

3-9 Walls Street, Whyalla SA 5600



Ph: 0419 864 207 Email: oshc.oshc670@school.sa.edu.au ABN 43 204 862 188 Excellence - Respect - Integrity - Accountability

Welcome To Whyalla Town Primary School

OSHC

Parent Handbook

Opening hours:

Before school: 6.30am to 8:35am

After school: 3:15pm to 6:00pm

Vacation Care: 7:30am to 6:00pm

Director: Natasha Knox

0419 864 207 oshc.oshc670@schools.sa.edu.au



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PHILOSOPHY

WTPS OSHC is committed to ensuring that primary school-aged children are cared for in a welcoming, stimulating, safe environment that is sensitive to cultural diversity and inclusive of all families. The practices and procedures of our programs have been developed in consultation with educators, management, children, and families, with the aim of supporting the learning, growth and development of all children in our care. We are guided by the Framework for School Age Care (My Time, Our Place), in developing a program that facilitates the achievement of significant learning outcomes for all children.

We believe that each child has unique interests, strengths, and abilities. We understand that children are capable and active contributors in their own learning. Our programs, with flexible indoor and outdoor experiences, help support and foster the different needs of children. We aim to develop secure, respectful relationships with children and their families, to encourage a sense of belonging in our service. We also encourage children to develop positive peer relationships that foster their sense of well-being at the service.

WTPS OSHC also acknowledges the diversity within its team of educators and supports their professional development and training, knowing that this investment will ultimately have a positive impact on the children in their care.

This philosophy is implemented by the following goals:

- To provide a program which is of the highest possible quality and that is accessible to all children and their families in our community. WTPS OSHC values the unique qualities of each family and aims to celebrate their diversity in the program. The program aims to incorporate the needs of children of all ages, stages of development, genders, backgrounds, and abilities.
- To work in partnership with families, children, other educators, management, local schools, and members of the community to encourage their involvement in the development of our programs, ensuring they are relevant and responsive to community needs.
- To provide a program which offers a variety of experiences that are age appropriate and flexible, to support and enhance each child's opportunity for growth and development. Our programs promote a play centred approach and recognise the importance of learning through play.
- To plan and facilitate different experiences that promote independence, individuality, creativity, self-esteem, and confidence in each child. Educators also acknowledge the
- importance of self-directed play and each child's contribution to their own program experience.
- To provide resources, equipment and play spaces that children can adapt to provide opportunities to explore, learn, communicate, and grow.
- To set limits and appropriate guidelines at each program so that all children can feel safe, respected, and valued, whilst acknowledging that setting boundaries encourages children to develop respectful, reciprocal relationships with others.



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Department of Education and Children's Services

- To provide a program where respect for our environment and others is paramount. To encourage children to value the world they live in, consider sustainability practices, and make informed choices about their health and wellbeing.
- To provide educators with resources and professional development opportunities regarding middle childhood development, health, and safety, including best practices, to assist them in supporting the continuous improvement of the programs, through thoughtful planning, reflective practice and evaluation.
- To implement My Time, Our Place the Australian Government framework for school-aged care. Through this framework, we build on the children's interests, skills, and backgrounds both as individuals and as part of a group. This framework encourages intentional teaching, with the provision of a variety of experiences, that meet the learning and developmental needs of children in this age group.
- To comply with the Education and Care Services National Regulations, National Law and the National Quality Standards to ensure a holistic approach to service planning, provision and reflection.

To be guided by the ethical responsibilities associated with the ECA Code of Ethics and the UN Rights of the Child.

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 30 child places, however, if necessary, a waiting list will apply. Priorities for places are as follows:

Priority 1-a child at risk of serious abuse or neglect

Priority 2-a child of a single parent who satisfies or of parents who both satisfy, the work, training, study test under section 14 of the Family Assistance Act

Priority 3-any other child.



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Further priority will be given-

- 1. Families within the Whyalla Town Primary School
- 2. Account that has been paid in full- accounts that have not been settled in full 2 weeks after account is issued will be unable to make new bookings and all existing bookings will be cancelled.
- 3. Current enrolled families consistently utilising the service.
- 4. Families within the broader community.

