



**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

2018

*Reviewed on 2/2/18  
To be reviewed next 2/2/19*

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## **Marion Primary OSHC Contact Details**

Address: 2 Malcolm Avenue, Marion, South Australia, 5043  
Phone: 8277 4486  
Mobile: 0411 750 941  
Email: [robyn.shanahan17@schools.sa.edu.au](mailto:robyn.shanahan17@schools.sa.edu.au)  
Website: [www.marionps.sa.edu.au](http://www.marionps.sa.edu.au)

## **Management Committee and Staff**

The Management Committee is comprised of the following staff;

School Principal:	Cheryl Ross
OSHC Director:	Robyn Shanahan
OSHC Assistant Director:	Kate Dawson
Governing Council Representative:	Donna Davison
Parent Representative:	Danielle Borroughs

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 have undergone *Child Related Employment Screenings*.

## **Hours of Operation**

Before School Care	7:00am-8:30am
After School Care:	3:15pm-6:15pm
Early finish:	2:15pm-6:15pm
Pupil Free Days:	7:00am-6:15pm
Vacation Care:	7:00am-6:15pm

**The service is closed on public holidays.**

## **Description of the 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 and can accommodate up to 39 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 during the Christmas vacation care program, once enrolled to attend school for the following year. This is dependent on the supervision ratio. Our licence allows us to have a maximum of 39 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.

## ***Facilities and Program***

The OSHC room is the wooden transportable building which is located between the gym and the playground, opposite the main school building. OSHC children have access to the use of the following facilities; the OSHC room, the gym hall, the oval, the playground, sandpit and netball courts. 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, music, drama and dress ups. Other activities children can access freely are board games, wooden building blocks, dolls, lego, recyclable materials for making, books for reading, computers, a Wii console with various games, a television to watch various movies, and a table tennis table.

### ***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

### ***Our Mission Statement***

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

### ***Our Philosophy***

Marion Primary School OSHC aims to offer an environment which is emotionally supportive, safe, secure, relaxed and flexible. In this environment children establish and maintain friendships and uphold our school values of courage, harmony and integrity.

Marion Primary School OSHC is a highly child- focussed program that caters for all children attending. We believe that it should be a home away from home where primary school aged children can feel welcome, safe and happy and take part in all aspects of the program with respect as they would do so in their own home. Our OSHC is where children have opportunities for challenges and are encouraged to develop to their full potential; where children, families and staff are treated as individuals and equal; and where diversity is valued. In addition, we strongly believe and embrace the inclusive directions statement. "Inclusion of children means being part of and participating in their environment, it means more than just being there, it means being with, learning with, playing with, communicating with and socialising with their peers. Inclusion means BELONGING. Children, their families and staff who have a sense of ownership and belonging are happy and confident in their environment."

### ❖ 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.

### ❖ 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.

### ❖ Program

We offer a relaxed and flexible program 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 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 Management Committee. The Management Committee comprises of parent representatives, Governing Council members, the OSHC Director and the 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 parents/caregivers are welcome to join our OSHC Management Committee if places are available.

### ***Contact Phone Numbers***

During the OSHC 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:

Before School Care	Term Booking \$12	Casual \$15
After School Care	Term Booking \$20	Casual \$25
After School Care (Early Finish)	Term Booking \$25	Casual \$30
Pupil Free Day	Early Bird \$48	Casual \$53
Vacation Care	Early Bird \$48	Casual \$53

***\*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 - Centrelink* (136 150) and register for government subsidies CCB and CCR.

A \$5 administration fee, per family, is charged annually at the time of enrolment. This fee is to cover the cost of entering enrolment forms into our database 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 also 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 the Director 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 at 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, cheque and credit card payments. The OSHC bank details will be advised on enrolment.

Children must be collected by **6:15pm**, otherwise a **late fee** will apply.

6:20pm – 6:30pm	\$2 per minute
6:30pm onwards	\$5 per minute

\*Late fees are NOT CCB funded. Please see the Director 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 and other information that may need to be communicated.

### ***Enrolment Procedures***

Collect and complete an 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 136 150 and quote the following CCMS Identification number **(3-LN884L)** for OSHC, so that you can register for government subsidies CCB and CCR.

