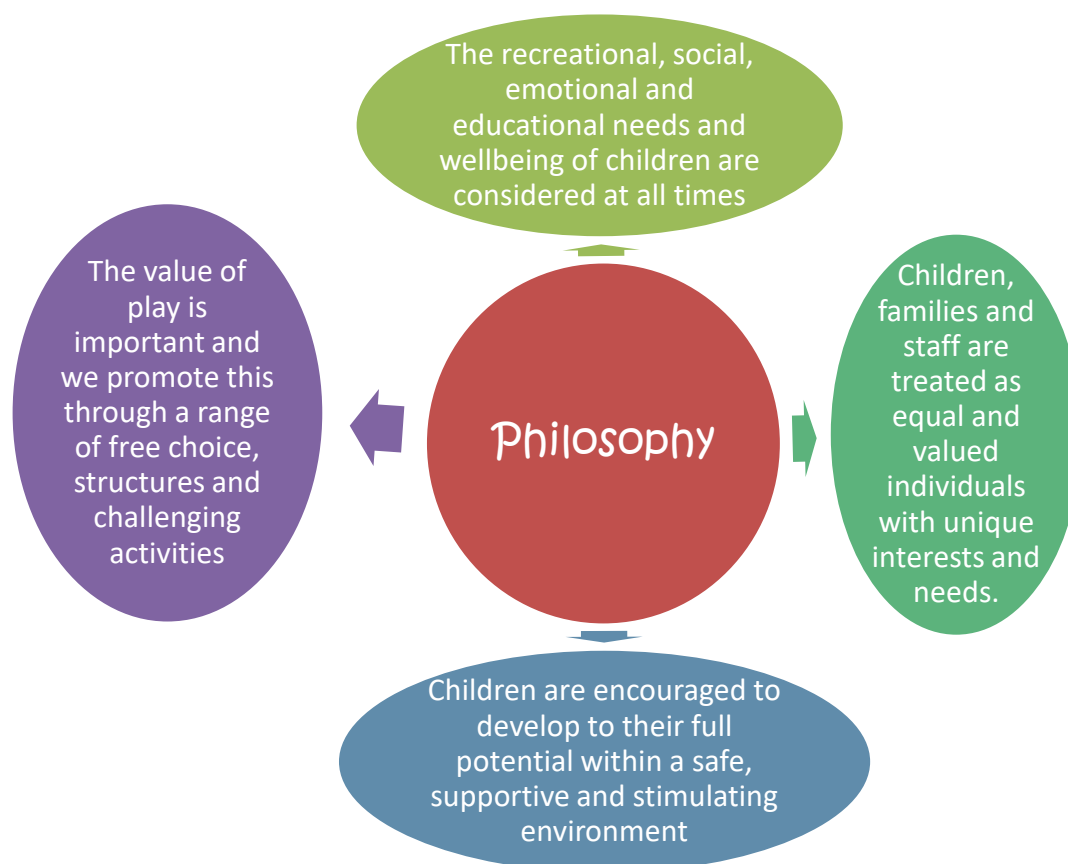


01/12/2019



FAMILY HANDBOOK
BURRA & COMMUNITIES OSHC

Philosophy



Information at a Glance

Location:	Burra Community School
Postal Address:	7 Bridge Terrace, Burra SA 5417
Email:	OSHC.burra691@schools.sa.edu.au
Phone:	0428 440 227
Bookings:	All bookings to be made through the OSHC mobile phone please.
Hours of Operation:	After School Care – 3.20 – 6.00pm After School Care Wednesday – 3.00 – 6.00pm Vacation Care – 8.00 – 6.00 pm

For building locations please refer to the site map at the back of this booklet.

Current OSHC Staff:

Maggie Rayson (Director)

Relief Staff: Laura Reid, Nicole Radford, Yasmin Millward and Madeline Gardner.

Staff have current First Aid Certificates and have completed Responding to Abuse and Neglect Training and regularly attend training to meet the needs of children in their e.g. Asthma, Anaphylaxis training, activity and programming training.

The Burra Community OSHC team members are committed, trained professionals who cater for the children's individual needs and bring to the program, enthusiasm and a wide range of unique skills and experience. All staff is required to undergo a police check in line with service policy at the time of employment. The OSHC Advisory Committee conducts meetings at least once a term to promote Quality Assurance, professional development, networking, service support and promotion. OSHC programs are staffed at a ratio of 1:15 for single staff operation.