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 in an educational setting for their children.
- To be a service that can be extended out to community, while following the priority of access policy.
- Provide a learn through play program that is fun, engaging, challenging and enjoyed by all children in our service. To provide a resource rich, safe and comfortable environment, offering indoor and outdoor opportunities for all children. To have a flexible programme that is led by children's interests and needs/ wellbeing.
- To use, follow and maintain the National Quality Standards for best practice and provide quality programming using the My Time, Our place Learning Framework.
- To build and uphold quality relationships with the children, their families, all educators and be part of the community.
- To be inclusive and meet the needs of the children, their families and all educators.
- Ensuring all children, their families and educators feel valued, respected, safe, and have positive experiences.

Our Program

Our aim is for all children to:

Have fun, make friends, feel valued and supported, to have a voice, be inclusive and provide opportunities to experience different activities in a safe and caring environment.

Our program is child-centred 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 Learning framework

Our program gives the children opportunities to have a voice/ input into their learning and experiences while attending OSHC. The programme is a flexible working document that allows educators and children the opportunity to change/ adapt and extend on from their ideas, experiences, interests, and abilities. Educators ensure that opportunities for



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spontaneous engagement and play can be documented and explored ensuring all children have an opportunity to develop their ideas and interests and share with their peers.

Educators will set up areas and provide learning opportunities that are educator- directed that will be available alongside the child-directed activities to ensure a variety of learning experiences are available for all the children to freely access. These opportunities all include time, space, flexibility, indoor and outdoor opportunities, and easily accessible resources.

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 interests/ needs and wellbeing.

Staff Information

The service's Director is Natasha Knox. The Director is employed to ensure the service is operational for before school care, after school care and vacation care during school holidays. The service has employed numerous educators that all have relevant experience and training to provide a rich learning environment for all children and their families, while ensuring safety and supervision at all times. The service has lead educators each session that ensure the quality of care and daily routines are kept and maintained, any safety concerns or discussions with families that occur and work with the Director. Alongside them are the educators that support the lead educators and ensure daily routines are completed and engage in play experiences with the children.

All educators are required to hold a current DHS working with children's clearance, reporting to abuse and neglect training, food handling certificate. The school assist with support for OSHC finances, relating to fees, charges, and payments. At least one educator onsite each session to hold First Aid certificate (including CPR, asthma, and anaphylaxis).

Displayed in the OSHC room will be pictures of all educators and their roles within the service to help families and children be able to easily identify educators and have knowledge on their roles and responsibilities while attending. This display will be updated daily to ensure families, children and visitors can easily identify the educators for the day and who is the responsible educator for the session. Alongside this display will be another with a little bit of information about the educators to help children and their families get to know the educators and build connections and professional relationships with them.

Our team bring with them a wealth of knowledge and experience and will provide each child and their family a safe and secure learning environment. All educators show their ability to actively engage with the children, sharing their knowledge and experiences and provide flexibility and opportunities for the children to be able to seek help and assistance when required and feel supported in engaging in the learning experiences. They ensure quality care and supervision is given at all times and they understand and follow the National Quality Standards and the regulations relevant to OSHC and ensure all service policies and procedures are understood and followed. Our team know and value each other and work collaboratively as a team and ensure positive communication is expected towards each other, the children, and families. Our team is often extended out during vacation care and these educators also understand our service and the expectations and values we follow. Their photos and information will also be included in the display throughout vacation care sessions.

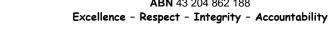


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Management of OSHC/Vacation Care

As OSHC is connected with the Whyalla Town Primary School, their Governing Council supports and assists the OSHC. This is possible with regular meetings and updates from the OSHC Director. These meeting ensure the service is following and maintaining the quality of care and educational program guidelines from the Education Standards Board and the National Quality Standards. Alongside the Governing Council is the OSHC advisory committee which is a subcommittee of the Governing Council. The advisory committee is responsible for ensuring they support and assist the Director in the efficient running of the OSHC and can provide some input into the program. The committee assist with the updating of policies and procedures, staffing such as employment, maintenance and are involved in financial management. 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 and any feedback is appreciated.

Enrolment Information

Recently our service started using a system called Harmony. This is an online system and allows families to complete the enrolment process electronically. All the service requires is your name and email address. Upon enrolment all families will be required to read, understand, and sign the fee agreement form prior to the first booking.

Information in the enrolment forms include.

- Family details
- Emergency contacts (must have at least one other than immediate family members)
- Medical and health information (medical documentation and any medication 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.
- All other authorisations asked on Harmony as well.

Excursions

All excursions organised by Whyalla Town Primary School OSHC are included within the costs. The service will provide notification of excursions and if any other labelled personal items will be required. The service will also include any additional paperwork if required. Parents/ caregivers will be required to sign permission forms before every excursion. All excursions are appropriately planned for child to educator ratio, and risk assessments are documented before each excursion. There are permission forms for incursions as well each day these occur there will be a permission slip by the sign in area.

