

**WEST LAKES SHORE SCHOOL OUT OF SCHOOL HOURS
CARE PROGRAM**

**THE OLD BUILDING
WEST LAKES SHORE SCHOOL
EDWIN ST
WEST LAKES SHORE 5020
Telephone/Fax 82423141 Mobile 0413 311 486
Email wlsoshc@adam.com.au**

**To receive Childcare Benefits, please inform the Family Assistance Office
you are using child care on 136150 between the hours of 6am and 8pm**

**PROVIDING CARE FOR SCHOOL AGE CHILDREN
RECEPTION TO YEAR 7
BEFORE SCHOOL, AFTER SCHOOL, PUPIL FREE / SCHOOL
CLOSURES AND VACATION CARE**

SERVICE INFORMATION

**NEED HELP?
PLEASE TALK TO AN EDUCATOR**

WELCOME TO OUT OF SCHOOL HOURS CARE

OSHC Provides care for junior primary and primary school aged children from reception to year seven weekdays as well as kindergarten children that have turned 5.

STARTING CARE

We accept children into our care once the program enrolment form and payment agreement has been completed, returned to us and a place is available (please ensure the enrolling parent is the person that will be claiming child care benefits). We also require you to sign that you have read our information package and you have spoken to a member of staff to confirm your booking. All information collected by us is kept confidential.

After School Care

Reception to year 2 children will be collected by Educators from the sea dragon building courtyard area at 3.15pm. Please ask your child's classroom teacher to direct him or her there.

To help with your child's transition we welcome you and your child to visit the program prior to starting care between the hours of 4.30pm to 6pm weekdays during the school term (it is very busy between 3.15pm and 4pm, our priority is ensuring all children booked in arrive safely). On their first day an Educator will introduce your child to other members of staff, take them for a tour of the facilities, explain boundaries and rules and ensure they feel welcomed. It is a legal requirement upon collection you sign your child out.

Before School Care

At 8.30am (upon request & consent form signed) children are released to walk across the oval where school staff is on duty to supervise until school commences. Alternatively children may remain with Educators until 8.45am. It is a legal requirement you sign your child in upon arrival.

OPERATING HOURS

*Before School Care	7 to 8.45 am	A school staff member is on yard duty from 8.30am
*After School Care	3.15 to 6pm	
*Early School Closures eg end of term	2.15 to 6pm	
*Vacation Care	7am to 6pm	
*Pupil free / School closures	7am to 6pm	

We are not open public holidays or weekends

The aim of our program is to provide children with a safe and happy environment where they can learn new skills, have fun, develop new friendships, and to accommodate the individual needs of each child i.e. cultural diversity, special /medical needs whilst fostering their self esteem and confidence.

PRIORITY OF ACCESS

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 Family Assistance Act

Priority 3 - any other child

Please see policies and procedures manual for further details.

LOCATION

To access our program you enter via a gravel track off Edwin Street by the blue sign close to Military Road. Park your car then proceed to walk over the mound, we are the building to your left. **Please Note: ONLY authorised vehicles are permitted to drive down the mound.**

BOOKINGS AND CANCELLATIONS

Before and After School Care

To ensure the child / staff ratio is not exceeded bookings are essential.

Permanent bookings: Are available once you return your booking information, there will be a daily fee charged regardless if your child/ren attends unless notification is given in writing two weeks in advance.

Casual bookings: Will only be accepted if there are places available, once you have made your booking a daily fee is charged. Please refer to the fees and charges information.

An enrolment form and payment agreement **MUST** be signed and completed prior to your child/ren's attendance. Messages may be left at the program via our answering machine, email, or the office staff at West Lakes Shore School. From time to time there may be a **waiting list for care**. Please speak to the program staff to ensure there is a place for your child/ren.

Non booking fee. To ensure the legally correct child staff ratio is met at all times we require families to pre book their child/ren's care. The fee applies for children attending the service that have not been booked prior the day of care required. The non booking fee is an additional \$15 per child per session.

When a booked child has not arrived to After School Care, custodial parent/s or guardian will be contacted ASAP to determine the child's whereabouts. Non cancellation charges apply, please see fees and charges.

