



# **HALLETT COVE OSHC PARENT HANDBOOK**

**2-32 GLEDSDALE RD**

**HALLETT COVE**

**PH: 8392 1030**

**MOBILE: 0401 719 591**

**[oshc@hcs.sa.edu.au](mailto:oshc@hcs.sa.edu.au)**

# CONTENTS

<b>Section 1: About our Centre.....</b>	<b>Page 2-3</b>
• Welcome	
• Location	
• Contact Numbers	
• Our Philosophy Statement	
• Educators	
• OSHC Advisory Committee	
• Policies	
<b>Section 2: Bookings and Fees.....</b>	<b>Page 4-7</b>
• Enrolment Procedure	
• Full Fees and Session Times	
• Invoices	
• Payment of Accounts	
• Late Payment of Fees	
• Child Care Subsidy	
• Session Cancellation	
• Drop off & Collection of Children	
• Signing in & out	
• Late Collection of Children & Additional Charges	
<b>Section 3: Programming and Behavioural Management.....</b>	<b>Page 8-9</b>
• Programming	
• Behavioural Management Policy	
• Rules	
• Consequences	
• Parent Concerns	
<b>Section 4: Health and Safety.....</b>	<b>Page 10 - 11</b>
• Illness & Exclusion	
• Medication	
• Injury	
• Nutrition	
• Sun Protection Policy	
<b>Section 5: Vacation Care.....</b>	<b>Page 12</b>
• Bookings & Consent Forms	
• Excursion Days	
• Staff / child ratios- excursions	
• Suitable Clothing	

## SECTION 1: ABOUT OUR CENTRE

### WELCOME

Welcome to the Hallett Cove out of School Hours Care (OSHC) program. Our service offers a high quality accredited, reliable, affordable and consistent service to the parents and children of Hallett Cove School. OSHC is a safe and comfortable environment where your child can enjoy a range of activities, sports and games provided by qualified, professional and caring staff.

SERVICES: Before School Care (BSC)  
After School Care (ASC)  
Vacation Care (VAC)

AGE GROUP: Kindy to Year 7  
Exceptions: *Parents/caregivers can negotiate with the director/junior school principal if their child/ren are older and they are still wanting care.*

### LOCATION

ADDRESS: 2-32 Gledsdale Road  
Hallett Cove, SA, 5158

Hallett Cove OSHC is situated within the premises of Hallett Cove School. Our facility is housed in the building next to the junior school multipurpose hall.

### CONTACT NUMBERS

PHONE: 8381 3761 (An answering machine is available to take messages after hours).  
MOBILE: 0401 719 591  
FAX: 8381 6713  
EMAIL: [oshc@hcs.sa.edu.au](mailto:oshc@hcs.sa.edu.au)

### PHILOSOPHY

Hallett Cove OSHC strives to ensure that children are given the opportunity to thrive and grow, by providing a stimulating and supportive environment that encourages child-centred play and self-expression.

It is important that each child feels like they have a voice and that they are heard, aligning with the UN conventions of the rights of a child and the National Quality Standards. Our service is inclusive of ALL children, valuing the importance of individuality, identity and community. We ensure that children feel comfortable, have a sense of belonging, and feel welcomed, accepted and respected.

We are dedicated to providing a child-centred play service, where the daily programming decisions are structured around the children's voice, supporting their passions, abilities and talents. We pride ourselves in offering a range of activities and encourage active and outdoor play.

We strive to have a community where everyone is encouraged to be inclusive of each other and treat others with respect. Students are encouraged to try new things and express themselves.

Clear and frequent communication with families is one of the core values of our service. Families are encouraged to keep OSHC informed of any important information in their child's life. A strong link between OSHC and families is valued.

### Our goals as a service:

- More inclusion of different cultures and diversity in our display and programming, including greater inclusion of Aboriginal and Torres Strait Islander people so they continually feel appreciated and valued.
- Consistent weekly sessions of life skills eg. sewing, cooking, first aid
- Be involved in further sustainable practices
- Involvement in the local community
- Safe expression of conversations and discussions of mental health and feelings.

