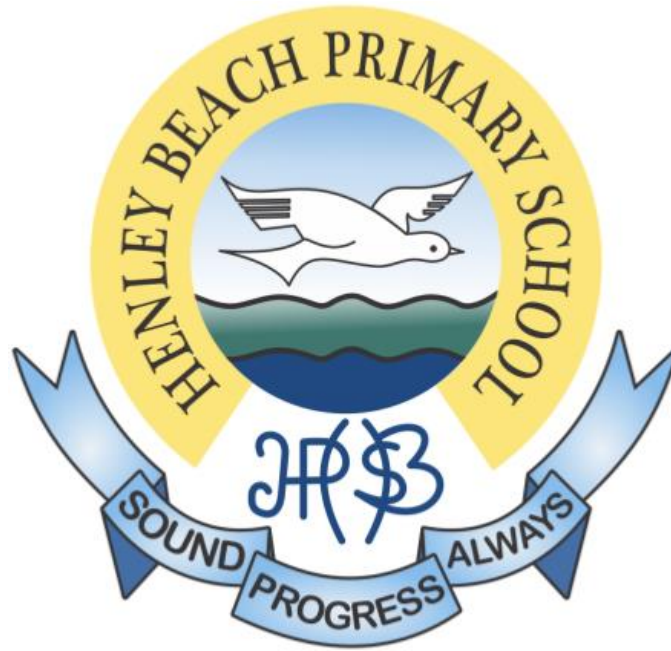


HENLEY BEACH PRIMARY SCHOOL OSHC

PARENT HANDBOOK



Operating Hours

Before School Care: 7:00am – 8:30am

After School Care: 3:00pm – 6:00pm

Pupil Free Day: 7:00am – 6:00pm

Vacation Care: 7:00am – 6:00pm

38 Hazel Terrace, Henley Beach South SA 5022

Phone: 0401 121 087

Email: henleybeachps.oshc917@schools.sa.edu.au

Service Philosophy

Henley Beach Primary School OSHC aims to provide high quality care for school aged children, in a safe and supportive environment. To meet school and community needs, this service provides Before School Care, After School Care, Pupil Free Day Care and Vacation Care.

Henley Beach Primary School OSHC is dedicated to consistently delivering a quality educational program for the community, that meets and exceeds all standards of the National Quality Framework.

We value the opinions and feedback of all our families, and use this as a platform to enhance the service. Henley Beach Primary School OSHC will also engage in ongoing reflective practice through a process of planning, observation and evaluation to ensure that best practices are delivered to cater for the needs, interests and diversity of our children.

Enrolment

Enrolment forms must be completed prior to the first session of care. Enrolment forms can be accessed online via the school's website. Vacancies will be prioritised according to the *Australian Government Priority Access Guidelines*.

If children have any additional needs including medical, health, learning difficulties, and/or disability, additional documentation in the form of a Risk Minimisation Plan must be completed as an attachment to the enrolment form.

To receive the Child Care Subsidy, parents/carers must register with the Centrelink via MyGov and conduct an activity test. Centrelink Reference Numbers (CRN) will be allocated for each adult and child and must be forwarded to OSHC to finalise the claim.

It is the responsibility of families to notify the Director of any changes to personal details and emergency contacts. All information will be kept confidential.

Session Times & Fees

SESSION TYPE	TIMES	FEE
BEFORE SCHOOL CARE (FULL)	7:30am – 8:30am (7:00am – 8:30am)	\$10 (\$15)
AFTER SCHOOL CARE	3:00pm – 6:00pm	\$27
PUPIL FREE DAY	7:00am – 6:00pm	\$60
VACATION CARE	7:00am – 6:00pm	\$60
VACATION CARE (EXCURSION)	7:00am – 6:00pm	\$65

Late Collection Fee

\$1.00 per minute, per child, will be charged to your account for children collected after 6.00pm. Care may be suspended at the discretion of the Director from regular late collection.

Payment

OSHC accounts are issued Tuesday of each week via e-mail. It is the responsibility of families to keep copies of their invoices and make payments promptly. Payments are required within 7 days from the invoice period date (top left corner on invoices).

Payment can be made via the QKR! App

1. Search Qkr by MasterCard in the App Store / Google Play
2. Link to Henley Beach Primary School
3. Enter child and credit card details

Payments can also be made via EFTPOS in the OSHC room.