Vacation Care

A booking sheet and deposit is required by the program prior to attendance. Please Note: There may be a waiting list for care (we will inform you of this as soon as possible). Your booking for Vacation Care will be locked in upon commencement of the holidays. To avoid an allowable absence charge you **MUST** notify us of cancellations by 5.00pm the last day of term prior to the holiday program. This still applies if bookings are cancelled due to illness, we are a not for profit child care centre, we are required to pay staff wages regardless of cancellations of children's bookings.

You will be charged if you cancel your child/ren during the holiday period regardless of any situation i.e. presentation of a medical certificate.

Please see fees and charges for non-booked or late cancellations. The program of activities will NOT be posted, they may be collected from the OSHC building or school office three weeks prior to commencement of the holidays or emailed if requested. Bookings will be accepted once a completed booking sheet and your deposit are received by the OSHC staff (providing a place is available). **Bookings cannot be processed until ALL outstanding accounts are paid in full.**

Please note: we are a non profit organisation and rely on your prompt payment.

SAFETY

After school children are expected to ensure that their arrival is recorded by making themselves known to the Educator in charge of the roll.

CHILDREN MUST BE collected by a custodial parent/guardian or nominated person. Custodial parent/guardians must sign children in and out daily (**this is a legal requirement**). Written permission is needed if your child/ren 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.

OSHC staff will NOT be responsible for children before and after operating times i.e. 7.00am Before School Care after 6.00pm After School Care, Vacation Care and Pupil Free days.

For sun safety it is a requirement for children to be supplied with a legionnaire or wide brim hat (baseball caps are unacceptable), please refer to the sun safe policy at the service. If a suitable hat and clothing is not supplied on excursion days during Vacation Care one of ours will be. A t-shirt with a collar and suitable length sleeves must be worn (singlet tops and shoe string straps are unacceptable). Please check the notice board for the sunscreen we are using. You must provide your own if ours is not suitable. Please provide your child with suitable shoes for walking and climbing. For child protection children are required to apply their own sunscreen.

If your child needs to leave the program to attend a sporting activity or lesson eg piano (within close proximity), their custodial parent/s or guardian must sign a consent form (available at the program) or supply a hand written note. You may request your child be escorted to and from these activities, however, this is a courtesy service and at times may not be available due to staff/child ratio requirements, for further information please see a member of staff.

Jewellery is not permitted unless specific uniform jewellery i.e. sleepers or studs for pierced ears.

LATE COLLECTION

Custodial parents or guardians who are unavoidably detained and are unable to collect their child/ren at the collection time must telephone the service of their lateness and expected time of arrival. If a custodial parent or guardian has not contacted the service and the child/ren have not been collected immediately after the closing time, we will attempt to telephone the custodial parent or guardian, if this is not possible, we will telephone the emergency contact people listed on the child/ren's enrolment form to arrange for the child/ren's immediate collection.

Should children not be collected after the services normal closing time, and if no one can be contacted, Crisis Care and/or the police will be advised, they will then take responsibility for the child/ren. A notice about this will be posted on the service entrance with the relevant contact details.

A late collection fee applies (see fees and charges).

The service has the right to refuse care to the custodial parent/s or guardian who are late collecting their child/ren on a regular basis.

BEHAVIOUR MANAGEMENT

Inappropriate language and or unacceptable behaviour will not be tolerated. We reserve the right to suspend any participant.

Contact will be made with the nominated person to collect the child immediately. Children attending our program follow the CARE for themselves, others and their environment. This means we:

Consider and respect the rights of others

Always stay within the boundaries

Remember to care for our environment

Expect everyone to follow instructions

Those children who are disruptive to others, who fail to respect property, or do not respect the feelings of others will follow these procedures:

Reminder

Reminder

Short time out

Long time out and/or parents contacted

Suspension

A severity clause applies for all steps. This means stages may be jumped at the staff's discretion and/or the school Principal.

Parents will be notified of regular inappropriate behaviour and future care may be refused.