## EDUCATORS

### REGULAR EDUCATORS

Director: Christie Johnson

Renee Mathews (Qualified Staff)

Rhiannon Skuse (Qualified Staff)

Breanna Trigg (Unqualified)

Lynne Michie (Unqualified Staff)

Bailey Wildman (Unqualified Staff)

Jasmine Brown (Unqualified Staff)

Tiffany Dawson (Unqualified Staff)

Molly Gardeniers (Unqualified Staff)

Julia Barrat (Unqualified Staff)

### STAFF / CHILD RATIOS

- 1 – 15 children → 1 qualified staff member
- 15 – 30 children → 1 qualified staff member and 1 unqualified staff member
- 31 – 45 children → 2 qualified staff members and 1 unqualified staff member
- 46 – 60 children → 2 qualified staff members and 2 qualified staff members

## ADVISORY COMMITTEE

We have an Advisory Committee Meeting on Thursday at 6:30pm, Weeks 3 and 7 of each term, everybody is welcome. For further information about our Advisory Committee contact the Director.

## POLICIES

The service has comprehensive policies that have been developed, reviewed and updated with the OSHC Advisory Committee, staff and parent input. Policies and our Quality Improvement Plan are accessible in the OSHC office, please ask educators if you require assistance.

To access a comprehensive list of our policies, please click on the link provided below or navigate to the Hallett Cove School website and visit our OHSC information page. On the homepage, simply select the "Out of School Hours Care" option from the dropdown menu under the Community tab.

<https://hcs.sa.edu.au/community/out-of-school-hours-care/>

## SECTION 2: BOOKINGS AND FEES

### ENROLMENT PROCEDURE

All new families will need to complete the enrolment and medical form provided below through a QR code. This must be returned to the service before your child/ren start attending our care.

<https://www.xap.rocks/waiting-list?organisationId=5009ced4-a506-449d-a042-ddf6ef3853c0>

Enrolment form QR Code



### FULL FEES AND SESSION TIMES

Before school care	6:30AM - 8:30AM	\$22.00 per child
After school care	3:10PM - 6:15PM	\$27.00 per child
Pupil free day/School closure	6:30AM - 6:15PM	\$64.00 per child
Vacation care Home Base Days	6:30AM - 6:15PM	\$64.00 per child
Vacation Care Excursion Days **	6:30AM – 6:15PM	\$69.00 per child

\*\* Surcharge may apply for some excursions

These fees are per child before any Child Care Subsidy, if you are entitled to CCS. Use the QR code below to access the CCS calculator for an estimate of your gap fee.

<https://www.startingblocks.gov.au/child-care-subsidy-calculator>



### INVOICES

Invoices will be emailed to the email address you provide on your enrolment form on a Tuesday morning following the week your child/ren attend our service. The invoice will show the days your child has attended care, the gross fees charged, any subsidy paid from Centrelink, any payments made by you during the previous week, and the current balance payable.

The centre will endeavour to be as accurate as possible when invoicing but we encourage all families to check invoices carefully so you can advise us as soon as possible if there are any issues or concerns.

## PAYMENT OF ACCOUNTS

ACCOUNTS: Weekly accounts are emailed to you Tuesday mornings.

WHEN & HOW TO PAY: Our finance policy states that **all fees must be paid weekly or fortnightly**. Fees can be paid directly into our bank account via bank transfer (account details below) or to a staff member via Eftpos during OSHC operating hours.

ACCOUNT NAME: Hallett Cove School OSHC-inc council

BSB: 065-190

ACCOUNT NUMBER: 1007 7563

## LATE PAYMENT OF FEES

If your account is overdue, we will follow our late fee collection policy and send weekly reminder messages via text message stating the amount overdue. If we do not hear from you or receive payment after sending three reminder messages your child/ren will no longer be eligible for care until payment is made in full.

**Please note fees that are overdue by 14 days or more will incur a \$5-00 charge per week until fees are overdue by 28 days, when final notice will be issued.**

If you have difficulty paying your fees, please do not hesitate to contact the Director, as she may be able to help.

## CHILD CARE SUBSIDY

The Australian Government provides families with financial assistance to help cover the cost of childcare through the Child Care Subsidy (which replaced the Child Care Benefit and Rebate as of the 2<sup>nd</sup> July 2018).

In order to determine eligibility, the claimant and their partner (if they have one) must complete the new activity test through Centrelink. This will determine the total amount of hours you spend at work, study and training each week and must be completed by anyone wishing to claim CCS as this will determine how many hours of care you are eligible for per fortnight.

### HOW TO APPLY

You can apply for the Child Care Subsidy online using your My Gov account or via the Centrelink smart phone app. You will need to state that your child/ren are attending our service in order to receive any CCS, so we strongly encourage you to complete this before care begins. Once your child begins care, we will send the attendance records to Centrelink at the end of each week and your CCS will be automatically calculated and deducted from your fees.

### HOW IT WORKS

Your CCS will be credited to your account on a weekly basis and will reduce the cost of your fees, with only gap fee to be paid.

