



**MARION PRIMARY SCHOOL**

Malcolm Avenue, Marion 5043

Telephone: 8277 2293 Fax: 8374 0957

# Marion Primary Out Of School Hours Care

Parents and Caregivers  
Information Handbook

2017

## ***Table of Contents***

- Page 3 Marion Primary OSHC Contact Details  
CCMS Identification Numbers  
Management Committee and Staff  
Hours of Operation  
Description of Service  
Who Can Use the Service?
- Page 4 Priority of Access  
Facilities and Program  
Child/Staff Ratios and Supervision
- Page 5 Accreditation  
Mission Statement and Service Philosophy
- Page 6 Service Structure  
Contact Phone Numbers  
Fees and Payment/Late Fees/Child Care Benefit
- Page 7 Parent/Caregiver Details  
Enrolment Procedures
- Page 8 Induction for New Children  
Bookings, Cancellations and Absences  
Signing Children In/Out of OSHC
- Page 9 Single Staffing  
Staffing Ratios  
Arrival & Departures  
Policy Guidelines  
Behaviour Management Policy
- Page 10 Sun Protection Policy  
Snacks
- Page 11 Grievance Policy
- Page 12 Program  
Confidentiality  
Health
- Page 13 Emergency Procedures  
Child Protection Policy  
Parent Participation  
Roles & Responsibilities of Parents

## **Marion Primary OSHC Contact Details**

Address: Malcolm Avenue, Marion  
Phone: 82774486  
Mobile: 0411750941  
Email: sheila.wates382@schools.sa.edu.au  
Website: www.marionps.sa.edu.au

## **CCMS Identification Numbers**

After School Care 3-LN884L

## **Management Committee and Staff**

The Management Committee is comprised of the following staff:

School Principal:	Cheryl Ross
OSHC Director:	Sheila Wates
Governing Council Rep:	Donna Brownsea
Parent Rep:	Danielle Borroughs
Staff Rep:	Georgina Sprigg

Marion Primary OSHC is operated by Child Care Educators comprised of qualified and trainee teachers. A staff member trained in First Aid and Responding to Abuse and Neglect will be present at all times. All staff members have undergone Child Related Employment Screenings.

## **Hours of Operation**

After School Care:	3.15-6.00pm
Before School Care	7:00-8:30am
Pupil Free Days:	7.00am-6:00pm
Vacation Care:	7.00am-6.00pm

The service is closed on public holidays.

## **Description of Service**

The service is operated as a not for profit organization located in the wooden transportable building at Marion Primary School. It is a Commonwealth approved service provided for children whose parents are working, studying, have casual engagements or need respite. The service caters for school-aged children. The after school care service can accommodate up to 24 children at a time. This is subject to staff availability.

## **Who Can Use the Service?**

Marion Primary OSHC is open to the general community. The *Inclusion and Professional Support Program* and the *Inclusion Support Subsidy* provide support to assist the inclusion of children with additional needs into the program. The service will need to consider the specific needs and facility

requirements to be able to determine if adequate care can be provided to individual children. Furthermore, parents do not have to be Australian citizens to use the program, although Family Assistance Office (FAO) will generally only provide child care assistance to parents who are Australian residents.

4 year old children can attend the service. Our licence allows us to have a maximum of 24 children on any given day.

## **Priority of Access**

In cases where demand for child care exceeds places available, the Australian Government has Priority of Access Guidelines for allocating places.

These guidelines are set out below:

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 *A New Tax System (Family Assistance Act) 1999*

Priority 3: Any other child from Marion Primary School

Priority 4: Any other child

Priority 5: 4 year olds not yet attending school

Priority is also given to the following children:

- Children in Aboriginal or Torres Strait Islander families
- Children in families which include a disabled person
- Children in low income families
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents

\*For further information please refer to the *Child Care Service Handbook 2012-2013* which can be found online at [deewr.gov.au/child-care-service-handbook](http://deewr.gov.au/child-care-service-handbook)

## **Facilities and program**

The OSHC room is the wooden transportable which is located between the gym and fixed playground opposite the main school building. OSHC children have access to the use of the following facilities; the OSHC room, the gym hall, the playgrounds, sandpit and netball court.

The program offers many opportunities for children to develop socially, creatively, emotionally, physically and cognitively.

Our program reflects the interests of the children and is age appropriate. Some of the regular activities include: art and craft, cooking, active sports and games, dance and drama, dress ups. Other activities children can access freely are board games, dolls house, foosball and table tennis tables, playgrounds and sandpit.

