



OUR LADY OF THE VISITATION SCHOOL

PARENT INFORMATION HANDBOOK

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OUT OF SCHOOL HOURS CARE



PARENT INFORMATION HANDBOOK

OUT OF SCHOOL HOURS CARE PARENT INFORMATION

Welcome to Our Lady of the Visitation, Out of School Hours Care Service (OSHC). This Parent Information Handbook outlines our general Policies and Procedures. We welcome any questions, or feedback that you may have.

PHILOSOPHY

Our Lady of the Visitation, OSHC Service aims to provide Quality Childcare to meet the needs of children, parent/caregiver's and the Community during Out of School Hours Care. We aim to provide an environment that supports children in developing the confidence to seek new challenges and to meet children's individual needs. We believe that all children should have their physical, emotional and social needs met in a safe, caring and supportive environment. We will encourage each child's development of self-esteem, participation, positive behaviour and responsibility. We acknowledge that the children that use the Service come from diverse backgrounds and have different beliefs; physical and intellectual abilities and we reflect these in our program. We will provide children with a variety of opportunities to further enhance their development of life skills and age-appropriate experiences. We aim to provide convenient, cost-effective childcare to parent/caregivers who require support during out of school hours and school holiday periods.

LOCATION

The Out of School Hours Care Service is located in the "VISITATION CENTRE." Outside areas include the Preschool Playground, the School Playground, tennis courts and Oval areas. Pick up and drop off for children is via staff car park **(before 7.30am only)** Railway Terrace carpark from 7.30am and up until 5.00pm. **(Staff car park available after 5.00pm only)**

Contact No: - 0448863051

Service Direct Number: - 84409710

MANAGEMENT STRUCTURE

The OLV, OSHC Service is managed by the Management Committee, which comprises a Representative of the School Board, Principal, Finance officer and OSHC Director. The Management Committee meets regularly to discuss financial issues, educator issues, service goals etc. Parent contribution is encouraged, and your ideas and input are an important part of our Service. Our Service is non-profit, and we have a commitment to manage the service according to the National Quality Standards for Out of School Hours Care.

OUT OF SCHOOL HOURS CARE PARENT INFORMATION

EDUCATORS

The children are cared for by committed, enthusiastic educators, who are all experienced to cater for children's individual needs. All educators hold a current First Aid Certificate, Catholic police clearance and child protection certificates.

This Service operates with appropriate child ratios according to National Standards. Experienced and/or qualified supervisors and educators are employed to provide quality care for our children. Educators are committed to programming and implementing a variety of activities that facilitate fun, excitement and discovery within a safe and caring environment.

The Director is responsible for the overall conduct of the program and is the person with whom parents should communicate with regarding the program and matters affecting their children.

OSHC Director: Sue Paparella

OSHC Assistant Director: Jen Lawther

OSHC Supervisors: Deidre Jacobi
Isabella Perin

OSHC Qualified Educators: Julia Allerby
Vanessa Le

OSHC Educators: Hudson Walshaw
Shanti Di Fusco
Ayrle Smith
Sophie Beswick
Hudson Angove

ENROLMENT PROCEDURE

Each family must complete an Enrolment and Medical form when commencing use of the Service. (OSHC records are kept separately from School records, so it is important to advise us of any change of address or phone numbers etc.)

CUSTODY ORDERS

Family members must notify the service of any custody arrangements or court orders that impact on the collection of children and a copy of any court orders must be made available to the Service upon enrolment.

OUT OF SCHOOL HOURS CARE PARENT INFORMATION

PROGRAM

OSHC comprises Before School Care (BSC), After School Care (ASC), Pupil Free Days and Vacation Care (VAC).

Hours of operation:

Before School Care	7.00am – 8.30am 7.00am – 8.45 am (preschool children)
After School Care	3.30pm – 6.00pm
After School Care (Wed)	2.30pm – 6.00pm
Vacation Care & Pupil Free	7.00am – 6.00pm

The Service is not open for two weeks over the Christmas period – depending on which day of the week Christmas Day falls on. The Service is not open on Public Holidays, and you will be notified in advance of any other closures.

Late pick up procedure:

Children are to be collected by 6.00pm. Parents need to ring as soon as possible to notify educators if they will be late. If no contact has been made, then the following procedure will be adhered to:

- 6.00pm Parent/Caregiver contacted
- 6.15pm Emergency Contacts are contacted
- 6.30pm School Principal, Management Committee member contacted for further advice.

BOOKINGS

Casual: Bookings can be made by contacting OSHC educators during operating times or can be made via text message or phone message prior to 2.30pm. (1.30pm Wed.) You will be notified if there are no places available. A message will be sent to your child's classroom if the child is unaware they are attending. **Contact No: - 0448863051 or 84409710.** The **"SPIKE APP"** is also available for bookings and cancellations. Please contact the service for further details.