Staff Ratios

1 to 10 = Kindy age = 1 staff = Staff member must be qualified.

1 to 15 Children = 1 staff= staff member must be qualified.

16 to 30 Children = 2 Staff = 1 qualified, 1 not qualified (Current Maximum place is 20)

Staff ratios are in accordance with the SA standards for OSHC

Off – Site excursions require a ratio of 1:8 and 1:5 for swimming activities. These ratios are to the discretion of the OSHC director to meet children's needs.

OSHC Advisory Committee

The Burra Community OSHC service is managed by a voluntary advisory committee which is a sub-committee of the School Governing Council. The OSHC advisory committee meets at least once a term prior to Governing Council meetings, and is responsible for making recommendations to Governing Council in the areas of setting fees, financial management, revising and setting policies and procedures as well as ensuring quality child care is maintained.

The Burra Community OSHC Management Committee consists of the following people.

Alicia Hoddle	Principal
Maggie Rayson	OSHC Director
Michelle Harvey	OSHC Convenor
Rebecca Clark-Dollman	Parent Representative
Megan Rayson	Finance/ Administration

Bookings

Bookings for After School Care can be made by either:

- Ringing OSHC Mobile 0428 440 227 to speak with OSHC staff member between 3-6pm weekdays. If you have left a message the OSHC staff member will return your call only if there is a problem with the booking.

Bookings for Vacation Care can be made by:

- Ringing OSHC mobile 0428 440 227 and leave a message or to speak to OSHC staff ring between 8.00am – 6.00pm weekends. It is important you speak to a staff member to check availability of session.
- Bookings are preferred to be made by 6.00pm the evening prior. In the case of excursion days bookings are encourage 48hrs prior for planning purposes e.g. Buses etc.

Children cannot make bookings for themselves. Bookings will not be accepted through Facebook. No unaccompanied child will be turned away if they cannot find their parent/guardian after school. The front office will be informed and the parent/ guardian contacted.

Cancellations

OSHC cancellations must be made by 6.00pm the evening prior to the OSHC booking. If notice is not received the booking will be charged as an Allowable Absence. Cancellations are made by ringing the OSHC mobile 0428 440 227.

Vacation Care and Excursions day cancellations must be made 2 days prior to the OSHC booking. If notice is not received, the booking will be charged as an Allowable Absence.

Cancellations are made by ringing the OSHC mobile. Please provide as much notice as possible to assist families on the waiting list.

Allowable Absent are issued when a booking is not cancelled by 6.00pm the evening (or 2 days for Vacation Care) prior to the booking. Child Care Benefit Rebate is applied to allowance absences. Each family is entitled to 30 per child per financial year.

Priority of Access Policy

Priority of Access Guidelines as per policy established by the Australian Government, Department of Education, Employment and Workplace Relations, Child Care Service Handbook 2017 – 2018.

Access must be granted to families in this order

Priority 1	Children at risk of 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

Within these main categories priority should be given to the following children

- Children in Aboriginal and Torres Strait Islander families.
- Children in families which include a disabled person
- Children in families on lower incomes
- Children in families with a non – English speaking background
- Children in socially isolated families
- Children of single parents

There are some circumstances in which a child who is already in a child care service may be required to leave the service.

Any child care service that has no vacant places and is providing care for a child who is a third priority may require that child to leave the service in order for the service to provide a place for a higher priority child.

Outside School Hours Care services must give school children priority over children who have not yet commenced school. Where an Outside School Hours Care service has no vacant places and is providing care for a child who has not yet commenced school, the service may require that child to leave the service in order for the service to provide a place for a school child.

If the demand exceeds available supply of funded places, the service will activate a waiting list to fulfil care responsibilities. The waiting list will be in relation to priority of access guidelines above. It is at the discretion of the Director and the OSHC Advisory Committee. Burra Community OSHC is advertised locally and families are encouraged to use the Burra Community OSHC service within the Burra and adjacent communities.

Fee Policy

Current Fees

After School Care: \$34 per session

Vacation Care: \$64 per Full Day Session (excluding excursion days)

\$35 per Half Day Session

\$65 for local excursion days

\$70 for excursions requiring a bus plus entry fee

(No half day sessions available on excursion Days)

PAYMENT OF FEES:

At the time of enrolment, all parents/guardians will be required to sign a fee agreement form.