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 will 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 buddy, either someone from the same class or an older child to help show them routines.

### ***Bookings/Cancellations/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 the voicemail before the commencement of care on any particular day.

If you wish to cancel a session, or your child will be absent from OSHC due to illness or other circumstances, please notify the OSHC via phone, email or text message 1 week prior to the commencement of the session. This is essential to ensure that staff 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.

**Cancellations must be made one week prior to booked care otherwise children will be classed as**

**absent and normal fees will still apply. Vacation Care Excursions and Incursions are non-refundable once booked.**

### ***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 in for morning sessions and out for afternoon sessions on a daily basis. In regards to pupil free days and vacation care, the child needs to be signed in on their arrival and out on their departure.

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 to be signed.

### ***Single Staffing***

There will be occasions when this centre operates on a qualified single staff basis. This will occur when the student numbers fall to 12 or below. There is always someone at the school e.g. (Principal, teachers/cleaners) should an emergency arise. Emergency procedures are in place and are on view near the front door. When the number of children exceeds 12 then a second staff member will be on duty.

### ***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 12 children: 1 staff (qualified)
- Over 12 children: 2 staff ( 1 qualified, 1 unqualified)
- Over 30 children : 3 staff ( 2 qualified, 1 unqualified)

We operate with the following ratios for excursions:

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

\* Staff ratios may increase to support children's health needs.

## ***Policy Guidelines***

In the interest of the children, staff and families, we must ask you to adhere to our policy guidelines. 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/caregivers and children.
- Staff and parents/caregivers will reinforce positive behaviour consistently and equitably apply natural consequences for inappropriate behaviour.
- Appropriate behaviour will be discussed.
- Parents/caregivers 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 share 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 (i.e. soiling or vandalizing stalls or writing graffiti).
- Any intentional misuse of equipment (any broken or damaged equipment may result in the replacement cost being charged to the parents/guardians concerned).

### **Consequences**

- Verbal warning/reminder.
- Thinking time (age/developmentally appropriate).
- Quiet time until parent arrives (homework, reading or drawing) and discussion with parents/caregivers. **Exclusion from OSHC can occur if behaviour is an ongoing issue.**

### ***Sun Protection Policy***

Children must bring a school appropriate hat to OSHC, Vacation Care and Pupil Free Days (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 daily application. Please send a named sunscreen with your child if suffering from sensitive skin.

### ***Snacks***

Please advise staff of any allergies, special dietary requirements or cultural needs when completing an enrolment form, so your child can be catered for. We may ask you to assist by providing something from home.

### **After School Care**

Afternoon Tea is provided to all children and consists of a variety of healthy foods. A platter of fruit and vegetables is provided on a daily basis.

### **Before School Care**

Breakfast is provided to all children up to 8:00am. This consists of cereal, toast and a milk drink.

### **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, consisting of cereal, toast and a milk drink. Children are required to bring a healthy recess and lunch and a drink bottle full of water each day. 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.

Please note that OSHC may sometimes supply a special lunch on some pupil free and vacation care days. Afternoon Tea will always be provided on a daily basis, consisting of a variety of healthy foods and a platter of fruit and vegetables.

## **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. This includes packaging for making and craft work.

### ***Grievance Policy***

Although every effort is made to ensure ongoing communication and harmonious relationships between staff, parents/caregivers 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/Management 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.

### ***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. These records are only accessed by or disclosed too those who need the information to fulfil their responsibilities at the service or have legal rights.

## **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. This includes allergies, sensitivities, medical conditions or dietary restrictions. These special health care needs are required to be on the child's enrolment form, with these forms to be updated 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 OSHC Director. 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, a staff member 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, Vacation Care 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***

We welcome parent participation as per our *Parent Participation Policy*. Marion Primary OSHC endeavours to be responsive to the interests of families and encourages parents to assist with decision-making through participation on the management committee and feedback to the OSHC Director, in regards to the program and the policies. Families are encouraged to contribute their ideas to the service by joining the Management Committee and through the parent/child feedback box by the family notice board in the OSHC room. All families are invited to the Management Committee Meetings. Membership to the management committee is encouraged when positions are available. 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 the 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.**