will children be permitted to leave the program boundaries while the service is in operation until such time as they are collected by an authorized person, are attending a supervised Excursion or it is time to go to class. If children leave the service of their own accord, staff can follow the child to encourage the child to return to the service only if ratios permit, as the duty of care for staff is with the majority of children remaining at the service. If staff are unsuccessful in getting the child to return to OSHC the school principal may be called if they are still at the school. If this fails then parents will be contacted to collect the child immediately. If this is not possible, the police will be notified to collect the child immediately.

Children must be signed IN and OUT of care each session by a parent/guardian or other authorized person.

## **Hand over between OSHC and School**

Children in year level three and above are permitted to leave Before School care at 8:30am. Teachers are on duty in the school yard at this time. Parents are to inform OSHC staff if they wish for their children to remain in care until 8.40am (five minutes before the school bell sounds).

Children in reception to year level 2 are only permitted to leave OSHC at 8.40 am, parents must fill out a consent form if they wish for their child to leave for school any earlier. Similarly, parents are to fill in a consent form if children are to arrive late to After School care due to other after school activities such as school crossing monitor or music/sports groups etc. Please ask OSHC staff for forms.

OSHC staff will assist any child that requires help getting to their classroom. Parents are to inform staff if they would like their child/children regularly walked to their class.

After school children are generally expected to walk to the OSHC building on their own, as teachers are on yard duty at this time, children will be collected from their classes by OSHC staff for their first year of school only, however this is flexible and will depend on the individual child. Collecting children after their reception year can be done with consultation with the family.

## **Communication**

It is desirable that you establish contact with staff as you deliver and collect your children. Close liaison between home and staff can reduce any misunderstandings and help us to provide the best possible care for your family.

Staff and Management would welcome ideas and input from children and families - it is your service and we need to know your thoughts about how it is working. There are various feedback forms available for your family comments which are located on the OSHC building, please see OSHC staff.

Please notify OSHC as soon as possible of any changes in information provided on the online enrollment. E.g. address, telephone numbers and emergency contacts, or changes to the dietary or medical needs of your child. This information is important for staff caring for children. All details can be updated online any time, however, sharing the information with staff in person is more effective as online changes are not flagged or sent as a notification to the service.

\*\*\*\*\* It is important to clearly name children's possessions so that lost property can be easily returned. We always have huge amounts of unnamed items, please check regularly for any of your families' lost items. The lost property cupboard is found in the OSHC building in the children's bag room. Unnamed items that are not collected after one Term are donated families in need or Salvation Army stores.

**\*Please note that all important OSHC notifications will be sent via email to the email address that families have registered on the Fully Booked system. OSHC Newsletters are also sent to all families via your email address throughout each term that detail important information and showcase the wonderful activities and experiences that your children are involved in at OSHC. \*Please be sure to select your Image sharing preferences for approval on Fullybooked, as this is the authorization for Images of your children used in our Newsletters.**

**\*Alternatively, please call us on 82811700, or email at [oshc.shps353@schools.sa.edu.au](mailto:oshc.shps353@schools.sa.edu.au). \*Please ask for a callback from the Director (Carly) if you have any concerns or issues that you need addressed.**

**OSHC works best when it is truly a partnership between families and the staff team.**

## **Behaviour Management**

The Service's policy will be consistent with the Salisbury Heights Schools behaviour Management Policy. OSHC staff will endeavor to use positive guidance and preventative strategies and ultimately aim to empower children to manage their own behaviour. We aim to keep our service free from harassment, bullying, bias and prejudice.

We have developed a range of consequences for either inappropriate or positive behaviour, a code of conduct and a grievance procedure for children to follow.