Late Payment

Parents with overdue fees will be encouraged by the Director to discuss any difficulties they may have in meeting payments and to make suitable arrangements to pay. If this is not done, or the agreed arrangements are not kept, the following procedure will apply:

- After 1 week overdue – a reminder will be communicated (verbal or written).
- After 2 weeks overdue – a written reminder will be forwarded to the parent/carer.
- After 3 weeks overdue – a letter will be forwarded to the parent/carer, advising that their child/ren's place may be cancelled if the account is not paid. The letter will

include a reminder that parent/carers are encouraged to discuss payment difficulties and make suitable arrangements with the Director.

- After 4 weeks of non-payment and if no arrangements to pay have been made, or not kept, the place with the service will be cancelled. The parent/carer's information will be forwarded onto a debt collection agency and debt collection fees will be added to their account.

Bookings & Cancellations

Bookings and cancellations can be made in person, by text 0401 121 087 or e-mail: henleybeachps.oshc917@schools.sa.edu.au

The service also uses a booking/cancellation app. The link for this is provided at the bottom of your invoice.

Please note that the school office is not responsible for taking bookings or cancellations.

Cancellations must be made by 6pm the day before, otherwise the account will be charged in full.

Before and After School Care

Bookings should be made at least 24 hours prior to session of care requested, as the service must ensure that child/staff ratio is adhered to, according to the national regulation. The service understands that occasionally late bookings are needed by families. The service asks that families communicate with the Director as soon as possible to book their child/ren in, and understand that service can reject the booking if staff:student ratios are not met.

Permanent Bookings: Children attending on a regular basis should be booked into care as permanent bookings. OSHC fees are charged in full in the event of absences and late cancellations.

Casual Bookings: Children attending on an irregular basis should be booked into care as casual bookings. OSHC fees are charged in full in the event of absences and late cancellations.

Vacation Care

The vacation care program is available and distributed in middle of each term, prior to the commencement of Vacation Care. Bookings are secured **once accounts are paid up to date**.

24 hours' notice must be given for the request of cancelling any vacation care days. A full fee absence charge will be applied to any requests with insufficient notice.

***Excursion days will only be cancelled without charge if the child's place is covered by the waiting list.**

Drop Off & Collection

All children must be signed in and out of the service daily by parent/guardian and ensure that all their belongings and artwork are collected.

Authorisation for Collection

Children can only be signed out and collected from OSHC by a custodial parent or nominated person. Written permission is required if your child will be collected by someone other than the person/s nominated on your enrolment form. Staff may ask for proof of identification (i.e. drivers licence).

Late Collection

Parents who are unable to collect their child at the collection time must contact the service to notify of their lateness and advise of their expected time of arrival.

If you or the nominated person are unable to collect your child before closing time, please arrange for another responsible adult to collect the child and advise the service of this arrangement. This advice should be in writing.

If the parent has not contacted the service and the child has not been collected after the closing time, the service will be in contact with all listed emergency contacts on the child's enrolment form to arrange for immediate collection.

If the service is unsuccessful in contacting all listed emergency contacts, Crisis Care and/or Police will be contacted and fulfil the duty of care and responsibility for the child. A notice about this will be posted on the service's entrance with the relevant telephone contact numbers.

A late collection fee at the rate of \$1.00 per minute will be charged to your account for children collected after 6:00pm.

Programming & Activities

The Henley Beach Primary School OSHC program operates under the authorised learning framework 'My Time, Our Place'. Our group of educators plan collaboratively to develop an education program that is engaging to all students that attend the service. The program is designed to engage children in play-based learning opportunities. Our educators seek the feedback of our children and families for the development of our programs.

Some of our activities and resources include:

Sports equipment	Board games	Beading activities
Construction resources	Cooking activities	Craft
Indoor gymnasium	Movies	Nature play
Painting	Playground	Puzzles
Outdoor play	Ball games	Indoor games
Bingo	Quizzes	Homework time

Meals & Snacks

Meals provided at Henley Beach Primary School OSHC Service are nutritious and meet the Australian Dietary Guidelines. Any children's allergies and food intolerances must be recorded on the enrolment form.

Breakfast

Breakfast is provided during Before School Care, between 7:00am and 8:15am.

Afternoon Snack

Snack is provided during After School Care, consisting of a fruit platter and a small snack.

Vacation Care/Pupil Free Day

Breakfast and Afternoon snack will be provided every day. Parents are advised to pack recess and lunch, as they would on a school day.

First Aid, Medication & Illness

Educators with First Aid qualifications will provide First Aid treatment to children's injuries and adhere to safe hygiene protocols. Injury / incident reports will be completed and provide families information regarding the details of injury and first aid received.

In the event of a major injury or accident, and immediate medical treatment is required, an ambulance will be requested by the service to take the injured child to hospital. Parents / guardians listed on the enrolment form will be contacted in the order of priority requested. Educators with First Aid qualifications will provide First Aid treatment and accompany the injured child to the hospital.

