

# Welcome to Walkerville PS 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/Pupil Free Day/School Closure Day**

Catering for 4 –12-year-old children and young people

## Program

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

## Venue Location & Contact Numbers

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

## Site/Postal Address:

159 Stephens Tce, Walkerville, 5081

## Mobile:

0459 060 001

## Email:

[Oshc.user812@schools.sa.edu.au](mailto:Oshc.user812@schools.sa.edu.au)

## Our Educators

At Walkerville Primary School OSHC we aim to provide the highest level of care. 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.

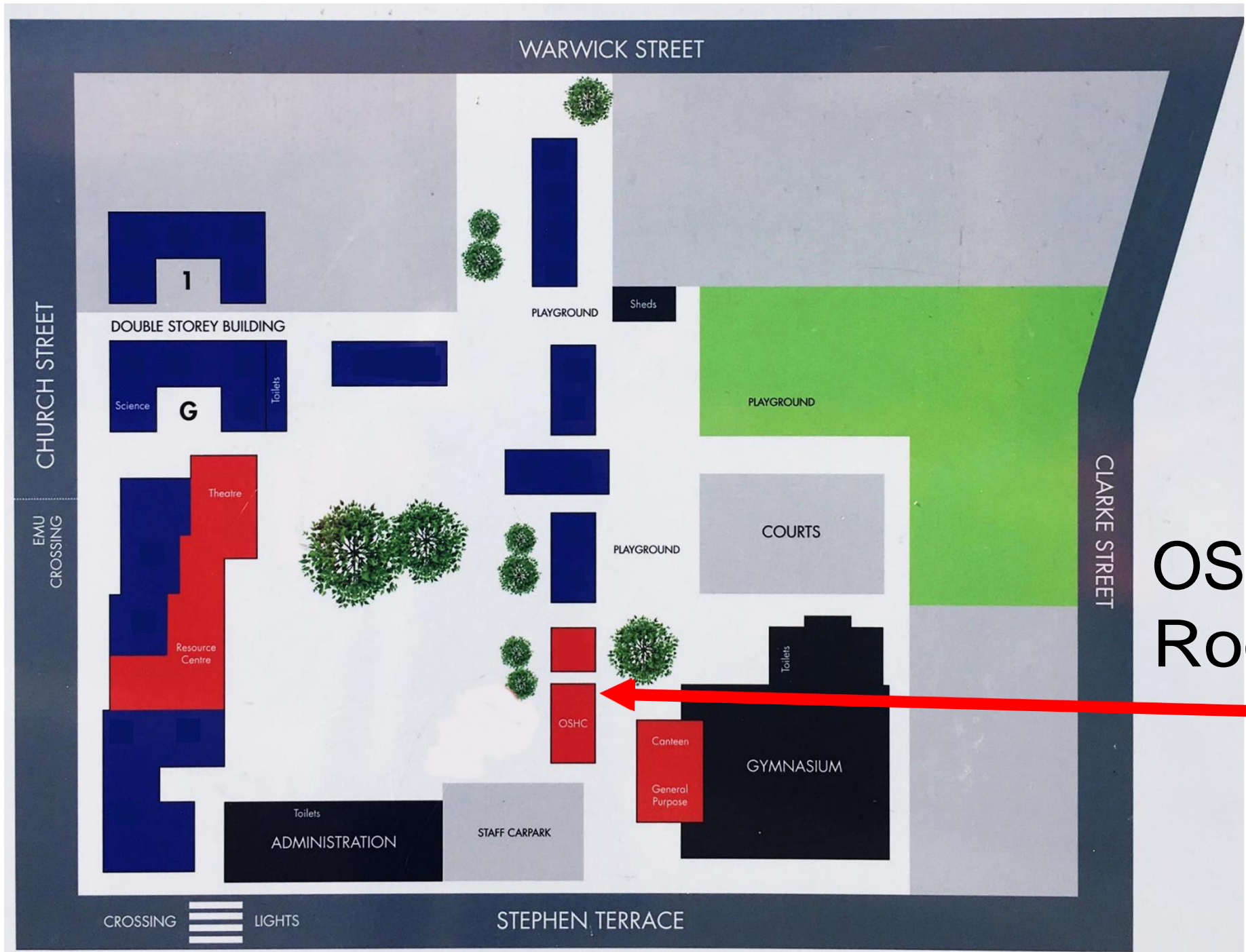
## Meet our Leadership Team

**Director:** Sheridan Fiegert

**Deputy Director:** Xin Wang

**Assistant Director:** Ryan North





WARWICK STREET

CHURCH STREET

EMU CROSSING

1

DOUBLE STOREY BUILDING

Science

G

Toilets

PLAYGROUND

Sheds

PLAYGROUND

COURTS

PLAYGROUND

Theatre

Resource Centre

OSHC

Toilets

Canteen

General Purpose

GYMNASIUM

Toilets

ADMINISTRATION

STAFF CARPARK

CROSSING

LIGHTS

STEPHEN TERRACE

CLARKE STREET

OSHC Room

## **Walkerville OSHC Philosophy**

At Walkerville Primary School OSHC our purpose is to provide a supportive, play-based and inclusive education and care service children and young people and local community.