### **Behaviour Code Range of Consequences:**

<b>Consequences for inappropriate behaviour include:</b>	<b>Range of consequences for positive behaviour</b>
Reminders Reflect -Time in Re focus -Time in with activity / reflection sheet. Re think -Logical consequences eg. practise appropriate behaviour Re think -Assigned a chore Non-participation in activities Contact parents / discussion Individual behaviour contracts Contact parents / sent home Suspension Permanent Exclusion from the service Police contacted	Positive verbal recognition and encouragement / written feedback Award stickers or certificates First choice at meal times or with activities Displays of students work Assistant leader positions Recognition during roll call time Sharing good work with others and with parents Participation in special activities Presentation of OSHC awards in group times Presentation of OSHC awards to parents Recognition in OSHC / School Newsletters Rewards from OSHC service

<b>Behaviour expectation</b>	<b>What This means</b>
Respect other people's rights and property	<p>Co-operating</p> <p>Listen to other person's point of view</p> <p>Sharing equipment and space</p> <p>Keep our environment free of aggression, violence &amp; harassment ie no fighting or bullying, racist or sexist statements.</p> <p>Keep our environment free from graffiti, vandalism &amp; theft</p>
Respect the environment	<p>Place litter in bins and help tidy yard when asked.</p> <p>Keep OSHC and School property, plants and equipment free from damage</p> <p>Keep indoor environment tidy</p> <p>Use appropriate recycling waste bins</p> <p>Take care to keep water usage to a minimum.</p>
Play Safely	<p>Follow educator instructions</p> <p>Play games which do not cause physical injury</p> <p>Restrict running and ball games to outdoors (unless it is a supervised group activity or in the hall)</p> <p>Walking only around buildings without running.</p> <p>Children are not to walk through the staff car park unless accompanied by an adult.</p> <p>Keep kitchen, toilets, bag room, sick room or storage areas in other buildings as areas not to be played in</p> <p>Keep within boundaries issued by OSHC Educators and be in areas only where OSHC Educators are unless moving from one area to another.</p> <p>Keep our environment alcohol and drug free.</p>
Resolve conflicts Nonviolently with assistance from adults when required	<p>Use the appropriate grievance procedures to resolve difficulties Seek the assistance of OSHC Educators when required.</p> <p>Seek the assistance from peers, parents or school staff when required.</p>
Be in the right place at the right time	<p>Only to be in buildings when OSHC Educators are present.</p> <p>Only to be in outdoor areas when OSHC Educators are present.</p> <p>Assemble in an orderly and quiet manner for attendance 'roll calls', for Afternoon or Morning Tea times, or Group talk times.</p> <p>Leave OSHC only when collected by a parent or other person authorised to collect – or with written permission from parents</p>

**NOTE: If a child repeatedly fails to respond to instructions from staff members, parents may be contacted to collect the child. All staff have a duty of care to all children at the service. If a child refuses to follow any instructions given by staff and this infringes on the duty of care for the rest of the children at the centre, then parents will be contacted to collect the child immediately.**

\*Upon return from a suspension from the centre, a re-entry meeting with the child and parents will be arranged prior to the first session. The director, parents, and child will be required to design, and sign a behaviour agreement contract for the child to enter into upon return to the service.

Children with a grievance or problem are encouraged to:

- Talk to the person about the problem.
  - Talk to an OSHC staff member or Director about the problem.
  - If they feel uncomfortable, speak to someone they feel comfortable with (friend, sibling, etc.)
- If issue is unresolved, speak to parents, teachers at the school or school principal or deputy.

Children and families are to read and sign the 'Student Code of Conduct' form and submit this upon Enrolment to the service.

### **No Hat / No Sun Policy**

Australia has the highest incidence of skin cancer in the world. At least 1 in every 2 Australians will be diagnosed with skin cancer in their lifetime, (The Cancer Council – SA). It is due to this reason that **approved Red OSHC hats and sun screen will be worn whenever the UV reading is at 3 or above during all outdoor activities. All children are required to have a Red OSHC hat upon enrollment for OSHC. Children are to wear a Red OSHC Legionaries or Bucket hat that can be purchased from the service or families will be contacted by our administrator, Nat, upon enrollment to confirm a hat purchase. Please ask OSHC staff for their hat. Hats are to be taken home each night & kept in children's bags all times for OSHC use.**

**If your child arrives at Vacation care without a hat, they will not be permitted to play outdoors, however if your child arrives without a red OSHC hat on an excursion day, or any other day where we require all children to be outdoors, a spare hat will be automatically supplied to your child and a hat hire charge of \$2. will be placed on your account. Any spare hats used will in all cases be laundered between uses. This is a parent/committee decision for your child's safety whilst on excursions and outdoors (For both sun safety and easy identification of your child in a public place).**

All staff are to model the practice of wearing a red hat on all occasions when appropriate.