Accounts are issued weekly and will be sent home via email or post. Please nominate your preference on the fee agreement.

Burra and Communities OSHC accept CASH, CHEQUES and EFT (Electronic Funds Transfer). Please make cheques payable to Burra and Communities OSHC.

EFT payments are preferable.

For EFT payments, please use the following account details.

BSB: 105 -017 Account Number: 035862340

Reference: Please use your surname and child's name.

PAYMENT TERMS ARE STRICTLY 7 DAYS FROM ISSUE OF ACCOUNT

OVERDUE ACCOUNTS:

Parents/ Guardians with overdue fees are encouraged to discuss any difficulties they may have in meeting payments please talk to Director and negotiate suitable arrangements to pay. If this is not done, or other arrangements are not kept, the following procedures will apply.

- After one week overdue: a reminder sticker and email/phone call reminding of payment due.
- After two weeks overdue: will result in cancellation of bookings and refusal of taking further bookings until 30% of fees are paid.

Reducing Childcare Fees with rebate (CCS)

Child care Benefit (CCS)

For families choosing to reduce their fees with CCS, the level of reduction is calculated by the Family Assistance Office (FAO) based on the families estimated taxable income for the year in which the care is received.

Late Collection Policy

Policy

Parents/Guardians are responsible for collecting children from the OSHC service within the hours of operation listed. Further child care will not be provided until this fee has been paid.

If a child is left after 6.15pm without notification, the person deemed in charge will endeavour to contact the Parent/ Guardians or emergency contacts listed on the enrolment form. If they cannot be contacted after 15 minutes.

- Initially the service will seek the assistance of the local police to help in locating the Parent/Guardians.
- The children may be required to leave the centre with persons nominated on their enrolment form.
- Detailed signage will be left on the OSHC door if staff and children eventually leave the service.
- If we have not heard from a Parent/Guardian by 6.45pm, Crisis Care (13 16 11) will be contacted to assist in the matter at hand.
- Late Collection Fees will apply (See Fees Policy)
- See FEES POLICY for applicable charges.

Signing your child in/ out of the program and collection

Children must be signed in/out of the OSHC program on the attendance record provided, by an enrolling parent or guardian or a contact listed on the child's enrolment form. The exact

time of the arrival and departure must be noted and then initialled. If someone other than a “listed” contact is required to collect children at any stage, a phone call by director during OSHC hours on the mobile is required for safety and legal reasons. The collecting person full name is required and staff will request that unknown person to display photo identification for staff to view.

We will NOT allow a child/ren to be escorted from the service by someone other than a listed contact without verbal or written notification.

Vacation Care: Excursion Procedures

Vacation Programs will be sent out via Newsletter and email. Staff will also put up on BCS OSHC Facebook website, Library Website and Burra Diary.

Bookings: The minimum numbers for excursions are: **Adelaide sites – 10, Local Sites – 4**

If numbers are at or over the minimum then excursion will go ahead.

If **NOT** then

Two days prior promote excursion on Facebook, text and make all aware how many are needed to go ahead.

For Adelaide trips, If by 4.00pm the day before, the number is below the minimum, families will be advise of cancellation or changes to excursion before the day so families are aware what is going on.

For Local trips, if numbers are 4 or less on the day, staff may take their own car, families will be advised if this happens.

Inclusion Support Subsidy

The inclusion support subsidy (ISS) provides funding to child care services for additional staffing, advice, resources, training and equipment.

Waiting List

The waiting list ensures all families waiting to use the service are placed in order of booking request. This procedure is at the discretion of the Director and priority of access policy details.

Sport and other commitments during the program

If your child has other commitments before, during or after the program, you will be required to discuss with staff so we can safely allow your child/ren to leave the program alone or with other people.

Behaviour Management Policy

PROCEDURE

The expectations of responsible behaviour are formulated through discussion with children and the OSHC service community. They are the BCOSHC social skills.

SOCIAL SKILLS

- Listen and respect everybody at BCOSHC
- Respect the OSHC/School environment.
- Stay within the OSHC/ School boundaries

To promote the BCOSHC social skills the staff team will display them for the children to read, discuss and practice them and acknowledge responsible behaviour at all time.

RESPONSIBLE BEHAVIOUR

Responsible behaviour will be acknowledged at all times through encouragement, eye contact, nods and smiles to reinforce positive cooperative behaviour.

