

Welcome to Walkerville OSHC



Family Handbook



Hours Open:

7:15am – 8:30 am Before School Care

3.10pm – 6.00pm After School Care

7.15am – 6.00pm Vacation Care

Catering for 4 - 12 year old's

Program

Nutritious breakfast and afternoon tea provided for Before and After School Care, and morning and afternoon tea is served in Vacation Care

Venue Location & Contact Numbers

Walkerville Primary OSHC is located in the OSHC building next off the main entrance next to the staff carpark.

Site/Postal Address:

159 Stephens Tce, Walkerville, 5081

Mobile:

0459 060 001

Email:

oshc.user812@schools.sa.edu.au

Our Educators

At Walkerville Primary OSHC and Vacation Care we aim to provide the highest level of staffing. To ensure we are providing this to your family, we aim to maintain our ratios as follows:

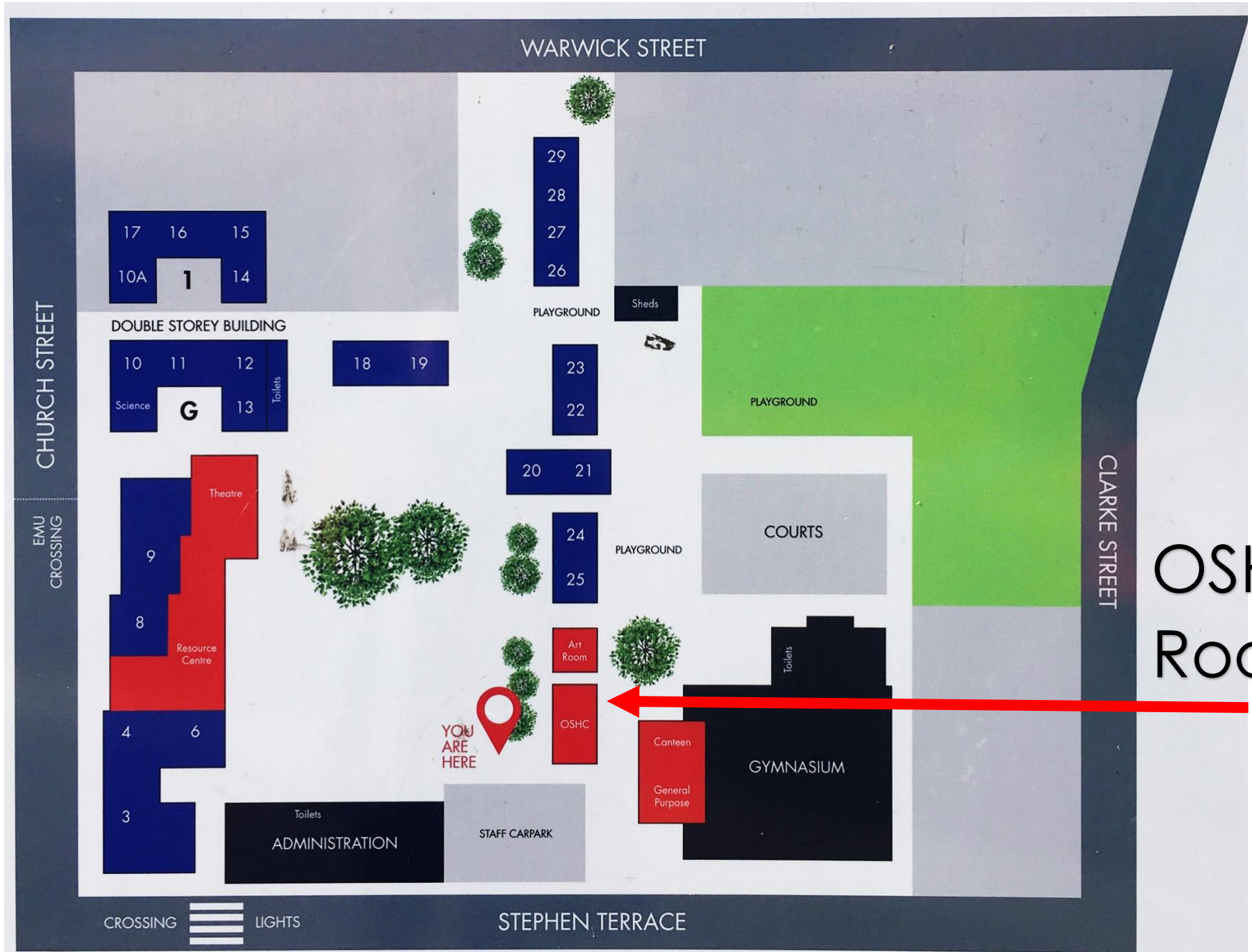
Before School Care ratio 1:15, in the morning our numbers are capped due to areas available and staffing numbers.