Medication must be provided to the service and be accompanied by a Medical Action Plan prescribed from a professional health practitioner. Educators will follow the prescribed medical plan when medication is required to be administered. Injury / incident reports will be completed and provide families information regarding the details of medication received.

For the safety and wellbeing of staff, children and the school community, children diagnosed with a contagious illness as specified in 'Staying Healthy: Preventing infectious disease in early childhood education and care services' will be advised to be excluded from care. Parents / guardians will be contacted as soon as possible when children become ill during the day for immediate collection.

Equipment

- Cards/toys cannot be swapped or traded at OSHC.
- The service takes no responsibility for personal items lost, damaged or stolen.
- Mobile phones should be handed to an educator, at the beginning of a session, to be locked away.

Behaviour

Educators and children collaboratively devised a system to foster positive behaviour for learning. Children's behaviour is categorised into 3 areas. Green, Yellow and Red. The yellow and red behaviours have process for staff to follow if those behaviours occur.

<div style="text-align: center;">OSHC EXPECTATIONS</div> <div style="background-color: #e0f2f1; padding: 5px; margin-bottom: 10px;">POSITIVE BEHAVIOUR (GREEN): Behaviours we celebrate:</div> <ul style="list-style-type: none"> • Listening to others and following instructions • Being kind and including others • Using friendly language and manners • Staying safe and respecting space • Looking after our OSHC environment and materials • Trying your best and having a go • Helping others and using teamwork 	<div style="text-align: center;">OSHC EXPECTATIONS</div> <div style="background-color: #e0f2f1; padding: 5px; margin-bottom: 10px;">REMINDER BEHAVIOURS(YELLOW): These behaviours will get reminders first:</div> <div style="background-color: #ffe0b2; padding: 10px; margin-bottom: 10px;"> <ul style="list-style-type: none"> • Not listening to instructions • Calling out/ interrupting • Silly or disruptive behaviour • Making unnecessary noises • Not following instructions </div> <div style="background-color: #ffe0b2; padding: 5px;">THE PROCESS:</div> <ul style="list-style-type: none"> 👉 1ST REMINDER 👉 2ND REMINDER 👉 5 MINUTE REFLECTION 	<div style="text-align: center;">OSHC EXPECTATIONS</div> <div style="background-color: #ffe0b2; padding: 5px; margin-bottom: 10px;">IMMEDIATE REFLECTION BEHAVIOURS (RED): These behaviours skip warnings:</div> <div style="background-color: #ffe0b2; padding: 10px; margin-bottom: 10px;"> <ul style="list-style-type: none"> • Hurting others • Unsafe behaviour (e.g., throwing objects, running indoors) • Swearing or using aggressive language • Ignoring staff instructions completely • Disrespect towards staff (e.g., arguing, rude gestures) • Deliberate property damage • Bullying or targeted exclusion </div> <div style="background-color: #ffe0b2; padding: 5px;">THE PROCESS:</div> <ul style="list-style-type: none"> 👉 IMMEDIATE 5 MINUTE REFLECTION
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External suspension from the service will occur when all other avenues of communication and support have been made over a period of time, and/or a result of the following:

- Professional advice has confirmed that the child is in high psychological risk as a result of an unusually prolonged inability to settle into care.
- A child puts one or more children at risk through inappropriate/dangerous harmful behaviour.

- If a child continues to show inappropriate/dangerous behaviour towards themselves, other children or educators, and all other support avenues have been exhausted, the service may terminate the enrolment.

Supervision Ratio

All OSHC services must adhere to a minimum staff:child ratio of 1:15. A Qualified Staff member with a Diploma of Children Services or equivalent is required for every 30 children attending care.

Management

The OSHC service is operated by the Henley Beach Primary School Governing Council. The Governing Council is split into sub-committees, one of which is the OSHC Advisory Committee.

The OSHC Advisory Committee is responsible for the effective operation of the OSHC service, including updating policies, accreditation implementation, and programming. Parents are encouraged to participate on the OSHC Advisory Committee to express their ideas and concerns. Please contact the OSHC Director if you wish to participate on this committee.

Grievance Procedure

If a parent has a concern about the service provided, it is recommended that they proceed as follows:

- Speak to the Director about the problem in person, in writing or e-mail.
- If you are not satisfied with the outcome, you may contact the school's Principal.
- The parent may also be invited to attend or write a letter to the OSHC Advisory Committee to discuss a solution.

OSHC Policies

Our OSHC service is operated and guided by a series of policies incorporating the school's policies and our OSHC service's policies. Our policies folder can be viewed via the school website and in the OSHC room.