**The No Hat No Sun policy is mandatory.**

**\* In terms 1,3 & 4, or when the UV Index levels reach 3 or above, sunscreen will be issued to all children. This will be supplied by OSHC for day time applications, however we encourage families to ensure children apply sunscreen before attending OSHC. \* If your child has any skin allergies or is required to use a particular sunscreen, we ask that you notify staff upon Enrolment to the service and supply the sunscreen to OSHC.**

### **Grievance Procedures**

If you feel concerned about any aspect of our service there are steps you can take. First you might speak to an OSHC staff member or one of the service Directors, Carly or Jayne. If you are not comfortable about this, you may feel comfortable to discuss your concerns with the school Principals or one of the parent representatives on the School Governing Council or OSHC Advisory Committee. Please see School staff for names of parents on the Council.

The next step might be to speak with the education Department OSHC Unit or the Education Standards Board SA.

## **Mobile phones, Smart Watches & other Handheld technology**

Due to various incidents of a serious nature and Government regulations, OSHC have banned the use of Mobile Phones, iPad's, other gaming devices, or any other device that can take video or images including smart watches etc.; for children, staff, parents and other visitors within our service. We ask families to ensure that these items are not brought to OSHC, and if so, they will be collected and kept in the office or Phone storage box, until parents arrive to collect children, or children depart for school.

We have had expensive items such as cartridge games etc. disappear from OSHC in the past and strongly suggest that phones, and computer games and any other expensive items are left at home. OSHC have a supply of approved IT items that children can use as part of our play and educational based programs.

## **Physical Activity at OSHC**

Physical activity is essential for children to grow, learn and develop optimally. Benefits include better cognitive and academic outcomes, and improved heart health, fitness, sleeping patterns, and mental wellbeing.

Screen time is associated with poorer physical, social, and intellectual development, though offered in moderation, can have some benefits. Unfortunately, however, most Australian children get too much recreational screen time.

OSHC is an ideal setting, and well placed, to support children to participate in healthy levels of physical activity and screen time. This is a key component of the National Quality Standards – particularly Standard 2.1 “Each child’s health and Physical Activity is supported and promoted”. **\*Salisbury Heights OSHC has been approved as an ‘Activated OSHC’ service, and have a Physical Activity and screen time policy to reduce screen time and improve children’s physical activity levels.**

At Salisbury Heights OSHC we provide various physical activity options during Before School Care between the hours of 7:30am and 8:30am, After School care between 3:30pm and 5:30pm, and during Vacation care between 8:30am and 5:00pm. \* Please advise OSHC staff if your child has any medical conditions that may affect your child being involved in physical activity.

## **Homework**

If for family reasons you require your child to complete their homework during care please advise staff. Children who wish to do homework will be provided with a quiet space and limited supervision. OSHC staff will try to offer some assistance if workloads permit. Homework awards are provided to encourage children to do their homework. A computer or tablet can be made available to assist children in completing homework.

## **Dental**

We would like to encourage children to brush their teeth after eating. Families are welcome to supply their own toothbrush and toothpaste which children can bring in their bags or leave at OSCH for use after breakfast etc. Please advise us if you wish for your child to brush their teeth on a regular basis with us.