## **Child/Staff ratios and Supervision**

Marion Primary OSHC abides by the following rations:

1 adult = maximum 15 children

## **Accreditation**

Marion Primary OSHC has been accredited as an approved provider and has been granted Service approval by the Education and Early Childhood Services under the Registration and Standards Act2011.

Service approval number: SE-00014406

Provider approval number: PR-40001376

## **Mission Statement and Service Philosophy**

Marion Primary OSHC is an equal opportunity organization that values and promotes individual potential regardless of ages, gender, physical ability, or religious or cultural background. We are committed to providing a safe and inclusive environment for your child.

## **Philosophy**

Marion Primary School aims to offer an environment, which is emotionally supportive, safe, secure, relaxed and flexible where children can establish and maintain friendships and uphold our School Values, Care, Learning and Respect.

### **❖ Children**

We believe that each child is important with individual needs and our aim is to meet these needs by:

- Encouraging children to express their ideas and feelings.
- Providing opportunities for social learning, fostering initiative and building self-esteem.
- Encouraging communication, tolerance, participation, responsibility and positive behaviour.

### **❖ Parents**

We welcome parent participation, and encourage them to assist with decision-making by becoming a member of the Advisory Committee.

### **❖ Staff**

We expect our staff to work as a team, to be:

- Warm, caring and responsible.
- Flexible and adaptable.
- Have awareness of and be sensitive to different cultural backgrounds.
- Able to communicate with other staff members, families and children.

### **❖ Programme**

We offer a relaxed and flexible programme where the children are encouraged to use their imagination to extend their knowledge and skills rather than having fully structured activities. They are given the freedom to explore and extend their imagination and risk taking which enables their cognitive skills along with their other growth areas to be challenged. As recommended by: Professor Philip Gammage, PhD D Phil FRSA.

We believe this is achieved by:

- Employing professional and skilled staff members who build positive working relationships with children and each other.

- Developing staff's skills and knowledge through professional development and onsite training.
- Meeting and maintaining childcare provisions in accordance with OSHC Quality Assurance standards.
- Programming, planning and regular evaluation of activities that encourage children to engage in a combination of free play and structured learning activities and games.
- Providing a relaxed and happy environment, where children develop their ability to make appropriate choices and take responsibility for their own actions.
- Having a clearly established and consistently implemented behaviour management policy which supports the provision of a safe, inclusive and learning-oriented environment for children.
- Continuing to build links with the local community and being open to suggestions which seek to improve the centre for the future.
- Being aware of your child's special dietary needs and providing nutritious and tasty snacks on a daily basis.
- Encouraging students to complete homework during their time at OSHC so that they may spend more time with parents or caregivers at home.
- Promoting ongoing communication between OSHC staff and parents/caregivers.
- Maintaining safe play areas and equipment.
- Implementing safety procedures to ensure supervision whilst children transition from area to area.

## **Service Structure**

Marion Primary OSHC is operated under the direction of the Marion Primary Governing Council Inc., which acts on the advice of the OSHC Advisory Committee. The Advisory Committee comprises of parent representatives, Governing Council members, the OSHC Director and Principal of Marion Primary School. The committee meets twice a term to ensure the centre is being managed correctly and that all relevant Guidelines, Acts and Regulations are adhered to. All parent/caregivers are welcome to join our OSHC Advisory Committee.

## **Contact Phone Numbers**

During the operating hours staff may be contacted by ringing **0411 750 941**.

During School Hours a message can be left on the service's answering machine by ringing **8277 4486** or with the school front office staff on **8277 2293**.

## **Fees and Payment/Late Fees/Child Care Benefit**

The full fee structure is as follows:

After School Care: \$20

Before School Care \$12

Pupil Free Day: \$42

Vacation Care: \$42

*\*There are no split session fees.*

Most families ARE eligible for Child Care Benefit and the Child Care Tax Rebate (50%) which is applied AFTER your CCB discount, so we highly recommend that you register.

Contact the Family Assistance Office (136150) and register for government subsidies CCB and CCR.

A \$5 per family administration fee is charged annually at the time of enrolment. This fee is to cover the cost of entering enrolment forms into our data base as well as other administrative tasks that occur as a result of new and renewed enrolments.

Weekly accounts will be emailed to the account holder. Printed copies are available upon request. The conditions of accounts are as follows:

- Maximum 14 day account.
- If the account has not been paid within 14 days a text message or email reminder will be sent.
- If the account has not been paid within 21 days a \$10 late fee will apply.
- If after 28 days the account has not been paid the children will be excluded from the service until the account has been paid in full and a deposit has been paid for future bookings (deposit amount will be negotiated with the Director).
- If accounts are consistently overdue, or parents access to the service is suspended they will have to pre-pay or receive a “pay as they go” bill. An account is considered overdue at 50 days, and access will be suspended and referred to debt collectors.

