



# Auburn Out of School Hours Care

## Parent Handbook

Auburn Primary School: 10 Vincent St, Auburn

Phone: 8849 2112

During OSHC Hours: 0429 959 941

Email: [dl.0470.oshc@schools.sa.edu.au](mailto:dl.0470.oshc@schools.sa.edu.au)

# **WELCOME**

The Watervale and Auburn Out of School Hours Care (OSHC) team would like to welcome your family to our service. We aim to provide high quality care to all school-aged children at Watervale Primary School and Auburn Primary School and the preschool age children in our wider community in a safe, welcoming, happy, fun and inclusive environment.

## **ACKNOWLEDGMENT OF COUNTRY**

We acknowledge the traditional owners of country throughout Australia and particular the Ngadjuri and Kaura people and recognise their continuing connection to land, water and culture. We pay our respects to their Elders past, present and emerging.

## **CONTACT INFORMATION**

Auburn Primary School phone 8849 2112

Auburn OSHC 0429 959 941 during oshc hours

Email [dl.0470.oshc@schools.sa.edu.au](mailto:dl.0470.oshc@schools.sa.edu.au)

Director Glenys McDonnell

# OUR PHILOSOPHY

## VALUES:

FAIRNESS    RESPECT    EXCELLENCE    SAFETY    HAPPINESS

The Watervale and Auburn Out of School Hours Care Service is a child-focused service where child and families are welcomed into a safe secure environment. We support children to be involved in the decision making process about the program, planning and making decisions around the expectations of their own behaviours.

- Children, families and educators are treated as equal and valued individuals
- The value of play is paramount and children have opportunities for challenge and ongoing learning in a collaborative environment with other children and educators
- Children are given an array of opportunities to play in nature, and take part in loose parts play
- Programming is child led and includes life skill development as a core focus
- Children are encouraged to develop to their full potential within a safe, caring and supportive environment that recognises the importance of families for children
- Children's behaviour is guided through a positive approach to build their confidence, self-esteem and resilience

The service operates according to the stated philosophy. It aims to reflect the local community by encouraging participation and discussion about all issues relevant to the running of the service

## **OPENING TIMES**

Before School Care (Watervale Only) 7:15am-8:40am

Breakfast 7:15am-8:15am

After School Care 3:15pm-6:00pm

Pupil Free days 7:15am-6:00pm

Available on the School Pupil Free Days

Vacation Care (Watervale Only) 7:15am-6:00pm

## **FEES**

Before School Care: \$22

After School Care \$30

Vacation Care \$75

Pupil Free Days \$65

All meals included in the price

\*These fees are before the child care subsidy (CCS) has been applied.

## **CHILDCARE SUBSIDY (CCS) FOR REDUCED FEES**

The Australian Government provides childcare subsidy to help with the cost of childcare. To be eligible for the child care subsidy you need a Mygov account linked to Centrelink. Families are required to complete the online Childcare subsidy assessment via the Mygov website prior to starting at the service. This will determine your eligibility and level of childcare subsidy entitlement.

On enrolment you will need the CRN of the person (account holder) linked to the child, along with the child's CRN to ensure that you will receive correct subsidy. It is your responsibility to ensure that your CCS details are up to date and correct. Visit [www.education.gov.au/childcare](http://www.education.gov.au/childcare) for my information.

## **CANCELLATION POLICY**

Parents need to advise as early as possible if the learner is not attending the OSHC session.

For permanent bookings and you advise of an absent you will still be charged with the CCS deducted unless 4 weeks' notice has been given. This is known as an allowable absent. Family Assistance gives you 42 for the year once you go over this amount you will be charged full fees unless it is for certain circumstances. Public holidays are included in these absences. Casual Bookings, Children booked into Watervale or Auburn OSHC will need to have cancellations notified to the service before 11am on the day of ASC booking and 11am the day before for BSC.

Children booked into Watervale Vacation Care OSHC need to be cancelled by 6pm 5 OSHC working days before the booking. eg Monday's bookings cancellations need to be made by 6pm Monday the week before. An extra day will be needed if a public holiday falls in this period. Please speak to the Director for any enquiries.

## **OSHC CLOSING TIMES AND LATE FEES**

Our OSHC service closes at 6:00. In accordance with National Regulations and licensing we are not permitted to have children in the service after 6:00. A late fee of \$1 per minute is incurred for each child collected after 6:00pm and will be added to your account.

## **ACCOUNTS**

Accounts are emailed to parents every Tuesday with the CCS deducted from the account. If the balance is in brackets this means your account is in credit. Please check your accounts and ensure the correct CCS is being deducted from your account.

## **PAYMENT OF ACCOUNTS**

Payments of Accounts need to be paid to the indicated Account on the tax invoice no later than a fortnight after the tax invoice is sent out. Please speak to Glenys or Liz to set up a payment plan and have any other enquiries. Parents may not have access to the service if people are not making an effort to pay their accounts.

Account name: Watervale OSHC

BSB: 105030

Account Number: 043425240

## **ENROLMENT INFORMATION**

Please contact the service through the many avenues of communication. The Director will set up a time for you to come in and collect an enrolment form and have a look around the OSHC Service. Due to Covid restrictions parents are not allowed on the school sites. We can set up a phone meeting and discuss any enquiries. We ask parents to fill in an enrolment form with all the child's details prior to accessing the service.