PROCEDURE FOR UNACCEPTABLE BEHAVIOUR

If your child does not comply with the OSHC social skills and the behaviour demonstrated is unacceptable a student management report may be completed and forwarded to the school Principal or Junior School Coordinator for assessment. We believe a cooperative approach between staff, families and children will promote responsible behaviour.

Unacceptable Behaviour may also be:

- Abusive language, unprovoked physical violence, wilful damage to property and non – compliance with important directions from staff.
-

THE OSHC DIRECTOR OR SCHOOL PRINCIPAL RESERVES THE RIGHT TO MISS ANY STEPS IF THE BEHAVIOUR IS SERIOUS AND CONSIDERED TO BE ENDANGERING THE SAFETY AND WELL BEING OF OSHC CHILDREN,STAFF AND VISITORS.

Steps for behaviour management are as follows:

Step 1

Reminder – is given when unacceptable behaviour is displayed. We will aim to promote discussion with the child about the behaviour and appropriate social skills at OSHC.

Step 2

Warning – is given and staff will aim to discuss acceptable behaviour limits with the child. Staff will assist the child in finding another activity or ask the child to move away from an activity for a short time. A behaviour management report may be completed.

Step 3

Timeout – If unacceptable behaviour continues, children will be required to have time – out to reflect on behaviour or what activity they will go on with when they leave time out. It is not isolated confinement. A behaviour management report may be completed.

Step 4

Temporary Suspension from OSHC – If unacceptable behaviour continues and staff can no longer safely care for the child, temporary suspension from OSHC will occur.

(Length of time to be determined by the school principal & BCOSHC service)

A letter to parents will be completed and signed by the director or school principal. A meeting between the director and parent/ guardians of the child/ren (Children and staff involved may be included in the meeting) will be scheduled and a behaviour management plan put into effect. The behaviour management plan will be structured to suit the individual child's needs in conjunction with the services social skills and responsible behaviour expectations. Negotiated date to start OSHC again will be determined by the School Principal or BCOSHC Director.

Step 5

Re-entry to the BCOSHC Program – Child/ren can be re-enrolled at Burra & Communities OSHC service and the above steps start again. If the above steps are followed through and unacceptable behaviour continues upon re-starting BCOSHC, the parents/Guardians will be contracted. You will be required to collect your child/ren at the request of the Director or person deemed in charge of BCOSHC. A behaviour management report will be completed. Step 6 will automatically follow.

Step 6

TERMINATION OF OSHC ENROLMENT

Please note: Staff at OSHC will promote discussion with children at all stages of the steps listed above. Responsible behaviour will be encouraged at all times. Things to consider in Time Out: Why are you in Time Out? What activity will you go on with when you leave Time Out?

If families are concerned the above steps will not suit their child's needs due to special needs, behaviour disorders or other additional needs or concerns, please see the OSHC Director to formulate a more suitable behaviour plan.

Children suspended from their school are also suspended from Burra & Communities OSHC service.

Grievance Policy

Parents and service operations conflict

All confidential discussions with parents will take place in a quiet area away from others in the interests of resolving the concerns at that time. Parent's names remain confidential and the option of remaining anonymous in providing written information is possible.

Or alternatively to take the matter further, parents/guardians can complete a "comments card" available from the OSHC service and upon completion return to the director, OSHC committee Chairperson or the School Principal for a response.

A decision or response will be provided to the parent/guardian as soon as possible.

Parent and staff/children conflict

The parent should discuss the problem with the relevant staff member or the director in a quiet place away from others at a relevant time.

If, after discussion with the relevant staff member, the parent feels action is necessary, they should take the matter up with the director. Please complete a "comments card".

If the parent still feels the problem is not resolved, the director may offer to take the matter to the OSHC committee for guidance, or the parent may write directly to the OSHC committee or School principal to explain the problem.

The committee will advise the director of its decision and the director will convey that decision to the parent and staff member concerned, or the committee will write directly to the parent concerned to advice of the decision.

Parent and OSHC committee conflict

The Parent should discuss the problem with the director. If, after discussion with the director, the parent still feels action is necessary, they should ask the director to raise the issue at the next OSHC committee meeting. Alternatively the parent may write directly to the committee to explain the problem. Please complete a "Comments card".