If parents are having difficulty paying their account **it is their responsibility to contact Sheila before the account is overdue**. If parents do not contact the service, the standard account policy and overdue fees apply.

Personal arrangements can be made if contact has been made prior to the account becoming overdue.

All accounts must be a nil balance at the end of each term or bookings for the next term will not be accepted. If your account is overdue, Marion Primary OSHC has the right to refuse your child/ren’s attendance at the centre until the account has been paid.

The preferred method of payment is via online banking transfers. OSHC can also receive cash and cheque payments and the office can accept credit cards. The OSHC bank details will be advised on enrolment.

Children must be collected by 6.01pm. Any time after this, a late fee will apply.

6.05-6.20pm \$15

6.20-6.45pm \$20

6.45-7.00pm \$25

\*Late fees are NOT CCB funded. Please see a staff member should you require any further information regarding fees.

## **Parent/Caregiver Details**

It is essential that Marion Primary OSHC has current contact details in case of an emergency.

Please advise staff of any changes to your contact details as soon as possible.

Please provide us with your email address to ensure you receive your accounts efficiently. Also, OSHC will from time to time email you in regards to up-coming events. We promise no spam mail!

## Enrolment Procedures

Collect and complete a yellow enrolment form from an OSHC staff member or the front office. Please provide us with as much detail as possible, especially about medical conditions.

Call FAO on 136150 and quote the following CCMS Identification numbers for OSHC so that you can register for government subsidies (CCB and CCR).

CCMS#            3-LN884L

If your enrolment has been formalized (successfully matched with the FAO via the internet) your fees will be adjusted automatically based on your level of entitlement.

Weekly accounts are sent via email at the beginning of each week. Accounts will be printed upon request.

Regular payments of your account are expected so that we may continue to improve the OSHC facilities for the enjoyment of all children.

## Induction for New Children

Every opportunity will be made for children new to Marion Primary OSHC to become familiar with the routine, procedures and physical layout of the centre. This may include:

- A tour of the centre prior to the first day
- Briefings of OSHC staff as to the requirements of new children
- Encouraging existing OSHC children to make the new child feel welcome
- Collecting new children from their classroom
- Be partnered with a regular user (buddy), either someone from the same class or an older child to help show them routines.

## Bookings, Cancellations and Absences

**Bookings are essential.** Failure to book your child in prior to the beginning of the session will result in a fee being charged. The first time this happens a \$1 fee will be charged, the second time a \$2 fee and \$5 for every time thereafter. **This fee is not reduced by CCB.** Marion Primary OSHC has staff to child ratios it must abide by, and when children arrive without a booking, it puts the children and adults at risk!

To make a booking, please email, text message or phone the centre and leave a message with staff or on voicemail before the commencement of care on any particular day. Alternatively, bookings can be noted in the communication book located on the shelf next to the OSHC door. This will be checked on a daily basis. A staff member will contact you if a booking is not possible.

If you wish to cancel a session, or your child will be absent from OSHC due to illness, please notify the OSHC via phone, email or text message prior to the commencement of the session. This is essential to ensure that staff members know which students will be attending. When students are booked in and do not arrive, staff follow a missing person's procedure. If you do not advise us of your child's absence we assume they are missing.

Please remember if your child/ren leave school during the day due to illness or other reasons the OSHC must be notified, or standard fees will apply.



After School Care bookings must be cancelled before 9.15am on the day of care.  
Failure to cancel prior to these times will result in your standard fee being charged.

## **Signing Children In/Out of OSHC**

To ensure the safety of all children the centre has strict signing in and out procedures. Parents/caregivers must sign their children out of afternoon sessions on a daily basis. Only persons specified on the enrolment form will be permitted to pick up children from OSHC. Please notify the centre prior to the session if an alternative caregiver will be picking up the child. Persons unknown to staff must be prepared to show some form of identification when picking up children. If an unauthorized person arrives to collect your child, every attempt will be made to contact the primary caregiver. Failure to sign your child in/out daily will result in a \$1 fee for every time. This \$1 is not CCB subsidised.

We ask that if you have an older sibling picking up or dropping off a child or if your child rides a bike to or from OSHC or has sports training to attend, a completed authorization form is required.

## **Single Staffing**

There will be occasions when this centre operates on a single staff basis. This will occur when the student numbers fall to 10 or below. There is always someone at the school e.g. - (Principal, teachers/cleaners) - should an emergency arise. When the number of children exceeds 10 then a second staff member will be on duty. Emergency procedures are in place and are on view near the front door.