PLEASE NOTE as OSHC is part of the West Lakes Shore School a reflection notice may be sent over to the school.

SICKNESS/ACCIDENT

Children who are sick should not be sent to the program.

Please contact us as soon as you know your child will be absent. If your child becomes ill whilst in our care you will be contacted to collect your child immediately. You will be notified to collect your child should staff become aware your child has nits and/or head lice.

Children suffering from a contagious disease **can not** be permitted to attend the program.

Medication can only be given with written instructions from the child's custodial parent or guardian, and must be provided in the container it was prescribed in, with pharmacist instructions. Medication forms are available from the program.

Special Medical Information. Custodial parent/guardian/s of children with specific life threatening needs are required to supply OSHC with a copy of their health care plan, located at your child's school.

Asthma. Custodial parent/guardian/s of children with asthma will be required to supply their child with a spacer and their reliever puffer.

In the event of a serious accident or illness an ambulance will be called, the child's custodial parent or guardian will be contacted. If your child is not covered by a private ambulance fund, you may forward your account to the Education Department (only if the accident occurs whilst in our care).

FOOD/SNACKS

Our dietary guidelines are as advised by the National Health and Medical Research Council

-Toast, muffins, crumpets, yogurt, milk, fruit juice and some cereals are provided from 7.30am to 8.15am.

-A variety of sandwiches, fruit, savoury biscuits, etc. are provided each afternoon from 3.15pm till 3.45pm.

-During the holiday children are to bring plenty of their own food, snacks and drink's, please note that on some excursions we are unable to purchase refreshments.

Please inform us on your child's enrolment form of any food allergies.

We have children attending our program with a severe allergy to peanuts. Please refrain from sending your child/ren with foods that contain peanut or traces of peanuts.

PROGRAMMING & ACTIVITIES

To program activities, consideration is taken regarding children's age, cultural background, their interest and beliefs. Family and children's input is gathered by surveys, parent and child communication book. Our service uses the emergent curriculum for programming activities, and is based on the My Time Our Place framework, it is a way of programming that is open ended, child focus, child led and reflective of their interests. Children/staff/families will choose a topic then brainstorm ideas, resources are collected then we begin. The subject ends when children and staff have run out of ideas or lost interest. Our staff value your input please place your ideas, suggestion on the large curriculum board. When children participate in cooking activities, Educators will consider the dietary requirements of those attending, however from time to time some food that is prepared may not meet all the children's requirements therefore an alternative will be offered.

We also offer an Active Sports program which is designed to engage children in structured physical activities and build pathways between local community organisations and sporting clubs. Please refer to the notice board for the activities on offer (these change each term). Families are invited to share interesting aspects of their family or working lives, please feel free to discuss with staff the contribution you can make. We are happy to remind children to do their homework however it is up to your child/ren to take responsibility to follow your request. Where able, staff are happy to assist.

To allow children to learn how to control their bodies and set limits, rough and tumble play that is non competitive, will be permitted from time to time.

We are always grateful for donations of scrap materials and boxes to keep our art/craft supply going.

Vacation Care Excursions

Some excursions require transportation by bus/train. Please check your Vacation Care program for transport details and activities on offer. A completed signed booking sheet and daily deposit is required.

EQUIPMENT

Our program is equipped with audio-visual equipment, board games, sports equipment, books, and art and craft materials. Parents of children who deliberately break equipment **will be charged the full replacement** cost on their next invoice account.

The program will take no responsibility for items lost, broken or stolen that are brought to the program by individual children. Mobile phones, MP 3 players or any other equipment that can take photos, video images or capable of downloading images are not permitted at all times and will be held, if brought to the program, in the OSHC office for collection at the end of the day.

Please Note that some DVD's at the service and movie excursions may be rated **PG**.

PAYMENT

Invoices are processed weekly and payment is required within 14 days.

Payment of Vacation Care deposits must accompany the relevant booking sheet, the remainder is required within 14 days.

To pay your fees at the program or electronically you may do so using the following system.