The OSHC committee will advise the director of its decision and the director will convey that decision to the parent concerned, or the committee will write directly to the parent concerned to advise of the decision. If the parents still feels the problem is not resolved they can request a meeting with the school principal, Chairperson of the OSHC committee and director to discuss the matter further. The school principal, Chairperson or director will discuss the issue further at the next OSHC committee meeting, at which time the committee's final decision will be made. The chairperson/school principal will write directly to the parent to advise of the final decision.

OSHC committee and meetings conflict

Committee members will be provided with clear information about their roles and responsibilities, BCOSHC philosophy, policies and procedures. All discussions during committee meetings will be treated as confidential.

If a committee member is unhappy with the way a decision has been reached at a committee meeting or with a particular action of the committee, they may:

- Ask to have the grievance tabled at the next meeting for open discussion, or
- Discuss the problem with the OSHC committee chairperson.

If the matter is not resolved the chairperson and school principal will meet to discuss the problem, try to resolve the situation, and provide feedback to the aggrieved member(s).

Sun Safety Policy

To ensure all children attending the service are protected from skin damage caused by harmful ultraviolet rays from the sun:

- Children will be required to wear a sun safe hat outside at any time while at the service during terms 1 and 4.
- BCOSHC does have hat for use if your child doesn't have a hat.
- Sunscreen will also be applied during term1 and 4 and over the summer holiday period.

Healthy Snack

The OSHC Director provides a healthy snack each session directly after school. Dietary requirements are taken into consideration when these snacks are planned and prepared.

Quality Assurance

Burra Community Out of School Hours Care is registered with the National Childcare Accreditation Council (NCAC) and is currently gathering evidence to become an accredited centre and aims to achieve a high standard in all areas.

Burra Community OSHC Quality Assurance (ACECQA) aims to provide school age children with high quality care that promotes learning and development with particular emphasis on play, social interactions and recreation. The broad objective of ACECQA is to ensure that children in Out of School Hours Care have stimulating, positive experiences and interactions that foster their self-esteem and confidence. It does this by defining quality in OSHC, by providing a way to measure the quality of care provided by the service and identifying areas for on-going quality improvement. ACECQA is a Commonwealth Government initiative linked to Child Care Benefit funding approval for OSHC services. ACECQA is administered by the National Childcare Accreditation Council Inc (NCAC)

ACECQA involves our program maintaining quality standards required for Accreditation. Families will be involved in Accreditation by assisting the service in completing surveys and reading materials attached to accounts. OSHC Management Committee are currently involved in procedures at regular meetings to ensure we are meeting standards required to gain Accreditation. Please speak to the Director if you have any queries about this matter.

Medication

If your child/ren requires any prescribed medication, our staff will be able to administer it under the following conditions.

- An action plan from a doctor is available and must be retained by the service if medication is for a long term condition or complaint, such as asthma, ADHA or epilepsy
- It is prescribed by a doctor and has the original label detailing the child's name, required dosage and storage requirements
- If a child is required to be taking medication during the school day and the medication has been left in the front office for staff to administer, the medication will be given to the Director of the OSHC at the end of the school day and taken to the OSHC room for safe keeping, administering and/ or given to parent/carer on collection.
- The parent/carer will also be asked to sign medication has been administered during the OSHC session.

Please ensure that you forward all medication to the OSHC staff with clear guidelines.

Child Illness

You will be contacted if your child becomes ill when in care at the service and you will be required to collect your child if requested by staff to do so. Please note we do not have extra staff available to care for sick children.

Ambulance Cover: The OSHC service will in an emergency call an ambulance. The cost will be directed to the parent.

RECOMMENDED EXCLUSION PERIODS FROM CHILDCARE, KINDERGARTEN AND SCHOOL:

(Reference: Government of SA, Department of Health, You've got What?)

Disease of Condition	Incubation Period	Period of Exclusion
Chickenpox	14-17 days	Exclude for at least 7 days after first rash appears and until all blisters have dried
Conjunctivitis		Exclude until discharge from eyes has ceased
Diarrhoea		It can be contagious. The centre deserves the right to ask that a child be removed from the centre after 2 consecutive diarrhoea motions. Exclude for 24 hours after return of normal bowel motion
Hand Foot and Mouth Disease		Exclude until blisters have disappeared
Head Lice (Pediculosis)		Exclude until effective treatment has been given and the scalp is completely cleared of both lice and nits (the eggs)
Impetigo (School Sores)		Exclude until sores are healed and have faded.
Infectious Hepatitis	14-60days	Exclude until medical certificate certifies recovery
Herpes Simples (Cold sores, Fever Blisters)		If sores are around the mouth, exclude until all the sores have healed
Influenza and influenza-like illnesses		Exclude until well
Measles	10-14 days	Exclude for at least 7 days after the first day of appearance of rash
Meningitis (Bacterial)		Exclude until well
Meningococcal infection		Exclude until medical certificate certifies recovery
Mumps	14-21 days	Exclude for 9 days or until swelling goes down
Ringworm/Tinea and Threadworm		Exclude until the day after appropriate treatment has commenced. Not excluded is lesions are on part of the body that can be covered.