After School Care ratio 1:15, accept up to 135 children and young people.

Vacation Care Days: dependent on risk assessment.

The Co-Directors of the Service are Sheridan Feigert and Rebecca Vandermoer.





Walkerville OSHC Philosophy

Walkerville Primary School, Out of School Hours Care (OSHC) is provided on the grounds of Walkerville Primary School. We aim to provide care in a play-based learning environment that is homelike and welcoming for children and young people before and after school, during school closure days and school holidays.

Our OSHC service is delivered in collaboration with the school community and strives to develop secure and positive relationships between children and young people and educators. Importantly we seek to foster personal development and learning through play, leisure, individualised experiences, socialisation, relationships, and routines.

All children and young people and their families are treated equitably regardless of ethnicity, gender, religion, or culture. Our aim is to provide inclusive programs where all children and young people regardless of backgrounds or ability feel safe, accepted, and welcome. We strive to work with the caregivers and children and young people to adjust our facilities and program along with the

additional training for educators to help the transition for all children into the OSHC environment.

We believe that care should be given in partnership with families. We encourage and facilitate regular communication between caregivers and centre educators.

Our program is child centred and is constantly evolving in the pursuit of continuous improvement. It is age appropriate and caters for group and individual learning in areas such as creativity, life skills, cultural appreciation, health & physical activity, and social and emotional well-being. Intentional learning experiences for individuals are based on observations, assessments, individual interests, strengths, and needs.

We believe that the role of play is important and that all children and young people should have opportunities to express and challenge their individuality through play, leisure, and socialisation in a relaxed, spontaneous, supportive, and caring environment.

We recognise that the skills, knowledge, and commitment of our educators are the centres most valuable resources. As such we to support and facilitate the ongoing professional learning and development of all educators and support the pursuit of formal qualifications.

Our policy is one of open management and we aim to be inclusive of the school community by encouraging child & family participation in all issues relevant to the running and delivery of the service. This is achieved through regular consultation, child/family surveys, communication at both group and individual level, welcoming parent & educators suggestions/feedback, diverse representation on the OSHC Management Committee and the Children's Community Club.

Program:

We have a lot of activities on offer for the children. These include:

- Art and craft activities
- Sensory
- Sports
- Environment and nature play
- Culture related activities
- Science
- Cooking
- Engineering lab
- Group activities
- Technology



We also offer the opportunity children and young people to transition between the areas of our service while supervised. These include:

- Main OSHC room
- Multi-purpose Room
- Gym
- Theatre



- Library
- Playground and courts
- Art room
- Courtyard

Walkerville Primary School OSHC will provide a developmentally appropriate program that will provide for children and young people's social, physical, emotional, and intellectual learning. The program will include a range of indoor/outdoor experiences, quiet/active experiences, and structured and unstructured experiences.

The program will also give children and young people opportunities that foster and enhance:

- friendships
- individual/educator interactions
- co-operative and responsible behaviours
- individual/group experiences

It will also take into account the specific needs and interests of all children and young people pulling our ideas for planning from both the children and young people, families and educators. It will be

flexible to allow for change and to include the voices of the children and young people at our service. Written daily programs will be displayed for families and children and young people to view and discuss any aspects of the program with educators and their children. Families are encouraged to have input in the development of programs as well as being included in the evaluation and review process. All family input will be encouraged and considered through conversations with educators, email, text message, online surveys, and physical surveys. Children and young people will also be actively involved in planning, implementing, and evaluating each experience, both planned and spontaneous, their suggestions will be listened to and acted upon where appropriate.