## **Staffing Ratios**

During OSHC hours there must be one qualified person on duty for every 30 children. The basis for this is the Government Licensing and Standards, the safety and welfare of the children and the duty of care requirements.

We operate with the following ratios:

- Up to 10 children: 1 staff (qualified)
- Over 10 children: 2 staff

We operate with the following ratios for excursions:

- 1 staff: 8 children
- 1 staff: 5 children swimming or water based excursion.

## **Arrival and Departures**

All children **MUST** be signed in and signed out on the attendance sheet daily  
Persons unknown to staff must be prepared to show some form of identification when picking up children.

If persons other than those listed on the enrolment form are to pick up children, authorisation in writing must be given to staff beforehand.

## **Policy Guidelines**

In the interest of the children, staff and families, we must ask you to adhere to our policy guidelines set out below. If you would like to read our policies in more detail please feel free to ask a staff member. A full set of policies is available for reading in the OSHC office.

## **Behaviour Management Policy**

The management of children's behaviour is an integral aspect of a safe, inclusive and learning-oriented environment. At Marion Primary OSHC, we believe the fundamental attributes of behaviour management are to:

- Ensure the safety and wellbeing of children and staff
- Promote responsibility, ownership and skills necessary for children to resolve conflict
- Respect the rights, feelings and property of others
- Ensure the smooth operation of the centre and its programs

At OSHC we expect that:

- Expectations for appropriate behaviour are clearly known by staff, parents/guardians and children.
- Staff and parents/guardians will reinforce positive behaviour and consistently and equitably apply natural consequences for inappropriate behaviour.
- Appropriate behaviour will be discussed.
- Parents/guardians will support the behaviour management policy and strategies of the centre.
- Children will follow instructions and cooperate with staff requests.
- Children will support each other by playing respectfully and cooperatively and sharing OSHC resources.
- The OSHC room and play areas are kept safe and clean to maximize the wellbeing of students and staff.

Therefore, we encourage children to:

- Make positive decisions.
- Accept responsibility for their behaviour and attempt to improve the situation.
- Adjust behaviour as required.

The following behaviours are unacceptable and will not be tolerated at Marion Primary OSHC:

- Physical actions such as fighting, kicking, punching, play-fighting, spitting or pushing (play or actual)
- Verbal abuse including name calling, teasing, swearing or harassment.
- Leaving the OSHC room or set boundary in the grounds without first gaining permission from a staff member on duty.
- Failing to use the toilets appropriately (ie soiling or vandalizing stalls or writing graffiti).

## **Consequences**

- Verbal warning
- Time Out:  
5-10 minutes
- Lunchtime Reflection at school next day.
- Timeout and parents rung to come and collect.
- Suspensions (as appropriate) – eg one day, one week, indefinitely.

There may be times when all children as a group spend some time in timeout so that the centre can return to a more orderly secure and safe environment.

### **Equipment**

It is important to note that any intentional misuse of equipment by children may result in the replacement cost being charged to the parent(s)/guardian(s) concerned.

### **Sun Protection Policy**

Children must bring a school appropriate hat to OSHC (compulsory September – April) and to Pupil Free Days. No caps or visors please! Also, please ensure your child's hat is labelled with their name (and classroom number if possible).

Marion Primary OSHC does provide sunscreen and encourages regular application.

### **Snacks**

Snacks will be provided by staff after school on a daily basis. Please advise staff of any allergies or special dietary requirements when completing an enrolment form.

### **After School Care**

Afternoon Tea consists of a variety of healthy foods. A platter snack of both savoury and fruit/vegetables is provided.

### **Before School Care**

Breakfast of toast and a milk drink will be provided up to 8:00a.m.

### **Pupil Free Days and Vacation Care Days**

To ensure that your child gets the most out of each day, breakfast will be available if needed until 8.00am.

Children are required to bring a healthy lunch, healthy morning and afternoon tea and a drink each day. Water only will be provided at the centre.

Please ensure that lunch doesn't need heating. If your child's lunch needs to be kept cool, we suggest a freezer block to fit their bag or lunch box.

### **WE ARE A NUT AWARE CENTRE**

*Due to children having allergies to nuts, all products containing nuts and nut products **MUST NOT** be brought to the Centre.*

If your child has special dietary or cultural needs, please advise staff. We may ask you to assist by providing something from home.

### **Grievance Policy**

Although every effort is made to ensure ongoing communication and harmonious relationships between staff, parents/guardians and children, it is possible that disagreements, concerns or misunderstandings may occasionally arise. The Marion Primary OSHC seeks to ensure that grievances are resolved promptly and equitably.

