

# Brighton Primary School

## Outside School Hours Care (OSHC)

Family Information Handbook 2018



*“It is our wish for every child who attends Brighton Primary OSHC will gain self esteem, self confidence and fulfilment through all the experiences that they share at our service.”*

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# Our Philosophy Statement

The Brighton Primary School Outside School Hours Care Program aims to provide high quality childcare programs. Our program is designed to address the social, physical, emotional, intellectual and recreational needs of the children in our care.

We take a genuine interest in the welfare and concerns of the children and parents who are involved with our centre. Our program and staff aim to accommodate the many differences in attitudes and opinions that are brought to the service by children and their families.

We provide a warm, safe and caring environment, where the individual and group needs of the children are being met.

We aim to involve the children in decision making about their centre, and encourage their participation in planning the program and establishing acceptable behaviour models.

We encourage children to treat themselves and other children and staff with respect, and to take responsibility for their own actions. This is done through encouraging independence, self-control, active listening, clear verbal communication and discouraging any forms of inappropriate behaviour.

## Vision, Principles, Values

At Brighton Primary School Outside School Hours Care Program we will:

- ❖ Foster the children's autonomy and development by providing a program that is reflective of the curriculum framework 'My Time Our Place'.
- ❖ Aim for children to meet all developmental learning outcomes of the framework:
  1. Children have a strong sense of identity
  2. Children are connected with and contribute to their world
  3. Children have a strong sense of wellbeing
  4. Children are involved learners
  5. Children are effective communicators

At Brighton Primary OSHC, we aim to:

- Deliver a program that is non-discriminatory in nature and is sensitive to the different cultural backgrounds of children in our care.
- Ensure that no child is disadvantaged on the basis of gender, and that all children have equal opportunity to access the program's resources.
- Offer care on a non-discriminatory basis to children with a disability/special need.
- Offer care to children irrespective of background.

Our Duty of Care is a major priority and as such all students are supervised at all times.

## **KEY INFORMATION**

BRIGHTON PRIMARY OSHC 1 Highet Ave, Brighton SA 5048

Phone: 8377 2655

Mobile: 0488 238 223

Email: [brightonps.oshc@live.com.au](mailto:brightonps.oshc@live.com.au)

Website: [www.brightonps.sa.edu.au](http://www.brightonps.sa.edu.au)

## **CHILDCARE BENEFIT PROVIDER NUMBERS**

Before School Care/ After School Care: 555 009 531S

Vacation Care: 555 009 531K

Families are required to contact the Family Assistance Office (FAO) (13 61 50 or located within Centrelink Offices) to receive Childcare Benefit/Childcare Rebate to reduce fees. Benefits will be deducted from your weekly fees and show on your invoice. Families will then pay the gap amount. Alternatively you may choose to receive CCB/CCR at the end of the financial year but you must still contact FAO. (page 4 has more information)

Permanent and casual bookings for each Before School Care (BSC) and After School Care (ASC) must be made by filling out a booking form (preferred), text message (preferred), filling out the communication book located at the OSHC sign in desk or in person. Vacation care and student free day bookings must be completed with a booking sheet for that particular day or holiday period (see vacation care section).

Information regarding the service is delivered to families via the parent sign in/out desk, through OSHC accounts and OSHC newsletters via the school newsletter fortnightly. Service information can be translated into other languages if required.

## **AGE GROUPS**

Brighton OSHC accepts primary school age children from Reception to year 7.

4 – 5 year olds can begin vacation care immediately prior to the commencement of their first school term, if places exist.

## **HOURS OF OPERATION**

Before School Care: 7.00am – 8.45am

After School Care: 3.10pm – 6.30pm

Vacation Care and Pupil Free Days 7.00am – 6.00pm

## **LATE COLLECTION**

Parents who are unable to collect their child at the collection time must advise the service of their lateness and expected time of arrival. Alternatively they could arrange for another responsible adult to collect the child and advise the service (unless it is an authorised person for collection as stated on the enrolment form).

If the service has not been contacted and the child has not been collected 5 minutes after closing time, the service will attempt to telephone the parent or other contacts listed on the enrolment form to arrange for the child's immediate collection (see fees policy).

If no one can be contacted or the child has not been collected within half an hour of closing time, Crisis Care may be contacted and asked to take responsibility for the child.