Rubella (German Measles)		Exclude until fully recovered or for at least 4 days after the onset of the rash
Scabies		Exclude until medical certificate certifies recovery
Thrush (a fungal infections of the mouth caused by the overgrowth of Candida Albicans)		Need not be excluded if spots are covered
Vomiting		The Centre reserves the right to exclude a child that has vomited once. Vomiting can lead to the spread of infection and dehydration. Children can return after 24 hours have elapsed since cessation
Whooping Cough (Pertissis)		Exclude for 14 days after the last exposure to infection, or until they have completed at least 5 days of a 10 days course of antibiotics. Or, until Medical Certificate of recovery produced.

Additional Information

- You will be required to sign the consent on the enrolment form to say you understand and have read all the information contained in this book.
- You will also be required to sign the fee agreement and nominate your preferred method of receiving your weekly accounts.
- Please notify us of any changes to your child's enrolment form. Details such as change of address, phone numbers, emergency contacts, medical and family details.
- Please ask children to leave toys at home unless otherwise requested. We accept no responsibility for broken personal toys at OSHC.
- Children must abide by a reasonable code of behaviour, respect school property, OSHC property and comply with staff requests at all times (See Behaviour Management Policy)
- Families are to conduct themselves in a civil and respectful manner at all times.
- Staff will conduct themselves in a professional manner and treat all children equitably
- No Hat – No Play (See Sun Safety Policy)
- Children are encouraged to participate in outside school activities, then proceed to OSHC upon completion, however, we cannot accept responsibility for children when they are involved in activities or while children are making their way to OSHC or away from OSHC.
- Recyclable and natural items are greatly appreciated.

Attachments

- Fee Agreement Form
- OSHC Rules
- Evacuation procedures
- Site Map
- Fees Policy

For further information please contact director.

Fee Agreement

Parent Agreement

I agree to abide by the Burra & Communities OSHC current fee agreement and acknowledge that I will be notified of any changes to the agreement by way of email or notice mailed with my accounts.

I am aware that a copy of the agreement is available from OSHC upon request.

I/We _____ have read the Fees and Bookings Policy contained with the family Information Book 2019 and agrees to abide by it.