## **Illness**

We regret that children suffering from contagious infections cannot be cared for. If a child arrives unwell, or becomes unwell during the course of a session the child will be comforted and cared for and the parents notified to collect their child as soon as possible. We have a separate small room for children who are unwell. We are required to follow the guidelines set out in the National Health & Medical Research Council Staying Healthy: Preventing Infectious Diseases in Early Childhood Education and Care” publications for the exclusion of children.

## **Medications & Medical conditions**

The director / acting director is responsible for all medication on site regardless of whether it is administered by educators or parents or self-administered by the child.

Where medication or particular care is required for the treatment of long-term conditions or complaints such as asthma, epilepsy or ADHD, the service will require a letter from the child's medical practitioner or specialist detailing the medical condition of the child, the correct dosage and how the condition is to be managed. This is to be signed by the medical practitioner and contain a review date. Plans must be signed by the medical practitioner and should have a review date on them. Any without a review date will need to be renewed 12 months after the issue date on the plan. All medical / medication plans are to be provided to OSHC prior to children commencing care, and as soon as possible after any changes to your child's medication or condition occurs.

Doctors plans are required for over-the-counter medications. Prescribed medications such as antibiotics can be administered to children so long as they are supplied to the service in the original packaging with the label, including the child's name, the prescribing doctor, dosage instructions and are in a valid date. Medications without these instructions will require a medical plan by a medical practitioner supplied to OSHC.

For the health and safety of the children, if such documentation is not provided, OSHC staff will not be able to administer any medication at care. In such instances, parents are welcome to come to school to administer medication themselves or to keep the child at home until they are fully recovered.

Emergency Asthma or Anaphylaxis medication can be administered in an emergency without a medical plan when advised by an ambulance officer.

If children are receiving medication at home but not at the service, the service should be advised on the nature of the medication, its purpose and of any possible side effects it may have on the child.

We are also not able to give Panadol or other analgesics at OSHC without a medication plan completed by a Doctor. We also ask parents to note that in case of an unexpected response, any medication taken for the first time should be supervised at home.

We keep records of any medication that is given to children, and parents are to sign this each day that medication is issued.

If your child has a medical condition, OSHC staff will seek further information from you prior to your child commencing care, to develop a Risk Minimization plan and Communication Plan to manage your child's condition.

**All OSHC Qualified staff have been trained in Apply First Aid, or First aid for Education and Care Settings, CPR and Emergency Response to Asthma and Anaphylaxis.**

## **Accidents**

In the event of an accident staff will take the appropriate action. Every effort will be made to contact parents. Parents need to familiarize themselves with procedures (see enrollment form) A signed and dated record is kept of all injuries and accidents. If an unforeseen medical emergency arises while a child is in care and there is not a formal 'Health Plan' in place, the emergency is treated in the same way as any other emergency. The career immediately adopts a First Aid response and calls an ambulance, or a Doctor and the parent. If your child requires a 'Health plan' e.g. for Asthma please see your Medical Practitioner. It is the parent's responsibility to update health plans each year, or before the expiry of the plans review date, and supply them to OSHC.

## **Supervision**

Children will be supervised with the highest degree of care possible, while recognizing that it is not always possible to supervise every child for every moment.

Children will be advised of where they may or may not play. The general and simple rule is that they play where they can see service staff.

Staff ratios are 1 staff per 15 children and excursions and certain activities will have a reduced ratio according to risk assessment plans. Risk assessment plans can be made available to parents upon request at any time. Parents can request for these to be emailed out also.

In general, we have an additional Educator above the ratio wherever possible.

For children moving from one area to another around the school, OSHC Educators use walkie talkies to communicate the movements of children between areas.

## **Breakfast**

Breakfast is provided for children to make in the mornings up until 8:15am only. If you would like to supply breakfast for your child to eat at the service, we require our Healthy Eating Policy to be followed, (Please no energy drinks, soft drinks or fast food). We offer a range of healthy food for our breakfast menu such as: cereals, toast, fruit toast, or fruit, and the occasional cooked breakfast such as eggs or pancakes & fruit Juices. Allergies or special dietary requirements must be made aware to OSHC staff.