Children and young people are given the opportunity to express their individuality, learn life skills and feel connected to their world by way of quality holistic programming.

## Program:

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

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



We 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
- Sensory garden and 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 behaviors
- individual/group experiences

It will also consider 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 and young people.



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 Seesaw. 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 giant inflatables and pedal karts as well as excursions. We require that you provide a hat, lunch, and a drink bottle with water for your child during the day. Morning tea afternoon tea will be supplied.

Bookings for School Holidays will open around Week 4 or 5 of each term. Families will be notified of this via Audiri and will make their bookings via their FullyBooked account. A printed copy of the program will be available in the OSHC room and uploaded as a PDF document via Audiri and Seesaw. Bookings will close two weeks prior to the holidays commencing and no excursion bookings will still be available after this time with additional booking cost. If a day is Full, please place your child on waitlist and if a spot becomes available, your child will be added on.

### **Full year intake (commencing school in January)**

Your child can access OSHC Vacation Care from January. This means that enrolments will not be accepted for the December Vacation Care dates prior to this.

### **Midyear intake (commencing school in July)**

Mid-year enrolments can access the Vacation Care program from July.

## Fee Structure

Before School Care: .....	\$14.60
Booking made within 48 hours will incur an additional fee of \$2.00. After School Care: .....	\$31.30
Booking made within 48 hours will incur an additional fee of \$2.00	
Pupil Free Day/School Closure Day Non-excursion: .....	\$67.90
Pupil Free Day/School Closure Day Excursion .....	\$78.30
Vacation Care Non-excursion Day: .....	\$67.90
Vacation Care Excursion Day: .....	\$78.30
Non-notification Fee: .....	\$10.00
Late Pick-up Fee.....	\$30/ 15 minutes

Direct debt service is set up for the fees and fees are charged on Wednesday in arrear around 11:00am. If fees are failed to be charged, dishonor fee \$9.9 will incur for each attempt.

Any cancelations made within 2 weeks prior to holidays commencing that cannot be replaced with someone in a waiting list, will be charged the full amount for the day. If this can be replaced a \$10 booking fee will be charged to your account instead of the full amount for the day.

All Excursion Day bookings will close 2 weeks prior to the end of school term. During the final 2 weeks of a school term, any Non-Excursion Day bookings, will remain open but will incur an additional fee of \$10.00 per booking. No bookings will be accepted after the end of the school term.

## Non-Notification Fee

A non-notification fee of \$10.00 will be applied to After School Care and Vacation Care bookings if families fail to inform OSHC that their child will not be attending after having booked them in.

The same fee also applies for children and young people who arrive at the service without a prior booking.

## 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 and young people '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 family's 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 and enrolled into Walkerville Primary School and commencing in the same Calander year is allowed to attend the service.

### 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 and young people :

- Children and young people in Aboriginal and Torres Strait Islander families
- Children and young people in families which include a disabled person
- Children and young people in families on lower incomes
- Children and young people in families with a non-English speaking background
- Children and young people in socially isolated families
- Children and young people of single parents

Any childcare service that has no vacant places and is providing care for a **Priority 3** child may require that child to leave the service for the service to provide a place for a higher priority child. Further details can be found in the "Child Care Services Handbook".



## **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 persons(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 persons(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. If you need an older sibling to pick up their younger sibling, then the parent/s must fill out a permission form to do so. Family members and authorised persons must accompany their child/ren from the service.

All children and young people 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 Responsible Person will contact the nominated supervisor (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 and young people 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 for all year.

## **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 or staff 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 young people and Exclusion**

In order to protect the health of the children and young people, 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 young people 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 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 and young people who are not immunised may be excluded from care during out-breaks of some infectious diseases, even if the child is well. 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 Need

If your child requires any medication while attending our service, please ensure you have filled in all the details on the Medication Administration Form (on FullyBooked) 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 and young people '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 and young people 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.

Children and young people receive their fruit and vegetable portions through platters and incorporated into their meals.

## Hygiene

Hand washing is the most effective way of controlling infection in the service. Educators and children and young people 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 faces, 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. Educators 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 behavior 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.

## **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 is 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 SunSmart 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 contacts 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 practiced 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 educators at OSHC. Families are responsible for their own bookings, cancelations and payments via their FullyBooked account. If you are having any issues, please do not hesitate to call. All booking and cancellation policies must be read and accepted prior to making a booking. OSHC will not be responsible for altering these.

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 Leadership regarding the physical and mental well-being of your children and young people and of their attendance

### **Seesaw:**

At our service we create account for children and young people and families to read through and contribute to. It will fill with observation, learning stories, photos and videos. This platform allows us to share the children and young people /s stories with their families on their child's growth and development seen and recognized here at OSHC



Please help us to provide the best possible quality of care for your children and young people. 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](http://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