Brighton OSHC reserves the right to charge families who are late to collect their child/ren a late fee of \$1 per minute for every minute of care past 6.30pm during the school term and past 6.00pm during vacation care/ student free days.

## **FEES**

Before School Care: \$12

After School Care: \$20

Vacation Care: \$55

\*These fees are subject to change.

\*\*The above fees are the maximum fees you can be charged per session. Most families, however, will be eligible for a fee reduction simply by applying for Child Care Benefit

## **PAYMENT OF FEES**

*Fees are strictly payable by the due date given on the account (accounts are issued weekly).*

Your account will be emailed to you weekly. It is your responsibility to check your emails and account regularly. If email is not an option, please notify the director and other arrangements will gladly be made.

Payment of accounts can be made on the Schools website [www.brightonps.sa.edu.au](http://www.brightonps.sa.edu.au) through "Bizgate", on the School App "QKR" and search for 'Brighton Primary School' or alternatively via cash or cheque to the centre. Please make all cheques payable to 'Brighton Primary School Council Inc.'. It would be appreciated if correct money could be given for cash payments as we often have difficulty in providing change.

Failure to settle accounts promptly will result in a “Late Payment Fee” (\$10.00 for each reminder notice) being added to your account and possible withdrawal of care. Accounts that remain outstanding for a long period of time will be referred to debt collectors and will also incur additional fees.

### **CHILD CARE BENEFIT**

Child Care Benefit is a payment made by the Commonwealth Government to approved childcare services or registered informal carers so that they can reduce the fees paid by eligible families for quality childcare.

To be eligible for Child Care Benefit families must:

1. Meet residency requirements
2. Comply with immunisation requirements, and
3. Have at least one dependent child who will attend or is attending a Commonwealth approved childcare service.

The rate of Child Care Benefit is based on the family’s income. If you wish to apply for Child Care Benefit you must do so through the Family Assistance Office (Ph: 13 61 50) who will evaluate your eligibility and send the information to DEEWR for your child Care benefit percentage/rebate to be processed through the CCMS system.

Remember to apply as soon as you decide to use childcare to ensure that you receive Child Care Benefit from the date of commencement of care.

It is also important to remember that the remaining fees for which you are responsible for **must be paid by the due date, otherwise late fees will occur.**

If the answer to any of the below questions is **‘yes’**, you will need to inform the director of this service as this will affect the amount of child care benefit you will receive.

1. Do you have a child attending this service who has already attended another approved childcare service in the current financial year?
2. Do you have a child attending this service who is also attending another approved child care service?
3. Does your child have a sibling listed on the assessment notice who is attending another approved long day care, family day care, or specialised outside school hours care service?

## **IMMUNIZATION**

Please be aware: To be eligible for Child Care Benefit, children under the age of 7 who were born on or after 1<sup>st</sup> January 1996, must have received up-to-date vaccinations for a child of that age or an exemption.

The Family Assistance Office will check that all children under 7, for whom Childcare Assistance is being paid, have met immunisation requirements. If you have any queries or concerns regarding this matter, please contact the FAO (Ph: 13 61 50).

## **BOOKINGS**

Bookings for Before School, After School and Vacation Care will only be confirmed once completed and signed enrolment and medical forms have been received.

There is a limit to the number of children we can cater for, so it is essential that you book early to be ensured a place on your preferred days.

Children are not permitted to attend unless parents/guardians have booked prior to the session.

All sessions booked are reserved for your child and consequently will be charged for irrespective of whether your child has attended, so please remember this when you make your bookings. There is no charge for public holidays. Cancellations can be made up to 9am on the day of ASC bookings, by 6pm the night before BSC bookings and by a nominated date for vacation care bookings without incurring a fee.

### Please Note:

We will not accept children unless enrolment and medical forms have been completed prior to them attending.

A separate set of booking forms for Vacation Care is available prior to each school holidays - please see staff if you require Vacation Care.

## **ABSENCE FROM THE PROGRAM**

To ensure the safety of your child and to assist in the smooth running of the program, it is extremely important that you notify the service in the event of their absence. If notice is not received, we will attempt to contact you to ensure that your child has been collected from school. An answering machine is in operation when staff are not present so you may leave a message at any time of the day or night. Alternatively send a text message to our OSHC mobile (0488 238 223) our preferred contact method.

## **VACATION CARE**

Parents wishing to enrol their children in Vacation Care should obtain a copy of the relevant program and complete a booking sheet. We are licensed to offer 80 places each day so

prompt booking is essential to avoid disappointment. Staffing and programming is planned according to booked numbers.

