

**Welcome
To
Whyalla Town Primary School**

OSHC

Parent Handbook

Opening hours:

Before school: 6.30am to 8:35am

After school: 3:00pm to 6:00pm

Vacation Care: 8:00am to 6:00pm

Acting Director: Christa Waldhuter

0419 864 207

wtpsoshc@outlook.com

PHILOSOPHY

Our aim for 2021-2022 is to provide an exciting and organised planned program of activities and experiences suited to the children at Whyalla Town Primary School OSHC.

Whyalla Town Primary School Out of School Hours and Vacation Care aim to provide a high-quality standard of care for our children in a warm, comfortable, safe and experience rich environment. We strive to be a high-quality service, continuously improving to meet the National Quality Framework inclusive of the community and the 'My Time Our Place' Framework.

We believe that our Before School, After School and Vacation Care Services are a valuable and integral part of the Whyalla Town Primary School and the local community. It is a time and place for children to learn through play, have opportunities to investigate and explore their environments. We will follow experiences with enthusiasm and fire our imaginations.

We will maintain a physically active lifestyle, through our outdoor playgrounds, natural gardens and play-spaces and our gymnasium. We will enhance self-esteem, independence, leadership and life skills and nurture our relationships with families, children and peers.

At Whyalla Town Primary School OSHC, being kind, positive and respectful is encouraged, as well as ensuring that we show care to our environments, structured and natural, and respect that others will use our shared space.

Everyone is to be valued, equal and supported to feel safe in our Out of School Hours Care.

Objectives

To support our philosophy, we will ensure that our services:

1. Are safe, stimulating and caring by providing;
 - a. Appropriate and adequate supervision in alliance with ratio and qualification requirements
 - b. Relaxing and comfortable surroundings
 - c. A range of challenging, rewarding, stimulating, natural, alternative and age appropriate activities.
 - d. Quality facilities and equipment, which will be continually improved to meet our changing requirements
2. Encourage communication and social interactions by;
 - a. Promoting group activities while recognising individual needs
 - b. Encouraging responsible and respectful behaviour
 - c. Encouraging children to listen and respect the opinions, feelings, values and cultural differences of others.
 - d. Providing leadership and teamwork opportunities.
3. Are affordable, accessible and addresses the needs of family and community by;
 - a. Encouraging all caregivers to participate in the service via numerous means of communication.
 - b. Respecting all families rights to have a strong voice in our service.
 - c. Endeavouring to make responsible decisions regarding income and expenditure.
 - d. Respecting family's values and beliefs about their children and childrearing practices.
4. Employs appropriately qualified and skilled educators who;
 - a. Are caring and supportive in their interactions with children and families.
 - b. Have experience in developing exciting and stimulating, age appropriate activities.
 - c. Continue to develop their professional skills.
 - d. Each have a range of unique and diverse skills.

Session Times, Costs and Payment

Before School Care	After School Care	Vacation Care
<u>Time</u> 6:30-8:35am	<u>Time</u> 3:15- 6:00pm	Monday – Friday
<u>Cost</u> \$13 a session Each school day	<u>Cost</u> \$18.00 a session each school day	<u>Time</u> 8:00am-6:00pm
*Breakfast included before 8am	\$20 for early dismissal	<u>Cost</u> 8:00am-1:00pm or 1:00-6:00pm \$35.00 8:00am-6:00pm \$65.00

Fees are calculated subjects to rate of Child Care Subsidy (CCS) as calculated by Centrelink.

Accounts will be issued every week by either e-mail, or sent via post.

Fortnightly payments are expected.

Payment of Fees

Fees are required to be paid in full within 2 weeks after the account is issued. Payment options include:

- 1) Via EFTPOS, Cash, money order, cheque to the front office;
- 2) Payment via an internet transfer using the following details:

Account Name: WTPS OSHC

BSB: 065512

Account no: 10256291

** Please be aware that internet transfers will not come off your account until we receive a weekly bank statement on a Friday. It would be wise to let a staff member know that your transfer has been made to avoid reminders. **

Location of our Service

We are located in the activity room at the front of Whyalla Town Primary School. Our building is described as being long, cream and green, with both a ramp and stair access. Across the front of our building is labelled "Out of School Hours Care".