### SUBSIDISED HOURS PER FORTNIGHT

The Government will subsidise the maximum number of hours of care you are eligible for each fortnight per child. In a two parent family, the amount of eligible hours will be based on the parent doing the least amount of activity. You will be paying full price for any hours above your fortnightly limit, meaning your rebate could change from week to week if you use up all (or most of) you're

allocated hours in the first week of the fortnightly cycle. If you have any questions or concerns about your rebate or invoices please speak to a staff member, we are happy to go over your account with you.

#### ABSENCES

Centrelink may pay Child Care Subsidy when a family is charged for care that their child does not attend (absence). CCS is paid for up to 42 allowable absent days for each child per financial year, across all approved child care services.

#### WITHHOLDING AMOUNT

The government will hold back 5% of CCS that the parent would otherwise be entitled to as an offset for reconciliation when the parent submits their tax return.

### SESSION CANCELLATION

Please cancel any sessions your child/ren are booked in for but will not be attending as early as possible. We can provide better quality care for the children who are present if we do not have to spend time calling to find out why your child/ren have not arrived.

If you do not inform us within the time frame stated below your child/ren will still be charged for the full session & will be marked as absent, as we have child/staff ratios to uphold;

BSC session: by 6.15pm the previous day

ASC session: by 8.30am on the same day

VAC sessions: 7 days prior

School Closure Days: 48 hours prior

If your child/ren are sick, a doctor's certificate will be required to remove the booking and to avoid the absent fee. As the centre is closed at 6.15pm on Friday, notifications for Monday bookings need to be made prior to close of business to avoid an absent charge.

### DROP OFF AND COLLECTION OF CHILDREN

Parents, guardians, or authorized individuals responsible for dropping off and picking up children at our facility are required to document and initial the times of arrival and departure. To streamline this process, we provide an iPad at the parent noticeboard every day for electronic sign-in and sign-out of your child/ren.

No child will be allowed to leave with anyone other than persons authorised to collect the child as stated on the enrolment form. In special circumstances, provision can be made verbally or in writing to the Director.

If you wish to authorise other people to collect your child/ren, please provide staff with the full name and contact number of the person and we will add them to your list of nominees. All nominees must be over the age of 16 in order to collect and drop children off at OSHC.

#### SIGN IN & OUT

It is essential that all children are signed in and out each day. These sign in records are vital in the event of an emergency evacuation as we need an accurate record of who is on the premises. The centre may be audited by our funding body, The Department of Family and Community Services and Indigenous Affairs, and we need to be able to demonstrate that our sign in/out records are accurate.

Missing signatures may result in your Child Care Subsidy not being paid, meaning more out of pocket expenses for your family.

## LATE COLLECTION & ADDITIONAL CHARGES

**Children must be picked up on or before 6:15pm. A late fee of \$1.00 per minute** will be incurred for any care after 6:15pm. If a child/ren are still at the Centre at closing time, the following procedure will take place:

1. After closing time, the Staff member on duty will attempt to contact parents/guardians/emergency contacts as listed on the enrolment form.
2. Staff will continually attempt to contact parent/guardians/emergency contacts until 6.45pm.
3. If no contact is able to be made 30 minutes after closing time the staff will proceed to contact the Principal and the Police and the child/ren will be handed over to their care. Parents will then need to contact the Police regarding the whereabouts of their child/ren. The appropriate phone numbers will be displayed in the services front door window.

**Please note a \$10 surcharge will be added to your account for walk-ins to any session.** To comply with ratios and meet supervision and safety requirements, students need to be booked in by 6:15pm the previous day. This allows us enough time to contact extra staff ahead of time to ensure we are meeting our ratios.



## Section 3: PROGRAMMING AND BEHAVIOURAL MANAGEMENT PROGRAM

Programs are displayed on the programming notice board in the Hallett Cove OSHC building and are available for you to read through at all times. We prepare the program weekly and take photos throughout every session which are then displayed in the programming book, in our floor books, and posted to families on SeeSaw.

We welcome and value your contributions, so please speak to a staff member or write in our parent feedback book if you have any questions, comments, suggestions or concerns.

### Behaviour Management Policy

In order for our program to operate successfully, parents, children and staff need to support acceptable behaviours within our centre. OSHC staff have the right to work in a safe environment and provide care as required to all children. Your children have a right to feel and be safe. They have a right to care, attention and support from the staff. They have a right to be treated with dignity and respect - to be treated fairly and thoughtfully by others. They have the right to play, to enjoy their recreational time and to be involved in the activities of our program.