CASH. Place the correct amount you wish to pay in the envelope provided (at OSHC) and place in the letterbox situated by our office door. On the front of the envelope please write your child's name, the date, amount you placed in the envelope and your signature, and then enter the same details in the payment of fees book.

CREDIT CARD. Payments can be made by filling in your details on a slip provided at the program and place in an envelope, then insert the envelope into the letterbox by the office door, enter the same details in the payment of fees book. Weekly credit card deductions can be arranged by completing an authorisation form.

INTERNET. Payments can be made via BPOINT on the school website www.westlakes.sa.edu.au please have your student ED ID that is shown on the top right hand side of all invoices issued via the school (not OSHC), please click onto the OSHC click here to pay line.

ELECTRONIC TRANSFER. Payment can be made by transfer of funds direct to OSHC. Our details are Comm Bank BSB 065151 Account number 10442283, please ensure you include your child's name.

RECEIPTS for families attending West Lakes Shore Schools will be sent to your child's classroom, others will be available at the program for your collection.

Care will be refused to those families with fees outstanding. Please note: we are a non profit organisation and rely on your prompt payment.

For costs etc please refer to the fees and charges information attached. OSHC is GST free.

CHILDCARE BENEFITS

Families **must** inform the Family Assistance Office they are using childcare on 136150. **You may claim up to 50% Child Care Tax Rebate** of your out of pocket expenses, to reduce your fees this payment can be made direct to OSHC, please contact the Family Assistance Office for more information. The enrolling custodial parent / guardian who are registered with the Family Assistance Office must give us and their child/ren's customer reference numbers and dates of birth.

To ensure you receive these payments parents are reminded to sign their child/ren in and out daily as proof of attendance.

To receive Childcare benefits it is a requirement for your child to be immunised.

PARENTS/CAREGIVERS

A Parent communication book and booking forms are located for your use to inform staff of booking changes and any other information you require us to know. It is vital you inform us of any change of address and telephone numbers, forms are available from OSHC (above the invoice payment box).

For your input regarding the running of the program i.e. activities, food, grievance issues, policies and procedures, suggestion and surveys may be placed in the payment box. You are always welcome to participate, share your views, interests and skills in all aspects of our program and we appreciate any input you may give.

A policy and procedures manual is available for your perusal located by the sign in/out sheet. An index for this information is provided in the front of this folder. These are reviewed annually or revised when necessary to meet the required regulations.

We foster positive and harmonious relations between all levels. Every person has the right to be heard, solutions are sought to all disputes, issues or concerns in a fair and prompt manner. Please view the grievance procedures information attached to this booklet.

STAFF

Details of staff /child ratio

One qualified staff member per 30 children. One staff member per 15 children. One staff member per 10 children when on excursion.

Director Judy Bungey-Diploma of Community Services (Children's services) commenced in OSHC April 1988

Assistant Director and Educational Coordinator Jackie Boulger-Diploma of Community Services (Children's Services) commenced in OSHC April 1988.

Educators

Janette Lianos-Diploma of Community Services (Children's Services) commenced in OSHC July 1992, Janette left OSHC for 2 years during which she worked as a Long Day Care Director.

Michelle Ward-Certificate 3 in Children's Services, also works as a School Services Officer for the last 10 years, commenced in OSHC April 2005.

Annelise Bradley-Diploma of Community Services (Children's Services) commence in OSHC January 2012. Annelise also works as a school Christian Pastoral Support Worker.

Janine Plummer- Certificate 3 in Children's Services commenced in OSHC January 2000.

The above staff members have current Senior First Aid Certificates and all staff have attended Mandatory Reporting training for child protection. Please refer to the policies and procedures manual for more information (policy 25). We require our staff to attend regular training and development.

We employ several casual/relief staff where needed.

MANAGEMENT COMMITTEE

The OSHC program is administered by an official Management Committee a Sub Committee of School Council, which ensures the smooth operation of the Program. This Committee is made up of a School Principal, Director and or Assistant Director, School Finance Officer and parent representative.

Parents are encouraged to participate on the OSHC Management, and or to express their ideas and concerns. Please contact the Director/Assistant Director if you wish to participate on this committee. Alternatively, you may wish to speak to a member of the management committee, for contact details please see the Director/Assistant Director.