Our service address is:

Whyalla Town Primary School OSHC and Vacation Care
3-9 Walls Street, Whyalla SA 5600

Priority of Access

There are limited number of places in our program. Access to these places is dependent on your reason/s for using this service. We currently offer 45 child places, however if necessary, a waiting list will apply.

Priorities for places are as follows:

1. Respite Care/At Risk children
2. Working/studying parents
3. Students with disabilities

Aims of our service

Whyalla Town Primary School OSHC/Vacation Care Program aims to:

- Provide year-round continuity of safe, secure care
- Enable parents to work by providing quality care for children in a safe environment
- Be available for all school-aged children in Whyalla
- Provide a learn through play program that is fun and enjoyed by all children in our service, in a resource rich, safe and comfortable environment, programmed to each child's individualities.

Our Program

Our aim is for all children to:

Have fun, make friends, feel valued, be inclusive and experience different activities in a safe environment.

Our program is child-centered and changes every day, every week. It bases itself around:

- The observations of the children
- Each child's needs, interests and abilities
- Local, national and international events and celebrations
- The My Time, Our Place school-age care framework

We also have an additional focus to ensure each child is observed and programmed for individually, where we set goals and activities to suit their strengths, weaknesses, interests, abilities and family input.

Staff Information

The service's director is Tara Crowhurst. Tara is employed to manage the service in its day to day operating, and this includes staff. In supporting her, is both a trained and untrained staffing team that bring a variety of skills and attributes to our service. Some of these include:

- A sense of humour
- Creative and openness to new ideas
- Flexibility
- Patience
- Warmth and an ability to show the children that they care

All staff hold a First Aid Certificate, CPR and Responding to Abuse and Neglect Certifications. Staff also have training in safe food handling procedures. They all have a current DHS Working with Children Clearances, which is updated every five years.

Management of OSHC/Vacation Care

The School Governing Council of Whyalla Town Primary School supports this program. An OSHC advisory committee is established as a subcommittee of the above council. The advisory committee is responsible for the smooth running of the program, staffing, policies, maintenance, and are also involved in the financial management of the program. The advisory committee is also responsible for setting the fees and holding regular meetings. If you would like to join the OSHC committee as a parent representative please speak to the Director.

Parents are encouraged to view our services policies, which are located in the Parent Area.

Enrolment Information

Enrolment form must be completed prior to your children attending the service.

Information in the enrolment forms include

- Family details
- Emergency contacts (must have at least one)
- Medical and health information (medical documentation will also need to be provided to OSHC)
- Collection Authorisation of children
- Custody and access orders

Please speak to an educator if you would like a visit prior to enrolling.

Booking and cancellations

Due to the limited number of places available as well as the growing interest in our service, we need to know in advance when your child/ren will be attending OSHC/vacation care. Therefore, bookings are essential. Unfortunately, failure to book will not guarantee a place available for your child/ren.

Bookings can be made by phoning or texting the OSHC service (0419 864 207) or via email wtpsoshc@outlook.com.

Regarding cancellations of booking to OSHC and Vacation care, a few changes have been made to the policy. Please read below and speak with the Director or another educator if you have any questions.

Before-School Care

- Before 4:30pm the day before the booking, you will not be charged.
- After 4:30pm you will be charged a \$10 booking fee.

After-School Care

- If you do not cancel your booking by 8:30am the day of your booking, you will incur a \$10 booking fee.

Vacation care

- Before 4:30pm the night before the booking, you will not be charged.
- After 8:30am the morning of the booking, or not at all, you will be charged a full fee of \$65.

Exemptions

If your child becomes sick before the sessions start for Before-School, After-School or Vacation Care, an exemption will be made if a Doctor's Certificate is provided to staff.

Late collection or Early Arrival:

- For each 10 minute interval after closing time, a \$10 late collection fee will be charged.
- Before School arrivals will incur a fee of \$10 for arrivals earlier than 6:30am. Vacation Care early arrivals (before 8am), a booking fee of \$10 will be applied.

Excursions

All excursions organised by Whyalla Town Primary School OSHC are included within the costs.