## OSHC CODE OF COOPERATION

Our 'code of cooperation' is a number of rules and expectations that have been developed collaboratively by the staff and children at OSHC. This code has been created to protect your child/ren's rights and hold them to their responsibilities, as well as providing an environment in which staff can work safely and efficiently. They are displayed clearly at the service.

- Treat others how you would like to be treated - This means not hurting anyone physically, verbally or emotionally. Harassment and violence of any kind will not be tolerated.
- We walk inside
- We ask staff before leaving the room - When playing inside or out we must be seen at all times by a caregiver. If we need to go to the toilet we need to tell a caregiver, and take a friend and a staff member with us.
- We use quiet voices inside
- We use safe hands
- We only eat on the side closest to the carpark
- We keep our shoes on
- We wash our hands before eating
- We respect OSHC's and other's property – You have a responsibility to care for the property of this service and the property of other children, as well as your own.
- We take turns on the OSHC electronics
- We use our manners
- We listen to and respect staff instructions
- We respect everyone's personal space
- We use appropriate language at all times - You are responsible for your own language, swearing is unacceptable.
- We pack up after ourselves - You are responsible for cleaning up equipment, games and any mess you make during your time at the program.

All inappropriate behaviour will be dealt with fairly by staff within the program rules. Children need guidance, direction and correction, to protect them from any inappropriate behaviour that affects their own rights and those of others.

## CONSEQUENCES

If these rules are not followed it could eventuate in one or more of these consequences;

1. **A warning** regarding the rules that have been broken.
2. **Cool down time** from an activity  
This could be:
  - A cooling off period of a couple of minutes.
  - Removal from an activity.
  - Reflection time.
3. **A restorative task** chosen by caregivers. This could be:
  - Helping to pack up the room.
  - Drawing a picture involving appropriate behaviour choices.
  - Apologies / a caring act for the other child.
  - Completing a 'Thinking Sheet'
4. **Discussion with parent/guardian about inappropriate behaviour.**  
This is not necessarily a time to deal out more consequences but to encourage discussion at home that might stimulate communication regarding:
  - What is the background of the behaviour?
  - How we can meet the child's needs to alleviate the inappropriate behaviour?
  - Your support of OSHC staff explaining why the behaviour is unacceptable and encouraging your child to make responsible behaviour choices.
5. **Principal or delegate informed.** This is a similar discussion to the previous consequence but with the Principal or delegate of the school providing guidance to deal with inappropriate behaviour.
6. **Suspension from the program.**  
Repeated inappropriate behaviour may result in suspension from the program at the discretion of the Director.

## PARENT CONCERNS

Parents are encouraged to raise any concerns they may have regarding their child/ren's care with the staff member concerned. This should be followed up by speaking to the Director if the concern has not been resolved, she will be pleased to discuss any aspect of your child/ren's care.

If you have any concerns or complaints please do not hesitate to consult with the Director so appropriate action can be taken, all concerns will be dealt with in a confidential and professional manner. If the issue still is not resolved, the Director may offer to take the matter to the advisory committee for guidance or the parent may write directly to the advisory committee to resolve the issue, confidentiality is maintained.

## Section 4: HEALTH AND SAFETY

### ILLNESS AND EXCLUSION

Our service follows the guidelines for prevention of infectious diseases as outlined in the document *Staying Healthy in Child Care* published by the National Health and Medical Research Council. Children and staff with infectious diseases will be excluded from the service in accordance with the departmental Administrative Instructions and Guidelines.

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

### MEDICATION

Medication must NOT be left in your child's bag as this can pose a serious safety risk to children in our care. Please ensure all medications are handed to a staff member at OSHC and we will ensure it is safely stored while your child is in our care. All prescription medication needs to be labelled with a pharmacy label, detailing the name of the medical practitioner, name of the patient, date of issue and instructions for use.

Expired medications or medications out of their original packaging will not be administered. Non-prescribed medications (eg. Panadol) will only be administered when written authority from a qualified medical practitioner is provided. Medication will only be given to the child whose name is on the label.

Prior to attending the service, parent and/or guardian must complete a Medical Conditions Risk Minimisation Plan & Communication plan in order to ensure the best quality care is given to your child. Each individual child with a diagnosed medical condition must have the following on site:

1. Signed Medical Conditions Risk Minimisation Plan & Communication plan
2. Asthma, Anaphylaxis, Allergic Reactions or Eczema Action Plan – sited and signed by a registered medical practitioner. Form must have a **date to be reviewed**. If there is no review date, the form will not be accepted.
3. A Medication Authority for any medication to be administered by a staff member signed by parent and/or guardian and Registered Medical Practitioner. Each child needing medication while in care will require an individual Medication Authority and parents are responsible for providing authorisation for Educators to administer medication. All details must be completed on the Medication Authority or we cannot administer medication.

