Out of School Hours Care
Parent Handbook
2015

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WELCOME TO LORETO COLLEGE OSHC

Out of School Hours Care (OSHC) at Loreto College is a valuable and integral part of the school community. Working in partnership with families, students, staff and school, we recognise and nurture each student's uniqueness and potential.

It is a time and place for students to play together, have fun, develop friendships and learn new skills in a safe, comfortable, inclusive environment.

Our experienced staff are skilled in caring for and supporting students and their families. Staff members ensure they continuously develop and review the exciting and stimulating age appropriate activities on offer. In this way we make certain that our program continues to be dynamic and flexible, catering for individual needs, interests and talents.

Our program focuses on events, celebrations, cultures and various other interesting topics.

The OSHC Service is operated by the Loreto College OSHC Committee in conjunction with the College. Regular committee meetings are held and parents are always welcome and encouraged to join the committee.

Please read this booklet carefully as it contains important information for you and your children. A copy of the Loreto OSHC Policy and Procedures Manual is also available in the OSHC Room for parents to read. Where applicable, the relevant policy is noted in this document for referral to this Manual should you require further clarification.

PHILOSOPHY

Loreto College OSHC plays an integral part in enhancing positive self concept and the growth of the whole child by offering a program that is based on the foundation of learning through play.

Our philosophy at Loreto College OSHC is to provide an engaging, nurturing and safe environment in which all children are able to participate in a wide range of learning experiences.

- Provide an environment that promotes the core values of Loreto College, freedom, justice, sincerity, verity and felicity and that is free of bias and prejudice.
- Respect the unique and individual interests, abilities, beliefs, customs and cultures of children and families.
Provide interesting, diverse and challenging experiences that encourage children to develop self-esteem, independence and social skills through play.

Develop positive relationships between staff, children and their families through respect and open communication.

Incorporate the views and suggestions of parents, children, and staff into our program.

Provide an environment that is safe and healthy, where children feel a sense of protection, inclusion and ownership.

**SERVICE INFORMATION**

**VENUE**

The OSHC and Vacation Care programs are located in the Babthorpe building on the Junior School Campus (adjacent to the Montessori Early Learning Centre).

**HOURS OF OPERATION**

Before School Care: 7:30am – 8:15am

After School Care: 3:10pm – 6:00pm (2:30pm on Tuesdays)

Vacation Care: 7:30am – 6:00 pm
**FEE STRUCTURE**

Before School Care: $9.00 per child per session

After School Care: $14.00 per child until 4:00 pm
$19.00 per child until 6:00 pm

Vacation Care: $50.00 per child per day
$45.00 per child for 2 children from the same family
$40.00 per child for 3 or more children from the same family.

A one-off Registration Fee of $35.00 will be applied to new non-Loreto families to cover Administration costs.

Fees are set to cover the cost of the program and to meet the projected budget for the Service. The Out of School Care Program operates on a not for profit basis. Fees are subject to change.

**CHILD CARE BENEFIT**

Child Care Benefit (CCB) is a payment made by the Government to families to assist with the costs of childcare. CCB for approved care can be received as a reduced fee through an approved child care service. Loreto College OSHC is an approved service. Alternatively, you may wish to claim CCB at the end of the financial year.

Families can register with the Department of Human Services by:-

- Phone: 13 61 50,
- On line: [www.humanservices.gov.au](http://www.humanservices.gov.au), or
- in person.

To claim your entitlement, once registered, you must supply Loreto College OSHC with the Customer Reference Number (CRN) and date of birth for both the registered parent and the child.
OSHC MANAGEMENT COMMITTEE

Committee meetings are held once a term at 5:00pm at the Service. These meetings are advertised on the sign-in desk at OSHC and also in the school newsletter.

Parents are encouraged to attend meetings and contribute their ideas. Parent participation is the best way to ensure that Loreto College OSHC continues to provide a quality and valued service for children and parents.

Policy 7.1   Management Committee

PRIORITY OF ACCESS

Enrolments are accepted in line with the Commonwealth Government Priority of Access guidelines. These guidelines are referred to when a service has a large waiting list and a limited number of vacant places.

First Priority: A child at serious risk of abuse or neglect
Second Priority: A child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the Family Assistance Act.
Third Priority: Any other child

Within each priority mentioned above, further priorities exist in each category. A copy of this is available from the Director.

Policy 6.1   Access

ENROLMENTS

To enrol in the program, parents should collect an enrolment form from the Director or the Junior Campus Front Office.