Educators will join in the experiences, where appropriate, and encourage children and young people to try new experiences as well as being supportive and communicating in a positive, friendly manner. Children and young people will be encouraged to lead experiences and activities, taking control of the area and helping others that may need it.

Vacation Care

We offer full day care for every day of the school holidays, with the exception of 2 weeks during the Christmas/New Year holidays.

During the holidays we provide experiences including those listed above and hired and brought in experiences such as photo booths and jumping castles as well as excursions. We require that you provide a hat, lunch, and a water bottle with water for your child during the day. Morning tea and afternoon tea will be supplied.

Holiday programs and registration forms are provided at the service in hard copy or online around week 5 of the school term. Bookings will close two weeks prior to the holidays commencing and no excursion bookings will be taken after this time. Non-excursion days will remain available to be booked until the commencement of the holiday program.



Fee Structure

Before School Care Casual:.....\$14.00

Before School Care Permanent:.....	\$12.00
After School Care Casual:.....	\$30.00
After School Care Permanent:.....	\$28.00
Pupil Free Day/School Closure Day Non-excursion:	\$60.00
Pupil Free Day/School Closure Day Excursion.....	\$70.00
Vacation Care Non-excursion Day:	\$60.00
Vacation Care Excursion Day:	\$70.00
Vacation Care Deposit Per Day Per Child:	\$10.00
Non-notification Fee:	\$10.00
Late Pick-up Fee:.....	\$30/ 15 minutes

Fees can be paid via QKR application or Internet banking.

Vacation Care deposit must be paid prior to handing in forms via QKR or internet banking as this is booking confirmation.

Any cancellations of casual term bookings the full fee will be charged for unless 48 hours' notice is given. Any cancellations of permanent bookings full fee will be charged unless 2 weeks' notice is given.

All Vacation Care bookings will incur full fees once bookings close two weeks prior to beginning of holidays. During booking time only the \$10 deposit will be charged for cancellations. Families are unable to 'swap' bookings and any days that are needing to be cancelled will incur the \$10 deposit. A new deposit will be charged for any additional bookings.

All vacation care excursion bookings will close two weeks prior to the beginning of holidays unless booked out before.

Late Payment/No Payment

Families will be issued with an account statement every week on Monday and if not paid a reminder text is sent and followed up. The maximum debt held is \$300.00. We will require a payment made within 7 days of notification of an outstanding debt or negotiate other arrangements with the Co-Directors. Care will be cancelled until payments have been made. If all attempts to contact account holder in the form of text message or phone call have been made and no resolution has been found debt collection will be contacted.

Child Care Subsidy

Most families are entitled to receive Child Care Subsidy. To be eligible for this rebate you must register with Centrelink and provide us with your Customer Reference Number (CRN) and your children's CRN as well. To find out more about Child Care Subsidy, you can contact them on 131 107 or go to

<https://www.servicesaustralia.gov.au/accessing-child-care?context=60001>

Allowable absences and Gap fees

Each family has up to 42 allowable absence sessions per child for cancellations made each financial year. The number of absences used is detailed on each families account. The family is still responsible to pay the gap fee when an allowable absence is claimed.

Who can Access the Service?

Any child who is school aged is allowed to attend the service. We are able to accept non-school age children, who are 4, however priority will be given to children who attend the school and according to the Australian Government Priority of Access guidelines (see below).