### INJURY

All our regular staff members are trained in First Aid. However, in the event of a serious injury or an Asthma/Anaphylactic attack requiring hospital treatment, an ambulance will be called.

For documentation purposes, staff will use XAP to electronically record accidents, injuries, and the corresponding actions taken. Parents will receive notifications through the XAP Smile app once the injury, incident, or illness report is completed by staff. Upon collecting their child, parents will be asked to sign and acknowledge any relevant incident forms or reports. In cases of head injuries or other serious incidents, staff will promptly phone or message a parent.

## NUTRITION

Our service provides breakfast, afternoon tea and on special Vacation Care days, lunch (you will need to provide recess and lunch for your child/ren everyday unless stated otherwise on program).

Food provided at our service is nutritious, varied, and prepared hygienically. A variety of seasonal fruit and vegetables are served. Snack times and activities involving food preparation provide positive learning experiences for children by encouraging them to develop healthy eating habits.

The menu is displayed on the programming board in our building. Please discuss your child/ren's dietary needs with us so we are able to make adjustments to the menu to suit their needs. Water is readily available at all times for children.

Please be aware that our facility is designated as a **Nut-Free Zone** due to the presence of children enrolled who are at risk of anaphylactic shock upon contact with nuts. Additionally, we have children enrolled who are highly allergic to egg, dairy, and wheat. Consequently, we cannot accept any boxes or containers that may contain these products in our making cupboard.

## SUN PROTECTION POLICY

### Hats

All children are required to wear legionnaires, broadbrim or bucket hat that protects their face, ears and neck for excursions and outside play between the months of May and September while at OSHC. Your child will need a hat everyday to participate in activities as we have a **NO HAT, NO OUTSIDE PLAY** policy.

To ensure that your child always has their own hat to wear at OSHC, each child will receive a red bucket hat upon initial enrolment. Your child will have their designated hat pocket to store their hat when not in use. It is the child's responsibility to ensure they keep track of their hat and store it properly. However, educators will make efforts to remind students. In the event that your child loses their hat, a replacement hat will be provided at the cost of \$5. This will be charged to your account.

\*Spare hats are available for students as a last resort option.

### Sunscreen

Our sun smart policy states that it is the parents' responsibility to supply SPF 30+ sunblock for their child/ren, this is in-line with that of Hallett Cove School and is for the health and safety of all children attending OSHC.

When enrolling their child/ren, parents are required to provide consent for OSHC staff to offer the Cancer Council 30+ sunblock if a child does not have access to any sunblock. In such instances, it is the parents' responsibility to inform OSHC staff if their child/ren are allergic to these products.

## Section 5: VACATION CARE BOOKINGS AND CONSENT FORMS

The Vacation Care program comes out between Week 5 and 7 of each term. During vacation care, bookings are not carried over from the term and new bookings will need to be made for each holiday period. This is done by completing both the bookings and consent forms as well as paying a \$10 deposit per child, per day.

Bookings will only be entered and confirmed once the deposit is paid. Any bookings made within the last two weeks of the term will be subject to a late fee of \$10 per child, per week. This policy ensures that bookings are entered before staff rosters are finalized and excursion/incursion numbers are confirmed.

## EXCURSION DAYS

Children must arrive no later than the time written on the program for excursions. Each day a packed lunch, including recess and drinks, must be sent with each child. Take note of days where lunch will be provided.

## STAFF / CHILD RATIOS - Excursions

On excursion days, staff-to-child ratios are established based on a risk assessment conducted and finalized by our Director, with oversight from a WHS committee member. The specific ratio will be clearly outlined on the consent sheet for each individual excursion. If you ever wish to review the risk assessment, please don't hesitate to ask a staff member. Additionally, feel free to voice any concerns if you are ever unhappy with a particular ratio provided. Your feedback is valued and helps ensure the safety and well-being of all children during excursions.

## SUITABLE CLOTHING

To maximize your child's experience each day, please ensure they wear appropriate clothing.

Thongs are not permitted on excursion days. For swimming or water-based excursions held outdoors, please provide your child/ren with a rash-top or spare t-shirt. This ensures their comfort and safety during water activities.

Thankyou,  
Christie Johnson  
**Director**

~