In the event that the program has no vacancies available, the registered child will be added to a waiting list. At the time a vacancy occurs in the program, the child at the top of the list, according to ‘Priority of Access’ Guidelines will be offered the first right of refusal. Children can not be accepted into the program without a completed enrolment form prior to attendance. Enrolment forms are updated annually, however if parent circumstances, contacts, or information should change during the year, it is the parent’s responsibility to inform the Director immediately.

Policy 6.3   Enrolment and Orientation
PAYMENT OF ACCOUNTS

Invoices are generated fortnightly and sent out through the school’s Finance Department. Payments can be made via the following methods:

- B-Pay (transfers from your cheque, savings or credit card accounts)
- Accepted credit cards (Visa, MasterCard)
- Cheque
- Cash

Account enquires can be made with the Director on 8334 4293.

To make a payment, please phone the school’s Finance Department on 8334 4213.

BOOKINGS

To ensure correct staff/child ratios, all children must be booked in to care as early as possible. Places are limited by licensing standards and children cannot be guaranteed a place unless prior bookings are made.

Bookings can be made by:

- Placing a permanent booking as part of the enrolment process (changes or cancellations to regular bookings must be notified as soon as possible.).
- Phoning the OSHC service on 8334 4293 (7:30am – 8:15am & 3:00pm – 6:00 pm).
- Contacting the Junior Campus Front Office during school hours on 8334 4240.
CANCELLATIONS

**OSHC** - Changes or cancellations to bookings must be notified by parents/caregivers to OSHC or the Junior Campus Front Office 24 hours prior to the start of the session. Full fees will be charged for the late or non-cancellation of permanent bookings.

**Vacation Care** – Cancellations or changes to Vacation Care bookings must be made before the end of the school term or at a date specified by the Director.

All bookings during Vacation Care are final. Absentees from the program will be charged full fees. In the case of illness, a doctor’s certificate must be provided for the cancellation fee to be waived.

Policy 7.4 Cancellation

ARRIVAL AND DEPARTURE PROCEDURES

**Before School Care**

Arrival: Children must be brought to the OSHC Room each morning by a parent and signed in by the parent on arrival.

The children are dismissed from Before School Care at 8:15am, when a school staff member comes on duty in the Quad.

**After School Care**:

Arrival: Students go straight to OSHC following dismissal from their classroom and are signed in by staff on arrival. Reception children are escorted by an OSHC staff member from their classroom to OSHC at 3:10pm (2:30pm on Tuesday Early Dismissal).

Departure: Children must be signed out by a parent or authorised guardian and a staff member notified of their departure. Children will not be allowed to leave the Service with any person not listed as an authorised pick up.

If an expected child does not arrive by 3:35pm the Director or Senior Staff person will:

- Contact the Front Office and see if the child was absent from school.
- Check the school grounds and Talbot Grove as well as make an announcement over the PA system.
- Phone the child’s parents first then proceed to phone emergency contacts.
In the event parents or emergency contacts cannot be reached the Senior Staff person will contact the Head Of Primary Years.

Policy 5.4 Arrival and Departure

**LATE PICK UP**

If children have not been picked up from OSHC by closing time the following procedure will take place:

- Within 5 minutes after the closing time, the staff members on duty will attempt to contact parents/guardians/emergency contacts as listed on the enrolment forms. A late fee of $1 per minute after 6pm will be charged.
- Staff will continue to attempt to contact parents/guardians/emergency contacts.
- If no contact is able to be made 30 minutes after closing time, the staff will proceed to contact the Norwood Police Station/Crisis Care on 131 611 and the child/ren will be handed over to their care. A note explaining this action and the Crisis Care phone number will be displayed in the OSHC Centre Window. Parents will then need to contact Crisis Care on 131 611 to collect their children.

**PRIVACY AND CONFIDENTIALITY**

Staff are required to maintain strict confidentiality and not disclose to any unauthorised person any confidential and private information regarding staff, children or families/caregivers.

Policy 7.5 Confidentiality

**CHILD HEALTH AND SAFETY**

**FIRST AID**

At all times there is a staff member in attendance who meets the First Aid training requirements under the National Law and Regulations. First Aid will only be administered by a staff member with current First Aid qualifications.

The First Aid kit will conform to all Occupational Health and Safety guidelines and will be checked for supplies by the School Nurse each term and regularly restocked.

Policy 2.5 First Aid
MEDICATION

The giving of medication to children will be strictly monitored to ensure the child’s safety and welfare.

As per the National Law and Regulations, medication must be administered:

- from its original container before the expiry or use-by date
- in accordance with any instructions attached to the medication or provided by a registered medical practitioner
- for prescribed medications, from a container that bears the original label with the name of the child to whom it is prescribed
- with a second person checking the dosage of the medication and witnessing its administration
- details of the administration must be recorded in the medication record.