Enrolment process will be done our booking system, Fullybooked (<https://walkervillepsoshc.fullybookedccms.com.au/family/login;jsessionid=CC70C3030D11484D3277CCF2D37DE182>)

Australian Government Priority of Access

The demand for OSHC and Vacation Care places sometimes exceeds the places available. The Australian Government has determined guidelines for allocating places in these circumstances. These guidelines apply to Out of School Hours Care services. They set out the following three levels of priority:

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, them work/training/study test under Section 14 of the Family Assistance Act (there are emergency places available in unforeseen circumstances)

Priority 3 – any other child

Within these main categories priority should also be given to the following children :

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person

- Children in families on lower incomes
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents

Any child care service that has no vacant places and is providing care for a Priority 3

child may require that child to leave the service in order for the service to provide a

place for a higher priority child. Further details can be found in the

“Child Care Services Handbook” available in service or online at

<https://ckcc.asn.au/wp-content/uploads/2020/06/Priority-of-access-policy.pdf>

Drop Off and Collection Procedures

It is a legal requirement that each child is signed in and out by their family member or legal guardian.



Drop off Procedure

Children and young people are to be dropped off to the main OSHC room and signed in on the tablet. It is the responsibility of the family member or guardian to ensure the educators are aware the child has arrived. Children and young people cannot be dropped off to walk in unattended to the OSHC room and be signed in by a staff member unless specifically stipulated by the service such as in the times of a pandemic or if special arrangements need to be made.

Collection Procedures

It is a legal requirement that each child is signed out on the tablet each day this is done by a family member or guardian in the morning or by an educator in the evening. Only those person(s) specified on the pick-up and drop off list will be able to sign in and out to drop off and collect the child/ren. If for some unforeseen circumstance those person(s) specified cannot collect the child/ren, the centre must be notified via a phone call and text or email that someone else is authorized to collect them. The person picking up must be 18yrs or older and carrying photo ID. Family members and authorised persons must accompany their child/ren from the service.

All children are expected to be collected by 6.00pm. A late fee at the rate of \$30.00 per 15 minutes will be charged after 6.00pm.

In the case of unforeseen emergencies or if you will be late collecting your child/ren, the centre must be notified by phone. At 6:30pm if no contact has been made to inform the service that collection will be late and no emergency contacts can be contacted the Director or Nominated Supervisor will contact the line manager (Assistant Principal) and police to seek further guidance. If no collection can be organised Crisis Care will be notified and the child/ren will be collected by them.

After School Procedure

All children and young people are signed out in the morning and signed in in the afternoon by one of the educators of our service. If a child has not signed in, all measures will be taken to locate the child. Educators will check phone and email to ensure a message was not overlooked, make contact with the school to see if the child went home ill or is waiting at the front office, check their classroom, search the school grounds and ring all contacts listed on the emergency contact list. All avenues will be explored until the child is located. If

a family has not notified our service by 3:20pm that their child/ren will not be attending the account will be charged a \$10 non-notification fee. Notifying educators can be done in person, via phone, text, or email.

Children who have just commenced school (Reception) will be taken to their class in the morning and collected in the afternoon by one of the educators. The morning procedure will continue until the child and family feel confident and comfortable walking to their class. The children in reception will be collected all year to be walked over to the OSHC room by an educator.

Management of illness and injury

If a child becomes unwell while at the service, the family will be notified and asked to collect the child. The child will be made comfortable and separated from the other children and young people in the first aid room until a guardian arrives or until the child recovers. When a family member cannot be contacted, educators will phone emergency contacts. An accident report will be written for families to review the situation.

If a child requires immediate medical aid, the service staff will secure that aid and notify the family.

If medication is required in an emergency, and there is no prior consent of the family, the educators will contact emergency services and follow the advice given.

Sick Children and Exclusion

In order to protect the health of the children, families and educators at our service, it is necessary to minimize the risk of cross infection. In the case of illness an exclusion period may be necessary. This exclusion is the minimum period to be absent from OSHC & Vacation Care. However a child may need to stay at home longer than the exclusion period in order to recover from an illness.

Further information can be found in the exclusion period guide in the service or online at:

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/exclusion+fro m+childcare+preschool+school+and+work>

Exclusion Due to Illness

Children and educators with infectious diseases will be excluded from the service in accordance with the National Health and Medical Research Council, Exclusion from childcare, preschool, school and work and Staying Healthy in Child Care.

A medical certificate is required for a child or adult to be readmitted to the service after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid or paratyphoid.