Vacation Care enrolment forms will be available 3 – 4 weeks prior to the end of each term. The program will not be made available to the wider community until it has been advertised at Brighton for a week, so that families from Brighton Primary School will have first preference. It is the responsibility of the parent to make the effort to book early and to have a good idea about when they will need care for their children.

*Please be aware of the following VAC care conditions:*

- If your child/ren has been placed on the waiting list then you are to assume that you have not got a place for that day. If a place becomes available, a staff member will contact you to notify. Please do not continue to call to check availability.
- OSHC management reserves the right to request your outstanding fees to be \$0 before your booking can be confirmed.
- OSHC management reserves the right to request payment prior to the Vacation Care commencement date where a history of poor payment exists.
- No bookings will be taken over the phone and no booking can be confirmed until the paperwork has been sighted and you have your booking sheet with the days of attendance recorded and signed.
- Children MUST be provided with healthy and substantial food each day. They will need brain food (a piece of fruit or vegetables), recess, lunch and a water bottle.
- Packed food should be manageable for children without any extra help from staff, including refrigeration, cooking or reheating in a microwave.

All children and staff will attend excursions. No staff will remain at the Centre during the scheduled excursion times found on the program/booking forms. Children must be at the Centre by 8.30am on excursion days. Departure times will not be delayed due to latecomers.

For Occupational Health, Safety and Welfare reasons and in accordance with Brighton Primary School's policies, children attending Vacation Care must wear closed in shoes (no slip-ons, thongs etc,) as these are inappropriate for the activities we offer. Shoes must be worn at all times. They must have a hat every day and be dressed appropriately for the weather conditions.

#### **BREAKFAST AND AFTERNOON TEA**

*Breakfast* - is available during Before School Care and Vacation Care from 7am – 8am. This usually consists of a choice of cereals/oats, toast/muffins/crumpets, yoghurt and fresh fruits. Whilst we offer milk in the morning following the healthy eating guidelines we prefer to offer water as the first drink preference.

*Afternoon Tea* - is available during After School Care and Vacation Care. This usually consists of fresh fruit and vegetables, dried fruit, cheese, dips, crackers, sandwiches and a variety of other “finger-foods”. Cooking activities are also part of the program at least weekly and this food is then provided as a late snack or for afternoon tea the next day.

Drinking water is available (Puratap). Children are encouraged to bring a water bottle.

If your child has any special dietary requirements, please include them on their medical forms so that we can cater for them appropriately. We attempt to provide a varied menu that is healthy, nutritious, and of course popular with the children’s taste buds!

### **SIGNING IN**

Children **must** be brought into the O.S.H.C. centre by a parent/guardian/authorised person, “signed in” and the time recorded on the attendance sheet. This is vital to ensure your child’s safe arrival at the program. You are also required to follow this procedure as an accountability requirement especially if you are receiving Child Care Benefit.

### **SIGNING OUT**

Parents/guardians/authorised persons **must** record your child’s departure from the program by “signing out” and recording the time of departure on the attendance sheet. You are also required to follow this procedure as an accountability requirement, especially if you are receiving Child Care Benefit.

It is very important that you notify us if someone else is to collect your child - apart from those people listed on the “Persons Authorised to Collect Children” section of your enrolment form. We are not able to release children into the care of any unauthorised person, so to avoid any embarrassment and delays, remember to let us know.

You will find the sign in/out sheets and other notices located to the left of our entrance doors, right in front of the kitchen.

### **PERMISSION FOR CHILDREN TO TRAVEL ALONE**

You may give permission for your child(ren) to travel unaccompanied to and from our service, however you must sign the section of the enrolment form that relates to this. We are not responsible for children authorised to travel alone before they arrive and after they leave our service. Parents/Guardians are urged to give careful consideration to the age, maturity, and safety of the child(ren) prior to giving such authorisation.

### **ILLNESS**

You will be contacted if your child becomes ill while in the care of our service, and you are required to collect your child if requested to do so. This is due to the fact that unfortunately we do not have the facilities or extra staff required to care for sick children. We are also obliged to comply with DECD guidelines concerning infectious diseases and exclusion practices. An Emergency Contact person will be rung if we are unable to contact parents.

## **MEDICATION**

All parents enrolling their children with our service **must** complete and sign our medical information section located on our enrolment forms. Please read the additional information attached to these forms.