## **Afternoon Tea**

Afternoon tea will be provided each day after school. During Vacation Care, Morning and Afternoon tea is provided. We offer a varied menu with servings of fruit, vegetables, cheese, dried fruit, meats, crackers, sandwiches, yoghurt, custards, rice cakes and a variety of culturally diverse cooked meals, tuna and cheese risotto, mince & vegetable chow mein, sushi, soups, pasta dishes etc. Occasionally sweets such as muffins, pancakes or foods for special occasions are served, (twice per term only). Salisbury Heights OSHC follows the Right Bite Food and Drink Supply Standards for South Australian Schools. The Food and Drink Classification Guide for SA Public Schools, specifies Green, Amber and Red food categories. We serve 60% food and drinks from the Green category, and 40% or less from the Amber category. Foods from the Red one category are only permitted twice per term and the Red 2 category are not permitted at all.

Allergies and special dietary requirements must be made aware to staff and specified on the medical form. A weekly menu is displayed on the breakfast table at the entry door.

## **Healthy Eating**

We aim to provide a service that promotes good health and would like to promote healthy eating for all children at OSHC. Guidelines have been developed using the Right Bite Food and Drink Supply Standards for SA Schools, for suitable foods for children/families to bring to OSHC/Vacation Care, such as:

- Fruit - fresh, dried or snack pack. We will cut it up if needed.
- Vegetable Sticks
- Bread - either as sandwiches or plain e.g. wholemeal fruit bread, rolls, pita bread etc.
- Crackers
- Cheese, yoghurt
- Drinks - Water is always available, and the best choice.

**\*\*\*\*We also have some children in our care that could have severe life-threatening reactions to nuts and nut products. While we respect that children will be eating their own suitable foods from home,**

**we do ask that children do not share foods from home, and on Shared food days that children do not bring any products that contain nuts.**

Please avoid sending lollies, chips or similar, cordial, soft drinks, energy drinks fancy cakes or biscuits. If your child has a special need, feel free to discuss it with OSHC staff. At OSHC/Vacation care we do have these kinds of foods (Red category one), only on special occasions or Party Day (and only twice per term). Please advise OSHC staff of any dietary requirements or food allergies your children may have.

### **Emergency Evacuation / Lock down Procedure**

Evacuation procedures in the event of a fire or other emergency are the same as the school. We now have access to the school's alarm which sounds a slow whoop signal over 1 second repeated for an evacuation to the oval or offsite to St Albans Reserve. A "ah-oog-ah" siren for 30 seconds is for a lockdown. If the group is split meaning some children and staff are on the oval or in the school hall etc, staff carry walkie talkies to keep in contact with one another therefore in the event of a fire or lock down the Director can contact the staff and or vice versa, to raise the alert and check the roll etc. Evacuation procedures are displayed around the building exits, and evacuation and lockdown drills will be conducted throughout the year. Any parents entering the service during such times may be asked to join the process or wait until the process is complete.

### **Protective Practices and Code of Conduct, National Quality Standards and Mandatory Reporting.**

The service also follows and implements the strict guidelines of the *'Protective Practices' guide for staff in their interactions with children and young people* & *'Code of Ethics for the South Australian Public Sector'*. Educators are given copies to read and sign prior to commencement of employment at the service. Our service also has its own Code of Conduct in place for staff. Staff employed at the service also receive a detailed staff handbook covering their obligations under the National Quality Standards and the Education and Care Law & Regulations. Parents can find these laws and regulations at : <https://www.acecqa.gov.au/nqf/national-law-regulations/national-regulations> . The service and staff also follow continual improvement checks through the ACECQA (Australian Children's Education and Care Quality Authority), Quality Assurance validation process. This is an ongoing process that gives services a quality rating. We are currently rated at an Exceeding standard. Staff continually reflect on programs and practices against the National Quality Standards as well as being guided by the 'My Time Our Place Framework for School Aged Care in Australia'. Also, to protect the rights of children all staff are trained in 'Child Safe Environments, Responding to Abuse and Neglect' and are to follow Mandatory Reporting laws.