If a child is unwell at home or becomes unwell at school, families are asked not to send the child to the service, but to make alternative arrangements for their care.

If an educator is unwell, they should not report to work

In the case of serious ill health or hospitalisation, a child or educator will require a medical certificate from their medical practitioner or specialist, verifying that they are sufficiently recovered to return to the service.

Immunisation

Parents will be encouraged to immunise their child against all diseases appropriate to the child's age. In accordance with the

National Health and Medical Research Council exclusion guidelines, children who are not immunised may be excluded from care during out-breaks of some infectious diseases, even if the child is well (see Access to the Service policy). All educators will be encouraged to have all childhood immunisations. All adults should receive a booster dose of vaccines when appropriate. Families who do not supply their immunisation record to the service will not receive the childcare subsidy and will need to pay the full fee.

Medication and Health Needs

If your child requires any medication while attending our service, please ensure you have filled in all the details on the Medication Administration Form (you can get them from educators) and handed the medication to one of the educators. This medication will then be placed in our medical cupboard locked in the first aid room or in the fridge. All medication must be in its original packaging with the full name of the child, date and dosage shown. This applies to both prescription and non-prescription medication.

If your child/ren has Asthma, Diabetes, anaphylaxis, food allergies, allergies or anything else which requires more medical information

and support, please ensure you provide a doctor completed Action Plan and sight the Risk Minimisation Plan. This will enable us to cater for the needs of your child/ren. Care will be withdrawn if this is not supplied prior to attendance.

Medication

Those educators eligible to give medication will assist with the children's medication if:

- it is prescribed by a doctor and has the original label detailing the child's name, required dosage and storage requirements
- the family member has completed and signed the service's Request to Administer Prescribed Medication form.

When educators are to assist with a child's medication, it should be given directly to the Nominated Supervisor or Directors, not left in the child's bag. If the medication requires refrigeration a family member or guardian must hand this to an educator.

Where medication 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. All illness at the service should be recorded on the Accident/Illness Record. Staff must not administer injections. In the case of children with chronic conditions which could be life-threatening, alternative fast-acting oral medications are available.

Allergies

Where a child has a known allergy, it should be recorded on the enrolment form and all educators to be made aware of it.

Nutrition

The focus of the program regarding food consumed will revolve around a variety of nutritional and healthy snacks prepared by the educators. Our service considers nutrition to be a vital component in the healthy development of



children and young people. The service uses the National Standard Guidelines for Healthy Eating, as a basis for the service's policy and practices regarding nutrition. We are compliant with the food handling practices contained in Australian Food Safety Standards. Children and young people are our focus and any reasonable suggestions for breakfast or afternoon tea will be considered. If families have any recipes, they think will suit our service we would love them to share these with us.

Hygiene

Hand washing is the most effective way of controlling infection in the service. Educators and children should wash their hands:



- after going to the toilet
- after handling animals.
- after cleaning up blood and other body substances

- before handling and preparing food and eating
- before signing in at the service

All staff will wear gloves (disposable rubber or vinyl) when:

- in contact with blood or other body substances or open sores
- cleaning up faeces, vomit, or blood
- when handling clothes, cloths or equipment which has been soiled by body fluids
- when cleaning a contaminated area.

Educators must wear gloves when cleaning if they have a break in the skin of their hands or

if they have dermatitis or eczema and wash their hands with soap and water after gloves are removed. Surfaces will be cleaned after each activity and all surfaces cleaned thoroughly, daily. Areas contaminated with body fluids will be disinfected. The service will ensure that toilets and hand-washing facilities are easily accessible to all children and young people. Children and young people will be encouraged to flush toilets after use, and wash and dry their hands. The service will ensure that girls and women have access to hygienic facilities for the appropriate disposal of sanitary pads and tampons.

Toys, dress-up clothes, and other materials such as cushion covers will be washed regularly, and other equipment will be cleaned regularly. The criteria for selecting new toys, equipment, games, furnishings, and other materials will include ease of cleaning.