Behaviour management

To ensure that all children are safe and happy, OSHC Expectations are:

Treatment:

- Co-operate with everybody
- Show respect for all people and property, including self
- Keep our environment free from aggression, violence and harassment
- Keep our environment free from graffiti, vandalism and theft

Learning:

- Respond promptly and appropriately to staff instructions and requests
- Participate in activities to the best of your ability

Communication

- Speak to other children, staff and visitors in a respectful way
- Follow directions given by staff and volunteers

Further clarification on our policies regarding behaviour management can be found in our Policies and Procedures document located in our Parent Area in OSHC.

Clothing and Hats

Please label all of your child's clothing. Young children may need a change of clothes. It is our policy that all children wear a broad-brimmed hat outside all year round. Make sure that your child's hat is named. Sunscreen is provided by the service, but children must apply it to themselves. For swimming excursions, please dress your child prior to the excursion as educators prefer not to directly help your child with changing. Please let an educator know if you have any specific requirements for swimming.

Medication and Illness

We can administer prescription medication if you complete our 'Authorisation to Administer Medications' form. Medicine is to be brought to the service in its original container. Two staff members must check the dosage. Medicines required for ongoing conditions like asthma need to have a 'Health Care Plan' form completed by their doctor. No administrative of cough syrups, Panadol etc. will be given.

Children suffering from contagious infections/infectious diseases cannot be cared for at the service. If your child is unwell, or becomes unwell during the program, she/he will be comforted and cared for, and the parents will be notified to collect their child as soon as possible.

Food and Drink



The service does not offer cordial or soft drinks. Instead we opt for a healthier alternative with water being readily available at all times. Milk and juice is also offered on occasions.

We will provide children with fruit platters and healthy snack during the afternoon at OSHC. An outline of the snacks is written in our weekly programs. Breakfast is also provided during before school care until 8am. During vacation care, we provide the children with a morning and afternoon snack. Children are required to bring their own packed lunch, unless otherwise stated on the vacation care program.

No peanuts are to be brought into the service.

Due to serious allergies and anaphylaxis risks, peanuts, peanut butter, Nutella and any other form of nut, are excluded from the service. If your child does bring any such items, they will be confiscated and given to the parent at pick-up. In the case of children repeatedly bringing items with/containing nuts, we will be discussing with parents about the serious matter.

Volunteers and Work Experience Students

Volunteers and work experience students are welcomed by this service and are asked to be responsible for:

- Supporting the staff in making the care and safety of the children a top priority and referring problems back to the staff.

They must have a DCSI Clearance (Working with Children Check), current Responding to Abuse and Neglect Training and current CPR and First Aid Training. Asthma and Anaphylaxis training is preferred, but not essential.

Emergency Evacuation

Emergency evacuation procedures are displayed in the room and practices and discussed each term. All emergency exits are clearly labelled.

DEBT MANAGEMENT FOR NON-PAYMENT OF FEES

Policy Statement:

All families using the Whyalla Town Primary School OSHC/VACATION CARE services must contribute to the cost of care by paying their fees in full and on time.

Procedures:

Step 1: Reminder letter

Families who have outstanding fees for greater than 14 days, will receive notification via a letter attached to their account requesting payment.

Step 2: Payment within 7 days request letter

If the account is not paid up to date or if contact is not made with the finance officer, the director or the assistant director, a letter will be sent to the family requesting payment within 7 days. Alternatively the family must contact the Director within 7 days to discuss payment options.

Step 3: Refusal of care

Further non-payment of fees owed will result in a letter being sent to the family advising that attendance of OSHC will be refused until all outstanding fees are paid. If a child arrives at OSHC following notification of refusal of care, the child/ren will be taken to the appropriate school office and the family contacted to collect their child/ren.

Step 4: Debt collection agency

Further actions will be implemented on behalf of the school's council to ensure that outstanding monies are recovered through the use of a debt collecting agency.

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I have read and full understand the Whyalla Town Primary School OSHC/VACATION CARE policy and procedures for payment of fees and agree to be bound by them.

Please complete this slip and return to the service with enrolment.

I _____ agree to the fees listed below as of 11th October 2021.

- Before School Care: \$13.00
- After School Care: \$18.00
- Vacation Care: \$65.00

Signed: _____

Date: _____