Where medication is required for the treatment of long-term conditions or complaints, such as asthma, epilepsy or ADHD, the Service requires a letter from the child’s medical practitioner or specialist detailing the medical condition of the child, correct dosage and how the condition is to be managed. A copy of this Plan is to be filed in a confidential manner at the Service.

Policy 2.4 Medication

ACCIDENT PROCEDURE

When a minor accident occurs, staff qualified in first aid will:

- Assess the injury
- Attend to the injured child and apply first-aid
- Contact the parent (depending on the nature of the injury). If the parent is not contacted at the time of the accident they will be informed about the incident when they arrive to collect their child.
- If an injury requires first aid, an accident report is to be completed and signed by the staff member involved and signed by the parent on collection of the child.
When a serious accident occurs which requires more than first aid, the Director or Senior Staff member will:

- Assess the injury and decide whether an ambulance should be called.
- Contact the parent immediately or if the parent cannot be contacted, the emergency contact person will be phoned.
- Notify the regulatory authority as soon as possible and within 24 hours of the incident occurring.

Policy 2.3 Accident and Illness

**ILLNESS**

Children who are unwell are not able to be cared for by the Service.

If a child becomes unwell during the school day the Parent or Guardian will be contacted and asked to pick the child up and the child would not be accepted into the program until he/she has fully recovered. If a child becomes ill whilst at the Service, the child will be cared for and comforted until the Parent/Guardian can be contacted to collect the child immediately.

Policy 2.3 Accident and Illness

**INFECTIOUS DISEASE**

Children with infectious diseases will be excluded from the Service in accordance with the National Health & Medical Research Council exclusion guidelines. It is important if any child has an infectious disease, such as chicken pox, measles, whooping cough or head lice etc., that the Director is notified immediately.

Information about the occurrence of the infectious disease in the Service will be made available to other parents/guardians of the program and the school. This will be in the form of a notice displayed on the sign-in desk. To protect the privacy of individuals, no names will be included.

Policy 2.2 Infectious Disease
EMERGENCY AND EVACUATION PROCEDURE

Emergency evacuation and safety drills will be practiced at the Service with staff and children at least twice a year. Evacuation procedures are displayed in each of the rooms that OSHC utilises.

Policy 2.11 Fire Evacuation
Policy 2.12 Invacuation
Policy 2.13 Bomb Threat

SUN PROTECTION

At Loreto College OSHC, children and staff are actively encouraged to be sun smart. This is done by:

- Ensuring children wear a hat which protects the face, neck and ears whenever they are outside.
- Providing SPF 30+ broad spectrum water resistant sunscreen for children and staff.
- Ensuring that outdoor play does not occur in extreme heat or during the middle of the day.
- Having the staff act as role models, by wearing hats, applying sunscreen and seeking the shade wherever possible.

*Students requiring “Sensitive” sunscreen will need to supply their own as the Service does not supply this.*

Policy 2.6 Sun Smart

SERVICE STRUCTURE

PROGRAM

Loreto College OSHC provides a play based program that is developmentally appropriate for the needs of the children attending the Service, and allows for the development of each child’s social, physical, emotional and intellectual potential. Play is central to children’s development and is a child’s unique way of learning about their world.

At Loreto College OSHC, the program is planned and organised in response to the children’s ideas, interests and capabilities. The program includes craft activities, a wide
variety of indoor and outdoor activities and provisions for homework. Children are encouraged to be involved in program planning, implementation and evaluation processes.

Policy 1.1  Programming
Policy 1.2  Program Development

**DAILY ROUTINES**

**Before School Care**

7:30am  Open.
7:30am – 8:10am  Children arrive at the program and participate in free choice play.
8:10am – 8:15am  Children finish activities & commence packing up.
8:15am onwards  Depart to school.

**After School Care**

3:10pm  Children begin arriving and have free play time (2.30pm on Tuesdays).
3:30pm  Afternoon tea is served.
3:45pm  Homework Club
4:15pm  Planned activities begin & children have the option to participate or initiate their own supervised play.
4:30pm  Second Snack is served.
5:15pm  Staff & children assist in the packing up of activities & equipment.
6:00pm  Program closes.

**HOMEWORK**

As part of the children’s program, the staff will provide a quiet, safe area for children to undertake homework tasks. Given the number of children and other activities provided, the Service cannot take responsibility for completion of homework; this is the
responsibility of the parent and child. Parents are encouraged to discuss their child’s individual needs with the Director.

Policy 1.4 Homework

**EVALUATION OF THE PROGRAM**

An evaluation of the Service will be conducted each year covering a range of issues including: children’s program, health and nutrition, snacks, communication with families and other suggested improvements.