On behalf of the West Lakes Shore Schools program we would like to wish you and your family a very warm welcome.

Our aim is to give your children the best opportunity for their development, interest and skills.

If you have any questions, please do not hesitate to contact us, or feel free to speak to any member of our staff.

We hope to meet you personally as soon as possible

JUDY BUNGEY / JACKIE BOULGER

Director / Assistant Director

Revised 21/05/2015

OUT OF SCHOOL HOURS CARE FEE STRUCTURE AS FROM TERM 3 2014

Service Component	Operating hours	Fee
Before School Care permanent booking	7am - 8.45am	\$11.00
Before School Care casual booking (less than 2 week's notice of booking and accepted by 6pm the night prior to care)		\$13.00
Non Booked session is an additional charge for attendances with no prior booking (should a place be available)		\$26.50
Before School cancellations will incur a full fee charge if not cancelled two weeks in advance		
After School Care permanent booking	3.15pm - 6pm	\$17.00
After School Care Casual booking (less than 2 weeks notice of booking and accepted by 8am the day of care should a place be available)		\$19.00
Non Booked session is an additional charge for attendances with no prior booking (should a place be available)		\$32.50
After School cancellations will incur a full fee charge if not cancelled two weeks in advance		
Early School Closure permanent booking	2.15pm - 5pm	\$17.00
Early School Closure casual booking		\$19.00
Early School Closure Extended session permanent booking	2.15pm - 6pm	\$19.00
Early School Closure Extended session casual booking		\$21.00
Non Booked session is an additional charge for attendances with no prior booking (should a place be available)		\$32.50
Early School cancellations will incur a full fee charge if not cancelled two weeks in advance		
Vacation Care/Pupil Free/School Closures booked before 5pm last day of term	7am - 6pm	\$50.00
Vacation Care/Pupil Free/School Closures casual booking (after 5pm last day of term) should a place be available		\$55.00

Late collection fee After School, Vacation Care and Pupil Free/School Closures

Parents/Carers of children collected after 6pm will be charged \$3.00 per minute for 5 minutes, after which a \$40 fee will be charged. Parents/Carers are to cover the full cost of wages for two staff after 6.15pm. Crisis Care or the police may be contacted to collect your child/ren. **For those families who are regularly late collecting their child/ren care may be refused.**

Vacation Care Pupil Free and School Closures

Sorry no part or half day sessions, a deposit is required for Vacation care bookings, please refer to the booking sheet. Excursion costs are included in the fees.

Cancellations: A booking may be cancelled without incurring an allowable absence fee (equivalent to your usual daily fee plus any additional fee the service may apply for that day) by contacting the Vacation Care Service prior to the start of the holidays (i.e. by 5.00 pm the last day of term). You will be charged if you cancel your child/ren during the holiday period regardless of any situation i.e. presentation of a medical certificate.

Childcare Benefits

To receive childcare benefits the enrolling custodial parent / guardian who is registered with the Family Assistance Office must give us and their child/ren's customer reference numbers and dates of birth.

Available through Centrelink or Medicare. For more information contact the Family Assistant Office on 136150 open 6am until 8pm.

A NOTE FROM THE OUT OF SCHOOL HOURS CARE MANAGEMENT COMMITTEE

Dear Families

Invoices are sent out weekly and payment is required within two weeks after the date of the invoice. After three reminders the matter will be put in the hands of a debt collection agency, at which time children will be excluded from the OSHC program.

Families, who are experiencing financial hardship at a particular time, please contact the Director or the school Financial Officer.

Parents with children attending OSHC are required to sign that they have read and agreed to the payment policy, this is located on your child/rens enrolment form.

Due to increasing costs fees are reviewed regularly and are subject to change, parents will be notified prior to these changes taking place. **(We are GST free).**

WEST LAKES SHORE SCHOOLS OUT OF SCHOOL HOURS CARE PHILOSOPHY

Our Vision

To provide a strong, viable and high quality service that enhances children's learning through play, that complements the care provided within the family, supports the values of the school and the community.