Permanent: Bookings can be made by completing the appropriate form contained in the Information Pack. If your child has a permanent booking and your child will not be attending After School Care, you must inform the Service as soon as possible. ***Notification for non-attendance at After School Care is required by 6.00pm the day before.*** A full session fee will be charged if this does not occur. Children who are absent due to sickness will be exempt. ***Before school bookings must be cancelled by 6.00pm the day before. Cancellations can also be made via the "SPIKE APP"***

Vacation Care: Bookings must be made on a Booking Slip that accompanies the Vacation Care Program prior to the commencement of each holiday period. Casual bookings for Vacation Care can be made by contacting the OSHC Service during the holiday program. ***Cancellations must be made 48 hours prior to your booking (e.g. by 9.00am 2 day prior) or it will result in a full days fee being charged. Cancellations for excursion days must be made at least 7 days prior to the day.***

OUT OF SCHOOL HOURS CARE PARENT INFORMATION

FEES

Before School Care	7.00am – 8.30am	\$14.00
	7.00am – 8.45am (preschool)	\$14.00
After School Care	3.30pm – 6.00pm	\$25.00
	2.30pm – 6.00pm (Wed)	
Vacation Care Incursion/in-house & Pupil Free Days		\$60.00
Vacation Care Excursion days		\$68.00
Vacation Care (children from other schools)		\$68.00

A late fee of \$1.00 per child per minute after 6.00pm may be added to your weekly account if you are late collecting your child. Please contact the OSHC educators if an emergency arises.

PAYMENTS

- Accounts are calculated on a weekly basis and are distributed via email.
- Payment of fees must be made on a weekly or fortnightly basis except by prior arrangement with the Director.
- All fees must be finalised by the end of the term.
- Payment of fees may be made by B-PAY, Bank Transfer, Credit card, EFTPOS, QKR App
- Full Fees will be charged until the Service receives a CCS assessment notice.

CHILD CARE SUBSIDY

Childcare Subsidy:-

Child care subsidy is a payment made to families to assist with the costs of childcare. Australian residents using childcare provided by an approved childcare service may receive Childcare Subsidy (CCS). CCS is based on an income assessment. A Ready Reckoner is available as a guideline to approximate what level of fee reduction can be made. This can be applied for through Centrelink on 13 61 50. All childcare details are confidential. It is the parent/caregivers responsibility to apply for Child Care Subsidy, and the Service will not be able to apply CCS to fees until a Child Assessment Notice is received from Centrelink. Please ensure you register the Provider Number (see below) for our service

PROVIDER NUMBERS:

Service Name	SERVICE CRN
Our Lady of the Visitation OSHC	190008561H

OUT OF SCHOOL HOURS CARE PARENT INFORMATION

DAILY ROUTINES

Before School Care

Children are signed in by parent/caregiver each morning. ***(This is a legal requirement)*** Breakfast is available for children who arrive before 8.00am and children must notify educators if they require breakfast. (Please advise staff if breakfast is required outside of this time). Morning routine can consist of children completing homework, reading, playing board games or watching appropriate TV and outdoor play. Children stay in the care of the OSHC educators until 8.30am. They are then allowed to the front or rear courtyard where there will be a school staff member on duty. New children will be taken to their classrooms until they are confident to walk with the other children. Please discuss with OSHC educators. Preschool children and Reception children remain with OSHC educators until 8.45 and they are then taken to preschool/classrooms.

After School Care

Children are signed in by a OSHC Educator immediately after school. A light, nutritious snack will be served at 3.45pm (2.45pm Wed) After snack time a variety of structured activities such as cooking, craft, sports and music are available for children to participate in. An opportunity for unstructured play is also available to all children. At around 5pm children will be served fresh fruit. At 5.15pm children are encouraged to help with pack-up of structured activities and quiet time is then encouraged eg: games, reading, drawing and technology.

If a child is booked into ASC and does not arrive, an educator will contact the Classroom Teacher, check with the front office, check with staff on duty at collection points. If the child is not located, a phone call is made to the Parent/Caregiver to enquire whether the child has been collected.

Children must be signed out before leaving the Service. Children are not permitted to leave the services boundaries until an authorised person collects them. We will need to be advised if a person other than an 'authorised person' is to collect the child.

Vacation Care & Pupil Free Days

Children are signed in by parent/caregiver each day. Breakfast is available for children who arrive before 8.30am and children must notify educators if they require breakfast. Children participate in free activities until 10.00am, and the children then have recess. Our programmed activities for the day commence at 10.15am and run until 12.15pm. Children have lunch at 12.30pm. Programmed activities re-commence at 1.30pm and a light, nutritious snack will be served at 3:00pm. At around 5pm children will be served fresh fruit. At 5.15pm children are encouraged to help with pack-up of structured activities and quiet time is then encouraged eg: games, reading, drawing & technology. These times may change depending on our excursion and incursion days. All excursion and incursion details are supplied on the Vacation care information sheet.