Clothing and Hats

Please label all of your child's clothing. Young children may need a change of clothes. On days when messy or water play is available a change of clothes packed would be appreciated.

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.



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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 (Educators cannot assist with placing caps or ear plugs).

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 named 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. All medical relevant paper work must be updated every 12 months, all medication must be current, correctly labelled and supplied in the original packaging with the child's name and dosage. It will be stored in a locked cupboard along side the medical information.

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 is also offered on occasions.

We will provide children with fruit platters and other healthy snacks that follow the rite bite policy during OSHC. An outline of the snacks provided is written in our weekly programs, we like to include the children in this choice and offer the children a chance to suggest/ request snacks options. Breakfast is also provided during before school care until 8am. During vacation care, we provide the children with a morning and afternoon snack. In vacation care children are required to bring their own packed lunch, unless otherwise stated on the vacation care program. Our service accommodates for any dietary requirements, if we cannot meet this, we would speak to the family to ensure we can find a solution. Where possible we include the children in preparing the snacks following all health and hygiene policies and procedures. Our service encourages healthy lunch boxes and snacks where possible and encourage all children to investigate and try new foods. We are not able to heat up any food in the microwave as we cannot control temperature or the risk of bacteria from re heating food. We are happy to cook 2-minute noodles but this is all we will do.

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.



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Volunteers and Work Experience Students

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

- Supporting the educators in making the care and safety of the children a top priority and referring problems back to the educators.
- Engaging with the children and where possible, actively interacting in the learning experience. Writing observations and sharing them with educators.
- Able to set up and supervise learning both indoors and outdoors.
- Assisting educators in actively supervising children in their play (Volunteers will not be left alone at any time with the children and will be in sight of an employed educator).
- Assisting educators in daily routines and including cleaning and preparing for the sessions.

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. At no time will volunteers and work experience students will be included in child to educator ratio.

Emergency Evacuation

Emergency evacuation procedures are displayed in the room and procedures and discussed each term and to all new educators. All emergency exits are clearly labelled. The service has regular reviews on the procedures and ensure they are kept up to date and displays are current, correct, and visible at all times. The children and educators will participate in emergency evacuations each term. It is good practice for the children and educators to know and understand the procedures that need to be followed during an emergency.

Bookings

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 (BSC/ASC/Vac Care). Therefore, bookings are essential. If you do not book prior to 8:30am the day before, you will be charged an additional \$10 late booking fee per child. You can make bookings by calling or texting the OSHC service on 0419864207 or email oshc.oshc670@schools.sa.edu.au. Please be aware that it is the parent/carers responsibility to sign your child in and out of the service except if departing straight to school start of day or arriving straight from school finish.



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and Children's Services

FEES

Before School Care	After School Care	Vacation Care	
Time	Time	Monday - Friday	
6:30-8:35am	3:15- 6:00pm	<u>Time</u>	
Cost	Cost	7:30am-6:00pm	
\$14 a session	\$19.00 a session	Cost	
Each school day	each school day	7:30am-1:00pm or	
*Breakfast included before 8am	Early dismissal	1:00-6:00pm \$35.00 7:30am-6:00pm \$65.00	
	2:15-6:00 \$22.00 per child		

Early Dismissal charge (when WTPS finish at 2:15pm)

2:15-6:00pm \$22.00 per child

Student Free Days

6:30-7:30am \$14.00 per child as per BSC charge 7:30-1:00pm \$35.00 per child as per Vac Care half day 7:30-6:00pm \$65.00 per child as per Vac Care full day

FEES (continued)

Early Arrival and Late Collection

For any early drop offs a charge of \$10 for drop offs between 3-10 minutes before opening. For late pickups a charge of \$10 from the first minute after closure time and a further \$10 per every 10 minutes after closure time per child.

Payment of Fees

Fees are required to be paid in full within 2 weeks after the account is issued. If this is not adhered to you will receive a phone call from the service requesting immediate payment and advising that bookings will be refused until the account is settled. If the account is not settled within 7 days from this phone call a FINAL NOTICE will be posted allowing 30 days for payment before details will be registered with our Debt Collection Authority.