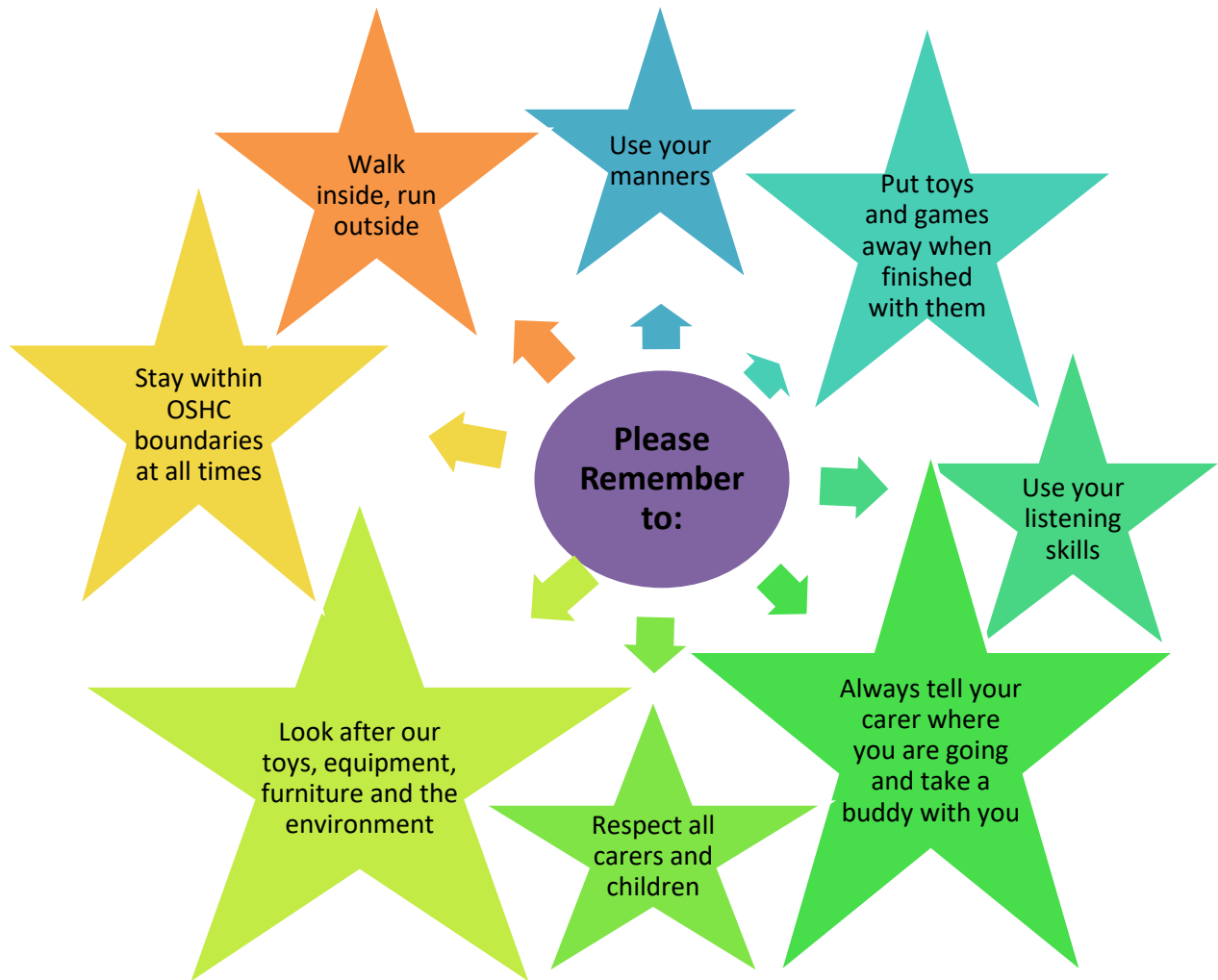
Signed _____ (Parent/Guardian)

Signed _____ (Parent/Guardian)

Date: _____

Please return to the Director as soon as possible.

OSHC Rules



Emergency Procedure

Procedure:

Emergency situations can range from minor to severe. School or OSHC staff will have the right to evacuate children/people to another area at their discretion in accordance with evacuation or in-evacuation procedures.

Emergency situations may be fire, medical or police matters involving dangerous or poisonous chemicals and spills, fire, vandalism, unknown persons, intruders, bomb scares, animals, insects, building damages and other items.

Emergency evacuations and in-evacuations will be practised at least twice a term so children have the opportunity to practise and experience the procedures. Dangerous situations will be discussed with the children and children will be encouraged to alert staff members if they feel unsure about something. Staff will do their best to protect all children in their care at all times while ensuring they remain safe.

Burra & Communities OSHC service will work in conjunction with the school principal and Governing Council to promote a safe environment in accordance with school/DECD policies and procedures.

Emergency procedures will be clearly displayed and located on the OSHC pin-up board and are to be followed in the event of fire, natural disaster or other emergency.

The evacuation plan includes:

- A safe assembly area as noted on the evacuation & in-evacuation procedures
- A second assembly area in the event that the first assembly area becomes unsafe.
- Noting the director or a staff member will collect the attendance sign-in sheet and parents' emergency contact numbers, and at the assembly area check the sign-in sheet to ensure that all children and staff are present
- Nominated adults listed on the procedure who will check that the building is empty and that all doors and windows are closed to contain the spread of fire
- A nominated adult to supervise the children at the assembly area. (if applicable)

When the emergency services arrive, the director will inform the officer in charge of the nature and location of the emergency, and of any missing children or staff. No-one will re-enter the building until advised it is safe to do so by the officer in charge of the emergency service.

Fire extinguisher will be installed and maintained in accordance with Burra Community School annual checks process. Staff will be instructed in their operation and trained accordingly if required. Staff will attempt to extinguish fires only when all of the following has happened:

- The children have been evacuated from the room
- The fire is small and there is no danger to the person operating the extinguisher.

Site Map