## **SERVICE POLICIES AND PROCEDURES**

You will find a hard copy of the policies and procedures in the OSHC rooms. We expect our Educators and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations. We are constantly reviewing our policies and procedures and ask for Educators and families to participate to ensure our policies and procedures adhere to the family's needs and meet required regulations. Your involvement helps us to improve our services and may lead us to change our policies and procedures.

## **ARRIVAL AND DEPARTURE**

For safety and security reasons ALL learners must be signed in on arrival and sign out on departure via electronic sign in/out. No learners will be allowed to leave our service with a person who is not stated on their enrolment form, unless prior arrangements have been made with the Director.

## **HEALTH/MEDICATION**

Parents are to state on their enrolment forms if their learners have any medical conditions or dietary requirements. We will have plans in the OSHC Rooms regarding this information to share with Educators. We have a locked cupboard where medication is kept while the learner attends care. If we have an incursion or excursions we will take the relevant medication with us.

## **PARENT INPUT**

Parents are welcome to provide suggestions or ideas on how we can best work together in the service. If you have any concerns please see the Director. We have a grievance procedure if you would like to formally raise any concerns.

## **FOOD PROVIDED**

We aim to provide children with nutritious and varied food to encourage healthy eating habits. We are more than welcome for families to provide ideas, suggestions around snacks they share at home.

Breakfast is provided from 7:15am-8:15am

Breakfast choices are toast with a range of spreads, cereal with milk. Children are encouraged to prepare their own breakfast.

Afternoon snack from 4:00pm-4:30pm

We provide a fruit and vegetable platter served with our planned afternoon tea snack. We provide fruit all night for learners to access.

Please speak to the directors if your children has any dietary requirements

## **REGULATORY AUTHORITIES**

Our service complies with the National Quality Framework (NQF) including the National Quality Standards (NDS), the My Time, Our Place framework (or other approved framework) and the National Regulations (Education and Care Services National Regulations). Our service is regulated by the national body for early education and care – The Australian Children’s Education and Care Quality Authority. (ACECQA as well as the state licensing department in South Australia.

For contact details:

Education and Standards Board, 1800 882 413, Email [earlychildhoodservices@sa.gov.au](mailto:earlychildhoodservices@sa.gov.au).



# MY TIME, OUR PLACE FRAMEWORK

We follow the My Time, Our place Framework as per our programming Policy. The aim of this document is to extend and enrich children's learning in before and after school care. We are committed to providing an engaging and educational program, which caters for each child's individual needs, abilities and interests. Our program will continue to develop as we use the relationships children have with their families and communities, working in partnership with parents to ensure each child's knowledge, ideas, culture, abilities and interests are the foundations of our program.

Belonging

Being

Becoming

Outcome 1: Children have a strong sense of identity

Outcome 2: Children are connected and contribute to their world

Outcome 3: Children have a strong sense of wellbeing

Outcome 4: Children are confident and involved learners

Outcome 5: Children are effective communicators

In school age education and care services, the educational program supports learning through play and leisure. The educational program includes all the spontaneous and planned experiences for children at the service designed to support wellbeing and facilitate learning. It includes all interactions, experiences, routines and events.

## **BEHAVIOUR MANAGEMENT**

We aim to keep OSHC a safe and happy place for your learner. We expect learners to adhere to the behaviour rules and consequences and parents to support these rules. Learners are expected to show a sense of responsibility and respect towards other people, property and themselves. We encourage learners to take responsibilities for their actions.

## **OSHC ADVISORY COMMITTEE**

We invites all parents to join the committee and attend meetings. We need your support in order to make this service the best we can for your learners that attend.

## **GRIEVANCES AND COMPLAINTS**

Auburn OSHC Services fosters positive and harmonious relations between all families, staff and levels of management. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner. If any parents should have grievance or complaint the parent should discuss the problems with the relevant Educator, Director or Principal of the School.

## **CONFIDENTIALITY**

The Auburn OSHC services protects the privacy and confidentiality of individuals by ensuring that all records and information about children are kept in a secure place and are accessed by or disclosed only to those people who need the information to fulfill their responsibilities at the service or have a legal right to know.

## **COMMUNICATION**

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed and not the best time to discuss your learner's day. We have many types of communication we use for families, which include

- Face to face
- Phone calls
- Emails
- Seesaw

## **SUN SMART POLICY**

As per our sun smart policy when the UV radiation is above 3 we are to apply sunscreen. The Educators will check the sun smart App prior to Afternoon OSHC starting. They will record this on the sun smart sheet for learners to see. Please communicate if your learner needs a specific sun screen or we provide the sunscreen at OSHC. Learners are encouraged to apply their own sunscreen.

Learners will need to provide a wide brim hat for sun protection outside. The Learners will place their hats in pockets in the OSHC room. If your child wishes to bring one from home to leave at OSHC feel free to. Please label

Learners will wear sun protective clothing (not tank tops, singlets).  
Closed in shoes (no thongs)

## **HOMEWORK**

Children have a set time to complete homework tasks. Children are supported to complete the expected homework set by the school. Educators have conversations regarding homework with the teachers, this supports the relationships we have with the school.

## **VACATION CARE**

Once the Vacation Care program is finalised it will be presented to families. Families are encouraged to book their learnings in a week prior to the care starting. The Vacation care can get busy so please book your learner in before they miss out.

If you book your child in on a day we go on an excursion please read all the relevant information regarding the excursion departure and arrival times, destinations, mode of transport and items required on the day. Parents will need to fill out permissions forms for these days and have them returned prior to the day.

The OSHC mobile phone, daily attendance records, emergency contacts, first aid kit and any medication will be taken on all excursions.