Each child will be provided with their own drinking and eating utensils for snacks and meals where appropriate. These utensils will be washed or discarded after each use. Staff will encourage children and young people to put leftover food and soiled food in the bin. Food will be prepared, kept, and served hygienically. Bins for the temporary storage of refuse and garbage will be kept with lids on and will be emptied daily. Hygiene practices and procedures consistent with up-to-date advice from relevant State health authorities will be always observed. Any animal or bird kept at the Out of School Hours Care service will be maintained in a clean and healthy condition in line with 'The Code of Practice for the Use and Care of Animals in Schools', The Prevention of Cruelty to Animals Act 1985. Children and young people will be supervised during contact with animals and discouraged from putting their faces close to animals. Children and young people will wash their hands after

touching animals. Any animal scratches or bites will be cleaned immediately with soap. Educators are expected to act in ways that do not endanger the health and safety of children and young people, families, or other educators, and to encourage healthy and safe behaviour in children and young people by setting a good example.

Policies and Procedures

Our service has an extensive collection of policies. If you would like to view all our policies and procedures, please ask an educator for the policy folder. These policies are reviewed every 12 months. This is generally undertaken through the Governing Council, Management Committee and Co-Directors. Once reviewed by these governing bodies children and young people, families and educators will have the opportunity to review and suggest changes.

Behaviour Management Policy

Educators will outline at enrolment the expectations of OSHC, during termly meetings and throughout care. These include:

- Violent behaviour will not be tolerated

- Children and young people must be respectful to all others and treat others with care and kindness.
- Children and young people are expected to care for OSHC property.
- Walking while in transition.
- Following of the daily routine.
- Children and young people are expected to clean up after themselves while in care.
- Children and young people are to follow the transition procedure.
- Safe play is expected in all areas.
- Children and young people are asked to remain seated until they have finished eating.

All children and young people have the right to:

- be treated with respect and understanding;
- be treated as an individual;
- play and learn in a positive environment;
- feel safe while playing and interacting with others;
- expect property and belongings to be safe;
- appreciate and maintain the beauty of our surroundings;

- be proud of their appearance;

When a child has been unable to meet these expectations, the following procedure will be followed by educators:

Step one: verbal reminder of the expectations of OSHC

Step two: children and young people will be given a verbal warning that their behaviour does not meet the expectations of the service and that further inappropriate behaviour will have consequences.

Step three: educator will negotiate a consequence to their actions with the child in the area of play. Children and young people are to fulfil these consequences and then can resume play.

Step four: if the child is refusing to fulfil the consequences of their behaviour or continue the inappropriate behaviour educators are to provide an alternative place for reflection and calm down time.

Step five: when these previous steps have not rectified the behaviour of the child or the initial behaviour is deemed a serious incident educators will involve directors or responsible person. Child will then have a meeting with directors or responsible person to find a solution.

Step six: if no solution can be found or child is still behaving inappropriately directors will organise a meeting with family/

guardians as well as line manager. This step will be to outline if a child is able to return to OSHC with a behaviour plan or further reflection needs to occur.

Step seven: if inappropriate behaviour continues temporary suspension from the service involving consultation with child, families, directors, school delegate. Negotiating terms of recommencement at service.

Step eight: if inappropriate behaviour continues after recommencement termination of enrolment in the service program involving consultation with child, families, directors, school delegate.

Environment:

The OSHC indoor and outdoor environments will be smoke-free. All rooms in the OSHC service will be well ventilated with appropriate heating and cooling facilities. The Director and educators will take individual needs and specific activities into account when ensuring that lighting, heating and noise levels are comfortable. Consideration for environmental protection will be encouraged in the children and young people's activities and in the day-to-day operation of the service. In the interests of children and young people's health,

educator are encouraged to use environmentally friendly products at the service wherever possible. All rubbish will be disposed of in an environmentally friendly way, and products recycled whenever possible.