Children must be signed out before leaving the Service. Children are not permitted to leave the Services boundaries until an authorised person collects them. We will need to be advised if a person other than an 'authorised person' is to collect the child.

Recess and lunch is to be provided by the parent/caregiver unless specified on the program. (Please be aware that we are a "Nut Aware" school and ask that you do not provide your children with any food containing nuts)

OUT OF SCHOOL HOURS CARE PARENT INFORMATION

HOMEWORK

The Service will provide adequate time, quiet space and supervision by educators to enable children to do their homework if they wish. If your child requires assistance to participate in homework, please notify educators. Whilst we support the children in homework, we do not take responsibility for signing off on work. Please be aware that we can only encourage children to do their homework.

BREAKFAST AND AFTERNOON TEA

Nutritious and well-balanced snacks will be provided for breakfast and afternoon tea, which include a variety of fresh foods. Breakfast is available until 8.00am each day. (Please advise staff if breakfast is required outside of this time.) Through these meals and cooking sessions, we endeavour to expose the children to cuisine from a variety of cultures. Water is available to children at all times. Please remember to inform the service if your child has any food allergies or has a special diet (including religious or cultural). Our weekly menu is displayed on the notice board. Detailed information about our *Nutrition Policy* is available in our Policies and Procedures Manual. Please feel free to discuss any comments, concerns or feedback you may have regarding our *Nutrition Policy* with the Director. All food preparation on the premises is carried out according to the South Australian Government Food Safety Guidelines.

VACATION CARE

Excursions

Excursions are a valuable part of our overall program, with provision for enjoyment, stimulation, challenges, new experiences and a meeting point between the Service and the wider community. Maximum safety precautions will be maintained, and written permission will be sought from parents before a child may attend any excursion. Parent permission forms will include the following information:

- The date & proposed destination
- Times of departure and return
- Method of transport used

Please note that there will be no changes to the notified itinerary except in an emergency or due to changed weather conditions.

Clothing & Footwear

During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Children are not to wear singlets or midriff bearing tops. Clothing may get dirty during sport or craft activities so if you have a child who may possibly need more than one change of clothing throughout the day, could you please supply a spare set. Children are also required to wear appropriate footwear to Vacation Care. Children **MUST** wear a broad brimmed hat or legionnaire style hat and sunscreen (according to *Sunsmart Policy*) during outdoor activities. Please make sure all hats & clothing have **Identification Labels** on them.

OUT OF SCHOOL HOURS CARE PARENT INFORMATION

MOBILE PHONES

It is recognised that some children have mobile phones or a smart watch; however, children should not use mobile phones or smart watches whilst at OSHC.

- All mobile phones are to be handed in to the Director upon arrival at the centre for storage in a secure location and will be returned to the child when they are signed out.
- All mobile phones must be clearly labelled with the child's name to ensure the correct phone is returned when the child is signed out.
- If a child needs to use a phone/smart watch during the course of their attendance at the centre they must ask the Director for the use of the centre's landline and make the necessary call.
- If parents need to contact children during the course of the session it is imperative that they do so via the centre's land line or mobile phone.

The purpose of the above is to:

- Manage the risk of children contacting or being contacted by external, inappropriate or unauthorised persons.
- Assist with child protection risk management.
- Minimise the risk of theft of mobile phones.
- Ensure the privacy of other children and educators is not breached through the use of mobile phone internet, cameras, videos and other MMS devices.

PROGRAMMING

A variety of supervised activities will be programmed for each day of Before, After School and Vacation Care (e.g. cooking; painting; crafts; music; outdoor activities). Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities.

Our aim is to provide activities that develop each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate.

The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and cooperate in small groups. Planned activities are also designed to reflect the multicultural nature of our community.

The Director and educators will happily discuss any aspect of the program with parents/caregivers. Alternatively please feel free to email or discuss any ideas or concerns with the director. The weekly program is available for you to read.

In order to ensure that our programs are effective to deliver the values, aims and objectives of the Service, the Service regularly evaluates the structure, process and content of its programs, actively seeking feedback from parents and children.

OUT OF SCHOOL HOURS CARE PARENT INFORMATION

PRIORITY OF ACCESS

- Working parents of school aged children (Preschool children can attend OSHC/Vacation care, but limited spots are available)
- Preschool children are unable to attend excursion days.
- Children or parents with a continuing disability.
- Children at risk of serious abuse or neglect.
- Parents at home seeking respite.