Evaluation techniques used may include observation, discussion with children and parents, suggestion boxes and surveys. These evaluations will be used to set broad goals and review policy and procedures.

This process of evaluating the program is encompassed as part of the annual review of the Service’s Quality Improvement Plan.

Policy 1.3 Program Evaluation

**DIVERSITY AND INCLUSION**

Loreto College OSHC offers a non discriminative approach to programming, which is inclusive of all children. Consideration is given to factors such as culture, ethnicity, language, gender, social class and ability when planning the children's program.

The program responds to individual needs, interests and requests by providing a range of activities for all children attending the Service. The children's program offers a balance of activities, ensuring flexibility and providing for child-initiated activities. Children and parents/caregivers are consulted when staff are planning the program to ensure that it meets the needs of all concerned.

Policy 5.7 Diversity and Inclusion
Policy 5.8 Equal Opportunity and Reducing Prejudice and Bias
Policy 5.9 Guidelines for students with special/additional needs

**FOOD AND NUTRITION**

Loreto College OSHC promotes the health and wellbeing of children by providing food that is nutritious and varied. Snack times and activities involving food provide positive
learning experiences for children and encourage the development of healthy eating habits.

Information is sought from parents at the time of enrolment, regarding specific dietary requirements. The food the Service provides will show consideration for the special dietary needs of children with allergies or intolerances, cultural or religious beliefs and promote variety.

On programmed days there may be some allowances made for special treats, however healthy alternatives will also be provided.

Children are welcome to bring their own healthy snacks. As Loreto College is a nut aware school, foods containing nuts are not allowed at OSHC.

Policy 2.10 Nutrition

FOOD HANDLING AND HYGIENE

Food safety is of the upmost importance. A clean and hygienic food preparation area is provided for the Service with access to running water and safe food storage facilities. It is cleaned and sanitised daily, before and after food is prepared.

Foodstuffs are stored appropriately to avoid spilling and contamination by insects and vermin.

All staff and students wash their hands before handling food. Children are always asked to remain seated whilst eating to avoid choking accidents.

The Service also undergoes regular food safety assessments by the relevant authorities.

Information on current food handling and hygiene procedures is available near the parent sign-in desk.

Policy 2.9 Food Handling

EXCURSIONS

Excursions are regularly programmed during the Vacation Care program. Parents must complete booking forms for each holiday period in order to give permission for their child to attend all excursions. The Vacation Care Program always informs parents of the place of the excursion, the time of departure and the expected time of return.
Risk Assessments are prepared before any excursion. When participating in excursions, children will be accompanied by staff from the Service at all times – 1 adult per 8 children and with no less than 2 adults at any one time; and 1 adult per 5 children on swimming excursions.

A first aid kit, list of all children on the excursion and the appropriate emergency telephone numbers are taken on every excursion and are readily accessible to staff at all times.

Policy 1.5 Excursions

**POSITIVE GUIDANCE FOR CHILDREN**

Loreto College OSHC aims to maintain appropriate discipline through positive reinforcement of acceptable behaviours. Behaviour which is endangering the safety or welfare of anyone involved in the program, or the smooth running of the program, will be managed firmly and consistently in accordance with set procedures. Unacceptable behaviour is managed with understanding and with respect for the dignity and rights of the child.

Children attending the program are expected to:

- Respect the rights of other children and be courteous
- Care for their own and the property of others
- Move sensibly throughout the Centre.

Children are strongly encouraged to deal with conflict with others by using the following steps:

- Ignore the behaviour;
- Tell the person to stop or explain why the behaviour is upsetting them and how they would like it changed;
- Warn the person that they will be reported;
- Report the person to a staff member.

Policy 5.5 Behaviour Support and Management
LOST PROPERTY
We encourage and expect all children to be responsible for their own belongings. A lost property box is located on top of the lockers and any items left at the Service will be placed there for collection.

GRIEVANCES
If at any time you have a concern or query regarding the Service provided by Loreto College OSHC, please do not hesitate to speak to the OSHC Director. If this is not possible, then the issue can be raised with the Head of Primary Years.
A copy of the Loreto College OSHC Grievance policy is available in the policy folder.
Policy 7.7 Grievance

PARENT INVOLVEMENT
At Loreto College OSHC, we encourage and appreciate parent participation in our Service. This is done by:
- Always welcoming new families into the OSHC environment.
- Exchanging information with parents/caregivers about their child.
- Providing information about other relevant appropriate family and children’s services.
- Encouraging parents to become involved in the Management Committee and OSHC related events held during the year.