If your child requires any prescribed medication, our staff may administer it under the following conditions:

- Written permission and instructions, including clear dosage and times, must be given by parents/guardians on the correct forms;
- The medication must be in the original container in which it was dispensed bearing the child's name, date, description of medication and dosage.

## **OUR POLICIES**

### *Cultural Relevance & Gender Equity*

We aim to deliver a program that is non-discriminatory in nature and is sensitive to the different cultural backgrounds of children in our care. We encourage children to explore different cultures through our program activities (e.g. celebrating cultural festivals, experimenting with food from different countries, inviting people from culturally diverse backgrounds to share their ideas and experiences).

We aim to ensure that no child is disadvantaged on the basis of gender, and that all children have equal opportunity to access the program's resources.

### *Children with a Disability*

Our program will offer care on a non-discriminatory basis to children with a disability/special need. We shall, however, take into account the nature of the facilities, staffing ratios and other legal obligations when caring for children, so as not to compromise the level of care received by any child using the service.

### *Children from disadvantaged backgrounds*

We aim to offer care to children irrespective of background. Care shall not be refused on the basis of financial hardship, unrest within the family or any other indicator that would lead the family into disadvantaged circumstances.

### *Confidentiality*

The Brighton Outside School Hours Service protects the privacy and confidentiality of individuals by ensuring 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.

### Access

The program is available for school age children during Before School Care, After School Care, Pupil Free Days and Vacation Care

Care is available for children of primary school age, i.e. from 5 –13 years.

### Priority of access

- Children at risk
- Working parents or students
- Children with disabilities or parents with disabilities
- Families with a non-English speaking background
- Aboriginal or Torres Strait Island families
- Special needs families including families on low incomes, single parents and socially isolated families.

### **NATIONAL QUALITY FRAMEWORK**

The National Quality Framework is made up of:

- The *Education and Care Services National Law* and *Education and Care Services National Regulations*
- The National Quality Standard which includes 7 Quality Areas
- A national quality assessment and rating process
- The national body, the Australian Children’s Education and Care Quality Authority (ACECQA), which has oversight of the system

### National Quality Standard

The Standard sets a national benchmark for the quality of education and care services.

The National Quality Standard has seven ‘quality areas’:

1. Educational Program and Practice
2. Children’s Health and Safety
3. Physical Environment
4. Staffing Arrangements
5. Relationships with Children
6. Collaborative Partnerships with Families and Communities
7. Leadership and Service Management

The service is going through the process of self-assessment and continuing improvement. Families may assist by completing surveys or feedback forms, reading and reviewing policies or attending OSHC Advisory Committee meetings.

The OSHC staff meet regularly to review current practices and procedures and develop plans for improvements to ensure we are continuing to provide a high quality service.

## **STAFF**

Staff employed at the service are appropriately trained and experienced in the provision of care for children aged 5 - 13 years and shall ensure that staff are given the opportunity to keep abreast of current issues in the child care field to enable them to provide the highest standard of care.

The OSHC program is overseen by the OSHC sub-committee and the Governing Council. A Director, Assistant Director, supervisors and educators make up the excellent team of the Brighton OSHC staff.

## **THE CHILDREN'S PROGRAM**

A variety of activities are planned as well as spontaneous and child-initiated activities. The service offers recreational /play based choice for varying age levels.

A program is provided where children are encouraged to develop resourcefulness, responsibility, and reliability in a variety of open- ended experiences that allow children to develop personal talents and interests and use free time creatively.

We believe that school age children in care need opportunities for physical activities, self-expression and socialisation with peers.

The program will include choices in activities including but not limited to:

Arts and crafts	Cooking	Construction
Reading	Music	Relaxation
Outdoor play	Hobbies	Hall games
Table top games	Quiet areas	Incursions / Excursions
Gardening	Homework	and much more.

## **GRIEVANCE PROCEDURE**

Any issues or concerns that you as a parent may have regarding your child's care should be;

- Raised with the OSHC director as soon as possible
- If the issue remains unresolved, please make an appointment with the Brighton Primary School Deputy Principal
- You may also choose to write a letter to the OSHC Advisory Committee or attend a meeting.

If you have any other questions or concerns, please do not hesitate to contact the OSHC Director or Assistant Director who will be happy to assist you with any queries.

Thank you

Brighton Primary School OSHC Team