### **Volunteers**

The program welcomes volunteers, but under no circumstances will they be left alone to supervise groups of children. On occasion, the service may host trainees on placement – they too are not left alone with groups of children.

All Educators, Volunteers and trainees on placement are required to have DCSI Working with Children Checks.

### **Vacation Care**

A Vacation Care program will operate each term. This is open to all families to book into care online 4 weeks prior to each holiday period.

When the school is closed there will be care available. (Apart from our regular two-week Christmas to New Year closure). Closure dates will be Advertised each year in October.

We do ask families to familiarize themselves with the program of activities daily, and to send children with the appropriate clothing and equipment for each day. This information can be found on the program, or on Fully Booked, by hovering your cursor over each date on the booking calendar (on a computer), or by clicking on the lower case 'i' in a circle on the top righthand corner of the applicable month on the calendar.

Vacation Care program details will be available at the OSHC front desk and will be sent out via Email in the late half of each term (4 weeks prior to the Vacation Care period). The open date for bookings online will be advertised to families via Email, which will be 4 weeks prior to the vacation care period. Attempts are made to offer a variety of activities and excursions offering choice and flexibility based on children's, family and staff requests, while maintaining costs.

**All children and staff in on an excursion day will attend the excursion, unless the excursion is split into an age specific group at different times of the day.**

During Vacation care, children are provided with water, and snacks mid-morning and mid-afternoon. Menus will be included in the vacation care program details.

Parents need to ensure children have a packed lunch and a red OSHC hat each day and plenty to drink on excursion days.

### **Privacy Statement**

Salisbury Heights OSHC Service protects the privacy and confidentiality of all individuals by ensuring that all records and information about individual children and families are kept in a secure place and are accessed by or disclosed only to those people who need the information to fulfill their responsibilities at the service or have a legal right to know.

If you have any concerns about how we handle your personal information or require further information please contact us or see the "Salisbury Heights Out of School Hours Care – Policy and Procedures Handbook", which is located near the sign in/out book for your convenience.

### **You Can Speak to Us:**

\*\*\* OSHC staff are available to speak to or take payments in before school care from 6:30am - 8:45am and in afternoon school care sessions from 3.30pm to 6.00pm. The administration officer Nat, is available from 9:00am to 2:30pm Monday to Thursday, and on Friday from 9:00am-12:00pm, via phone or email contact. Please call 82811700, or Email: [oshc.shps353@schools.sa.edu.au](mailto:oshc.shps353@schools.sa.edu.au). You can also leave a message on the phone answering service if the phone is unattended and we will return your call as soon as possible.

The OSHC Director is available Mondays and Tuesdays from 10:00am to 6:00pm and on Wednesdays from 9:30am to 2:30pm. Families can contact OSHC on 82811700 to speak with the Director during these times or can contact OSHC staff at any time to ask for a call back from the Director.

**Parents should not visit OSHC staff or phone to make bookings, cancellations or payments during the time between 3pm and 3:30pm.** OSHC staff are very busy at this time collecting children from their classes and doing the roll call. It is very important that staff ensure that they have all children they are required to have in care as soon as possible after the bell, and then settle them into the service to avoid incident. Unfortunately, parents who come at this time to see OSHC staff will be asked to wait until this process is complete, or to return at a more suitable time.

If these times are inconvenient for parents, please feel free to call the Director on 8281 1700 to make a time to discuss any issues you have. A message can be left at any time for a return call. For any further information on any of the above the OSHC "Policy and Procedures Handbook" is located at the OSHC front Desk (Green Folder).

Carly and Jayne share the day-to-day management of the service. I (Carly) am the Director and Nominated Supervisor, though I share the Directors position with Jayne as the Assistant Director.

**We look forward to your family joining our service!**

*Carly Hendry - OSHC Director,  
For and on behalf of OSHC Staff & the OSHC Community*