CANCELLATIONS:

Before -School Care / Student Free Days

If you do not cancel your booking by 8:30am the day before you will be charged a full session fee per child booked

After-School Care / Early Dismissals

If you do not cancel your booking by 8:30am the day before your booking you will be charged a full session fee per child booked



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Vacation Care

If you do not cancel your booking by 8:30am the day before your booking you will be charged a full session fee per child booked

Permanent Bookings

If a permanent booking is cancelled 3 consecutive weeks in a row, then that permanent booking will be void and made available to parents/carers waiting for vacancies on that day.

Exemptions

If your child becomes sick after 8:30am the day before the booked session and you notify us then a \$10 booking fee will be charged per child. If this occurs more than 3 times in 3 weeks a full session fee will then be charged unless a doctor's certificate can be supplied per child. If your child is sick and you don't notify us you will be charged a full session fee (If your child is sent home from school unwell you still need to notify the service). COVID cancellations will not be charged but we will need to see SA Health notice.

Payment of Fees

Fees are required to be paid in full within 2 weeks (14 days) after the account is issued. If this is not adhered to, you will receive a phone call from the service requesting immediate payment and will be advised that bookings will be refused until the account is settled. If the account is not settled within 7days from this phone call a FINAL NOTICE will be posted allowing 30 days before payment details will be registered with our Debt Collection Authority.

Payment options include:

Payment via an internet transfer using the following details:

Account Name: WTPS OSHC

BSB: 065512

Account no: 10256291

DEBT MANAGEMENT FOR NON-PAYMENT OF FEES

Policy Statement:

All families using the Whyalla Town Primary School OSHC (BSC/ASC/VACATION CARE) services must contribute to the cost of care by paying their fees in full within 14 days.

Procedure:

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: Refusal of Care / Payment request

If the account is not paid up to date or if contact has not been made with the finance officer, the director, a phone call will be made advising that no further bookings will be accepted until the account is settled.



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Step 3: Debt collection agency

If no Payment or contact is received after the previous phone call a letter will be emailed advising that in 30days time further action will be implemented on behalf of the school's council to ensure that outstanding monies are recovered through the use of our Debt Collection Agency.

Behaviour Management

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

- All individuals will be always treated with respect.
- Individuals choose their own behaviour to meet their needs within the group.
- Behaviour has consequences which increase or reduce choices in life.
- Individuals will be expected to accept responsibility for their own behaviour according to their developmental stage.
- Families, society, peers, educators, and other significant adults influence children's choices.

Procedure:

Educators will apply appropriate behaviour support and guidance techniques which are consistent with the Whyalla Town Primary School OSHC Philosophy Statement. Further support will be provided through the Services':

- OSHC Agreement (developed through consultation with children and staff. This will be clear, child focused, easy to understand and on display for everyone in the Service).
- Behaviour Rubric
- Behaviour support plans will be implemented if deemed necessary by the Director. Support plans will be developed collaboratively with the Director/Principal, Parent/Carer and any health/educational professionals as required.

Management:

Educators will use a positive approach in managing children's behaviour by:

- modelling appropriate behaviour to children
- constantly and consistently enforce the rules of the OSHC Agreement and keep updated with children's support plans and self-regulation strategies.
- assist the children to focus on the consequences of the child's actions and to make suitable choices regarding their actions and behaviour.
- acknowledge when children behave positively and strive to solve problems in keeping with the OSHC Agreement
- direct children towards appropriate behaviour, using acceptable behaviour techniques in line with the Behaviour Rubric
- Engage in collaborative problem-solving relationships with children, parents, and educators.
- Develop an environment and program which considers the strengths, needs, and interests of individual children and provides a range of choices.



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Below is the behaviour rubric OSHC use and follow. For further clarification and a full version of the behaviour management policy it can be found in the policy booklet, please ask educators for a copy.