Our Mission

Our mission is to support the well-being of children, families and communities through providing quality care within an educational framework.

We aim to deliver high quality that is demonstrated through principles and practices.

We are committed to foster community spirit and to create and promote a safe, caring and challenging environment.

Our Values

Accountability

We listen openly, respect confidentiality and work with integrity.

Customer Service

We aim to provide good customer service. We welcome and respond to feedback.

Diversity

We appreciate and respect cultural, indigenous diversity and special needs in our program.

We acknowledge the land of the Kaurua people upon which we make our space, where our children can learn, hope and dream.

Respect

We recognise the value of people's life experience, wisdom, knowledge and skills and encourage this to be shared.

We aim to provide a place where children feel a sense of belonging and a strong sense of identity.

Trust

We aim to build trust through our actions.

Working together

We value staff members, families and children by working together while recognising and respecting diversity within our community.

We encourage staff to show direction and develop their skills and knowledge.

We encourage ongoing learning and reflective practices.

We will listen to children through play and observations allowing them to create an emerging curriculum.

We aim to continue to build on relationships with other community agencies.

We encourage children to take risks within a supportive environment.

Together we encourage children to, feel connected with and contribute to their world, where children have a strong sense of wellbeing, are confident and involved learners and are effective communicators.

POLICY STATEMENT ON GRIEVANCE PROCEDURES

The West Lakes Shore Schools Out of School Hours Care Program fosters positive and harmonious relations between all levels. Every person 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.

Custodial parent/s or guardian

- * Families will be provided with information about the service's philosophy, policies and procedures.
- * All confidential discussions with adults will take place in a quiet area away from others.
- * Names remain confidential. Families will have the option of remaining anonymous in providing written information.

Custodial parent/s or guardian and staff conflict

- * The custodial parent/s or guardian should discuss the problem with the relevant staff member.
- * If, after discussion with the relevant staff member, the custodial parent/s or guardian feels action is necessary, they should take the matter up with the director or assistant director.
- * If the custodial parent/s or guardian still feels the problem is not resolved, the director or assistant director may offer to take the matter to the management committee for guidance, or the custodial parent/s or guardian may write directly to the management committee to explain the problem.
- * The management committee will advise the Director or Assistant Director of its decision and the Director or Assistant Director will convey that decision to the custodial parent/s or guardian and staff member concerned, or the management committee will write directly to the custodial parent/s or guardian concerned to advise of the decision.
- * Families should behave in a respectful, appropriate and civil manner at all times.
- * Should staff feel threatened, harassed or intimidated; they will calmly remove themselves from the situation.
- * Should the staff member feel that the intimidation, harassment is continuing the custodial parent/s or guardian will be asked to leave.
- * If the custodial parent/s or guardian refuses to leave the police will then be called.
- * All further communication will be in writing and mediated through the school.
- * The custodial parent/s or guardian may take their grievance to the Principal.

The program staffs priority is duty of care to the children. Brief discussions are encouraged regarding your child, however, should more time be required an appointment will need to be made.

Custodial parent/s or guardian and management conflict

- * The custodial parent/s or guardian should discuss the problem with the Director or Assistant Director.
- * If the custodial parent/s or guardian still feels, after discussion with the Director or Assistant Director, action is necessary, they should ask the Director or Assistant Director to raise the issue at the next management committee meeting. Alternatively the custodial parent/s or guardian may write directly to the management committee to explain the problem.
- * The management committee will advise the Director or Assistant Director of its decision and the Director or Assistant Director will convey that decision to the custodial parent/s or guardian concerned, or the management committee will write directly to the custodial parent/s or guardian concerned to advise of the decision. If the custodial parent/s or guardian still feels the problem is not resolved they can request a meeting with the Chairperson (Sue Toone) to

discuss the matter further. The Chairperson will discuss the issue further at the next committee meeting, at which time the committee's final decision will be made. The Chairperson will write directly to the parent/ caregiver to advise of the final decision and why it was made.

Revised 20/5/14