CHILD PROTECTION

This service regards as of the utmost importance, its role in the protection of children in its care. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary carers. All educators have been made aware of the *Child Protection Policy* and the *Mandatory Reporting Policy* of the Service through induction and training procedures.

STUDENTS, VISITORS & VOLUNTEERS

Childcare students, visitors and volunteers may visit the service from time to time. During this time, they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies. All students, visitors and volunteers will have a Catholic Police clearance.

GRIEVANCE PROCEDURE

Close liaison between Parent/Caregiver, Children and educators is important in order for our Service to provide the best possible care for your family. Educators and Management welcome any ideas and input from children and families. If you feel concerned about any aspects of our Service, please feel free to discuss these issues with the Director, Management Committee, or School Principal. Any matter will be treated as confidential (*refer to Grievance Policy*).

The happiness and well-being of your child is our top priority and we are continually striving to improve the quality of care we provide families. We value and encourage your participation in our Service as we believe it enhances the service we provide for your children.

OUT OF SCHOOL HOURS CARE PARENT INFORMATION

CHILD CODE OF CONDUCT

As part of our commitment to quality care for the children at our centre, we have basic rules for the children to follow. These rules are developed with input from the children themselves to give them a sense of ownership over what happens within “their” space and are displayed prominently throughout the service.

- We will walk inside
- We will respect ourselves and others
- We will speak to others the way we want to be spoken to, with respect and dignity
- We will open our eyes to new things, and give them a go!
- We will stay where we can see an educator (and they can see us) **at all times**
- We have the right to feel safe
- We say **NO** to bullying

BEHAVIOUR MANAGEMENT

We believe children have the right to feel safe physically and emotionally. The OLV OSHC and VACATION CARE program follows the *Behaviour Management Policy* set out by the School. In OSHC we have *Behaviour Management Strategies* in place, which we implement when dealing with inappropriate behaviour.

We strive to:

- Reinforce positive behaviour
- Be consistent
- Have clearly established expectations
- Ensure that rules/behaviour guidelines are clearly known and understood by Children, Parents and Educators by ongoing discussion and review.

We expect Educator and Children will:

- Respect each other
- Respect other people’s property and that of OSHC and School
- Promote a friendly and positive environment

In the case of a continually disruptive child, the Director will discuss the situation with the parents/caregiver of the child. The Management Committee reserves the right to terminate the enrolment if inappropriate behaviour persists after reasonable measures have been taken to involve the child positively, or if the safety and security of the other children is threatened.

DAMAGE TO EQUIPMENT OR FACILITIES

As part of everyday experiences involving children we recognise that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent/caregiver.

SAFETY PROCEDURES

OUT OF SCHOOL HOURS CARE PARENT INFORMATION

Critical Incident procedures are situated in the OSHC Area. We ask all parents, educators and children to familiarise themselves with the procedures. Emergency Evacuation, Lock-in, Bomb Threat and Harassment drills are practiced regularly. Should you be present during a drill, please participate. Regular safety procedures give the children an opportunity to become familiar with these routines. All Service firefighting equipment is serviced every six months. (*Refer Critical Incident Policy*).

SUN PROTECTION

The OSHC Service has a Sun Smart Policy which is implemented from September 1st to 30th April. Outside of this time care should also be taken when the ultraviolet radiation level is 3 (moderate) and above. Children **MUST** wear a broad brimmed hat for all outdoor activities in line with the Sun Smart policy. Sun block is available for all children. Educators will supervise and assist with the application. Sun block should be applied before the children arrive at Vacation Care and Pupil Free Days.

HEALTH

Please refer to the policy: *Infectious Diseases Policy* and the *Medical Conditions Policy*.

OSHC – NATIONAL QUALITY FRAMEWORK

Outside School Hours Care National Quality Framework (NQF) aims to provide school age children in Outside School Hours Care throughout Australia with high quality care that promotes learning and development with particular emphasis on play, social interactions and recreation. The broad objective of OSHC NQF is to ensure that children in Outside School Hours Care have stimulating, positive experiences and interactions that foster their self-esteem and confidence. It does this by defining quality in Outside School Hours Care, by providing a way to measure the quality of care provided by the service and identifying areas for on-going quality improvement. OSHC NQF is a Commonwealth Government initiative linked to Child Care Subsidy funding approval for Outside School Hours Care Services.

In addition to this Parent Information Handbook, our Service has an extensive Policy and Procedure Manual which reflects the Philosophy and Goals of our Service. These manuals are a large document, which can be made available to you on your request to read.

The Parent Information Handbook provides a snapshot of policies, which may affect you and your family during their time with us. Policies and procedures are subject to change.

We hope your time at Our Lady of the Visitation OSHC Service is rewarding and enjoyable.