Sun Protection

To ensure all children and young people attending the service are protected from skin damage caused by harmful ultraviolet rays of the sun, the following will apply:

- children and young people will be required to wear a hat which protects their face, neck and ears whenever they are outside and the UV index reaches above 3. This will be checked on the evening on the BOM website so families are advised to ensure their child/ren have a hat in their bags when they attend the service.
- To minimise the spread of infections such as head lice, impetigo and ringworm, children and young people will not share hats.
- SPF 30+ broad-spectrum water-resistant sunscreen will be provided for staff and children and young people, and

applied before going outside. It is recommended that sunscreen is used only on exposed skin that cannot be protected naturally.

- Educators will ensure that sunscreen is not out of date.
- discussion about skin and ways to protect it from skin cancer will be included in the children and young people 's program.
- When enrolling their child, families will be informed about the sun safety policy, and asked to provide a suitable hat.
- Educators will be aware of the proper application of sunscreen and model the practices outlined above.
- children and young people are to wear tops that cover their shoulders at all times when outside and when in water including water excursions and non-excursions.
- If a child is allergic to the sunscreen the service uses, the family will need to provide alternative sunscreen for the child to use.

Emergency Procedures

Emergency evacuation and lockdown procedures will be clearly displayed near the main entrance and exit of the room used by the

service, and are to be followed in the event of fire, natural disaster, intruder or other emergency. The evacuation plan will include:

- A safe assembly area, with its own escape route, away from access areas for emergency services and the building
- A second assembly area in the event that the first assembly area becomes unsafe
- Unobstructed routes for leaving the building, and which are suitable to the ages and abilities of the children and young people
- A person nominated to collect the attendance roll and parent's emergency contact numbers, and at the assembly area check the roll to ensure that all children and young people and educators are present.
- A list of emergency services contact numbers and a person nominated to phone the relevant emergency service
- A person nominated to check that the building is empty and that all doors and windows are closed to contain the spread of fire
- A person nominated to supervise the children and young people at the assembly area

No-one will re-enter the building until advised it is safe to do so by the officer in charge of the emergency service. Safety and evacuation drills involving educators and children and young people will be practised in before and after school care programs, as well as Vacation Care when most children and young people are present.

Expectations and Family Involvement

It is expected that families keep an open line of communication with the staff at OSHC. This can be done via the telephone, e-mails and the communication book located on the sign out table. If you require any alterations made to your bookings or enrolment form, you can simply write a note in the communication book. This book is then checked every morning and the information is transferred on to the computer. If you would prefer to discuss a matter privately, please do not hesitate to speak to one of the educators.

It would be appreciated if families could support the program at any level that they feel comfortable.

This could be:

- helping as a volunteer at the service, subject to our volunteer's policy
- contributing ideas or resources, such as craft, raw materials, etc.
- donating time and skills in any areas of specialised or culturally relevant knowledge

We ask parents to ensure:

- children and young people are collected on time and in the case of unforeseen emergencies, the service is notified for educators and children and young people's piece of mind
- fees are paid on time
- contact with the Co-Directors regarding the physical and mental well-being of your children and young people and of their attendance

Portfolios:

At our service we create portfolios for children and young people and families to read through and contribute to. These are filled with the experiences your child/ren have in our service. It may include:

photos, artwork, crafts, questionnaires, learning stories and observations. When are in charge of what they include in their portfolios and if you would like to read them together they are in year level on the shelves next to the sign in/out table.

Please help us to provide the best possible quality of care for your children. We are excited to meet you and hope you enjoy your time at our service. Please provide feedback in the first couple of weeks of the term to help us improve our service.



Important Contacts:

Our Centre

Walkerville OSHC Mobile: 0459 060 001

Walkerville Primary School: 08 8344 3649

Emergency: 000

Police Assistance: 131 444

SES assistance 132 500

General Departments

Centrelink: my.gov.au

Medicare: 132 011



Department for Education Emergency

Information Hotline: 1800 000 279

Counselling and guidance

Lifeline: 13 1114

Poisons Information Centre: 13 1126

Domestic Violence Crisis Line: 1800 800 098

1800 RESPECT: 1800 737 732

Health Direct: 1800 022 222

Immediate phone interpreting: 131 450

headspace: 1800 063 267

Kids Helpline: 1800 551 800