Every OSHC member has the right to a harmonious and responsive environment. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner.

Our service has a Grievance Procedure that we follow:

- Arrange a time to speak to the Director or staff member about the problem.
- PLEASE DO NOT discuss major problems or grievances at school or in the office without prior arrangement.
- Let the Director or staff member know what you consider to be the issue.
- Allow a reasonable time frame for issues to be addressed.
- If the grievance is not addressed arrange a time to speak with the Principal/Advisory Committee member about the issues. (Ask for their support by speaking to the person involved on your behalf acting as a mediator in a meeting.)
- If you are still unhappy, please arrange a time to resolve the issue further (e.g. Governing Council, External Mediator).

Please keep the following points in mind when dealing with concerns:

- Work with facts rather than rumours
- Approach issues calmly and be prepared to negotiate
- Ensure that the best interests of the child remain a priority
- Address the problem, not the person

## **Program**

Each session the children are provided with a wide range of interesting activities and experience which include:

- Construction
- Arts/Crafts
- Computing/Electronics
- Indoor/Outdoor Games
- Music
- Reading
- Outdoor Play
- A quiet area is available for the older children to meet with their friends and do homework or the activities they choose.

The daily programme includes roll call and snack time. The programmes are displayed on the pin up board for both children and parents.

## **Confidentiality**

Marion Primary OSHC Service protects the privacy and confidentiality of individuals by endeavouring that all records and information about individual children, families, staff and management are kept in a secure place and are accessed by or disclosed only to those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

## **Health**

### **Special Health Care Needs**

If your child has health care needs, the centre requires a Health Care Plan from your doctor outlining any special care that may help staff to relieve symptoms should they occur which includes

allergy, sensitivity, medical condition or dietary restriction. This is in addition to the enrolment form and a new form must be filled in each year.

### **Infectious Disease**

Your child needs to be excluded from the centre for the exclusion period set out in the Childhood Infectious Diseases list, which is available at the front office.

Staff and children who appear to be suffering from an infectious illness shall be isolated and removed from the programme as soon as practicable.

### **Medication**

If your child requires medication a "Permission to Administer Medication" form must be completed by the child's Parent/Caregiver. These forms are available from the staff.

All medication should be given to the staff and should be in the original container, with full instructions and dosage details clearly marked.

It is the responsibility of the Parents/Caregivers to keep information on enrolment and medical forms up to date.

### **Head Lice**

Please check your child/children's hair regularly to avoid an outbreak of head lice and inform staff if child/children are affected.

### **Accident Procedure**

- Should an accident occur, the staff will administer First Aid.
- A qualified staff member will make an assessment if further treatment is needed.
- Every endeavour will be made to notify the parent/caregiver of their child's accident.
- An ambulance will be called if staff deems it necessary and parents/caregiver notified immediately.
- An accident report will be filled out and is to be signed by both staff member and parents/caregiver.

### **Emergency Procedures**

In the event of an emergency the evacuation and safety procedures are put in place. These procedures are displayed near the OSHC entrance and are practised once a term in both OSHC and Pupil Free Days.

Our OSHC room is equipped with a fire extinguisher, smoke detectors and a fire blanket.

### **Child Protection Policy**

Our OSHC has an obligation to all children attending the service to defend their right of care and protection. To support this right, the service will follow the procedures set down by DECD under the Children's Protection Act 1993 Section 11(1) & (2), when dealing with any allegations of abuse or neglect of children, to ensure the child's and other children's protection.

### **Parent Participation**

Marion Primary OSHC endeavours to be responsive to the interests of families and encourages participation in the operation of the service in a number of ways.

Families are encouraged to volunteer their time and/or knowledge if they have particular interests, hobbies etc that they wish to share with the children at the service. All volunteers will be required to undertake Criminal History Screening.

Families are encouraged to contribute their ideas to the service by joining the Advisory Committee and through the parent feedback book.

All families are invited to the Advisory Committee Meetings. Our service aims to have at least 5 parents/family members on the Committee.

OSHC staff will chat informally to families each day about their children, the activities or general conversation.

**Inclusive Directions** are available to help provide support for families from non-English speaking backgrounds.

### **Roles and Responsibilities of Parents**

- To collect children on time.
- Notify the staff if children **are not** coming.
- Notify staff if children **are** coming.
- Pay fees on time.
- Keep in touch with Director regarding child's health and their attendance.
- Take an active interest in the Centre, how it runs and to support the staff in their roles.

If you have any problems come and talk with us. This is your Centre that we run on your behalf and we value any input that you give us.