WHYALLA TOWN PRIMARY SCHOOL - OSHC BEHAVIOUR RUBRIC

	ACCEPTABLE BEHAVIOUR How the child is expected to behave	WARNING / RE- DIRECTION STAGE Verbal Warning Rule Reminder	COOL DOWN / SELF REGULATESTAGE Sent to cooling down area with educator support for self regulation – parent verbal notification	SEND HOME Sent to supervisor - parent called to collect child. Incident reported in writing. Behaviour Plans to be put in place and Service re-entry meeting as per policy	SEVERE BEHAVIOUR – SEND HOME Principal and Director notified Critical incident logged Parent called to collect child – suspension if first offence, banned from service if child was already on a behaviour plan or a repeated offience.
	CHILD	EDUCATOR	EDUCATOR	SUPERVISOR	DIRECTOR
CONFLICT	□ Follow the OSHC Agreement □ Solve problems calmly, fairly and sensibly. □ Co-operate and help others □ Celebrate differences □ Following educator directions with positive attitude	BEHAVIOUR: □ Minor conflict over rules of a game, ownership of toys, etc CONSEQUENCE: □ Verbal reminder of rules – refer to OSHC values □ Re-direction appropriate to child/age/needs	BEHAVIOUR: Conflicts causing disruption to learning or games Not following carers directions CONSEQUENCE: cooling down area with educator support for self regulation	BEHAVIOUR: Repeated/serious conflict (eg. physical fighting) causing disruption to learning or games Continual refusal to follow carer's instruction CONSEQUENCE: Parent to collect child and suspension until re-entry meeting and behaviour plan in place	BEHAVIOUR: Severe conflicts endangering others or disruption to activity or game / play Severe abuse of carer or ongoing refusal to follow instruction CONSEQUENCE: Parents called immediately—incident reported and suspension or ban of child
BULLYING	☐ Treat people kindly and with respect ☐ Use manners when speaking and listening ☐ Follow staff directions with positive attitude	BEHAVIOUR: □ Minor teasing, put downs, exclusion etc CONSEQUENCE: □ Verbal reminder of rules – refer to OSHC values □ Re-direction appropriate to child/age/needs	BEHAVIOUR: Verbal intimidation or mild physical harm should incur withdrawal or be referred to the supervisor for advice. CONSEQUENCE: cooling down area with educator support for self regulation Call to parent to advise that if this should happen again, child will need to be collected	BEHAVIOUR: Repeated verbal intimidation or physical bullying should be directed to the supervisor CONSEQUENCE: Parent to collect child and suspension until re-entry meeting and behaviour plan in place	BEHAVIOUR: □ Severe verbal intimidation, harassment or physical bullying should be directed to member of the Principal Class CONSEQUENCE: □ Parents called immediately—incident reported and suspension or ban of child
LEARNING	Use learning time effectively Allow others to participate in activities without disruption Share ideas Participate appropriately in group sessions	BEHAVIOUR: Minor interruption to activity CONSEQUENCE: Verbal reminder of rules – refer to OSHC values Re-direction appropriate to child/age/needs	BEHAVIOUR: Repeated interruption to program or activity CONSEQUENCE: cooling down area with educator support for self regulation	BEHAVIOUR: Continued interruption to OSHC program / activities CONSEQUENCE: Parent to collect child and suspension until re-entry meeting and behaviour plan in place	BEHAVIOUR: Ongoing disruptive behaviour CONSEQUENCE: Parents called immediately – incident reported and suspension or ban of child
SAFETY	☐ Move safely around the centre ☐ Ensure self and others are safe ☐ Play in correct areas ☐ Stay 'in bounds' ☐	BEHAVIOUR: Minor issues eg. running in centre, incorrect use of sport equipment CONSEQUENCE: Verbal reminder of rules – refer to OSHC values Re-direction appropriate to child/age/needs	BEHAVIOUR: Disruptive movement in or around the centre or adjoining areas Out of bounds CONSEQUENCE: cooling down area with educator support for self regulation	BEHAVIOUR: Repeated disruptive movement in or around the centre, endangering self or others. CONSEQUENCE: Parent to collect child and suspension until re-entry meeting and behaviour plan in place	BEHAVIOUR: Severe disruptive movement around the OSHC centre 1 yard, endangering self / others CONSEQUENCE: Parents called immediately – incident reported and suspension or ban of child
PROPERTY	□ Take care of all property, eg. sport equipment, puzzles and toys □ Use property for the purpose intended □ Ask for permission when you wish to use the property of others.	BEHAVIOUR: □ Taking someone's property without asking □ Not returning property graciously CONSEQUENCE: □ Replace or clean property □ Verbal reminder of rules – refer to OSHC values □ Re-direction appropriate to child/age/needs	BEHAVIOUR: Minor intentional destruction of own or other's property or equipment eg. graffiti, breaking CONSEQUENCE: Clean, replace or return item cooling down area with educator support for self regulation	BEHAVIOUR: Major intentional damage, graffiti or theft CONSEQUENCE: Parent to collect child and suspension until re-entry meeting and behaviour plan in place	BEHAVIOUR: □ Theft or severe, deliberate destruction of property CONSEQUENCE: □ Parents called immediately – incident reported and suspension or ban of child

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