



SEACLIFF
Primary School

Out of School Hours Care (OSHC)

Parents and Caregivers Information Handbook

2022

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Seacliff OSHC Contact Details

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Governance

The School's Governing Council is the OSHC Service's Approved Provider and holds responsibility for the Service. The chairperson of the Governing Council is Luke Sandery.

The OSHC Advisory Committee is comprised of the following personnel:

School Principal:	To be Announced
OSHC Director:	Sarah Burgan
Parent representatives:	Larissa Leese & Anna O'Halloran

The OSHC team:

Comprising of staff that are qualified, working towards qualifications or possess the appropriate skills and knowledge.

All Educators have undertaken *Responding to Abuse and Neglect* training, *DHS Working With Children Check* and have met all of the DfE requirements, as per the *Pre-Employment Checklist*.
An OSHC approved, first aid trained Educator is on duty at all times.

Hours of Operation

Before School Care:	6:45 am – 8:45 am
After School Care:	3:15 pm – 6:15 pm
Vacation Care and Pupil Free Days:	6:45 am – 6:15 pm

The service is closed on public holidays and closes for two weeks over Christmas.

Description of Service

Seacliff OSHC is a Non-profit Organisation, extending a Commonwealth Approved service for all children, including those whose parents work, study, have casual engagements or need respite. The service caters for school-aged children and Kindy children from four years to fifteen.

Before School Care can accommodate up to 41 children, After School Care 65 and Vacation Care up to 80, subject to the availability of staff.

The service has been assessed and rated under the National Quality Framework and received EXCEEDING NATIONAL QUALITY STANDARD.

Who Can Use the Service?

Seacliff OSHC is open to the general community. The *Inclusion and Professional Support Program* and the *Inclusion Support Subsidy* provide support to assist the inclusion of children with additional needs into the program. The service will need to consider the specific needs and facility requirements to be able to determine if adequate care can be provided to individual children. Furthermore, parents do not have to be Australian citizens to use the program, although Family Assistance Office (ATO) will generally only provide child care assistance to parents who are Australian residents.

Priority of Access

In cases where demand for child care exceeds places available, the Australian Government has Priority of Access Guidelines for allocating places. These guidelines are set out below:

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 *A New Tax System (Family Assistance Act) 1999*

Priority 3: Any other child from Seacliff Primary School.

Priority 4: Any other child.

Priority 5: Children not yet attending school.

Priority is also given to the following children:

- Children in Aboriginal or Torres Strait Islander families
- Children in families which include a person with a disability
- Children in low income families

Please refer to Page 11 to understand the centres policy on Priority of Access in regards to Vacation Care bookings.

* For further information please refer to the *Child Care Service Handbook* which can be found online at: <https://www.education.gov.au/child-care-service-handbook>

Facilities and program

The OSHC room is the blue transportable building that is located between the Activity Hall and the Front Office. This is where children arrive and where the OSHC Office is located. Children also play in the following areas: activity hall, computer room, beach volleyball court, garden, oval, playgrounds and surrounding areas.

The service is regulated by the Australia Children's Education & Care Quality Authority (ACECQA). The National Quality Framework, including the My Time Our Place framework for school aged care in Australia, guide all aspects of the program. For more information see <http://www.acecqa.gov.au/> and http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/my_time_our_place_framework_for_school_age_care_in_australia.pdf

Our program is fun, inclusive and strikes a balance of rest/relaxation, free-time and organised activities. Homework is also encouraged, with a dedicated area set up with computers and internet.

The environment is designed to be inviting and interactive, offering a wide range of developmentally appropriate activities that appeal to children of all ages and interests. Here, during play and leisure, children develop important interpersonal skills, as well as advancing creatively, physically, emotionally and cognitively. It's a wonderful place for children to use their own imagination too!

Our program is responsive to the interests of children and the needs of the community. It's therefore ever evolving, as we gather suggestions, plan and deliver activities and reflect. A great deal of learning is taking place, as children engage with one another, educators and resources.

Some of the regular activities include: arts and crafts, science, construction, cooking, sports and games, dance and drama, dress ups, soccer table, cubbies, Playstation, board games and computers.

The children are fed a healthy snack each afternoon at about 4pm and the Before School Care session also offers free breakfast until 8am. This includes a weekly pancake breakfast, yum!

Child/Staff ratios and Supervision

Seacliff OSHC adheres to the following ratios:

1 adult - 11 children

2 adults - 26 children

3 adults – 41 children

4 adults – 56 children

5 adults – 66 children

Vacation Care Excursion

A risk assessment is conducted for each excursion. This informs us of the appropriate child/staff ratio for that particular activity and this information is found on the Vacation Care program. For most excursions, we follow a ratio of 1 adult to maximum of 8 children and 1 adult to 5 children during swimming excursions. Again, on most occasions, an additional educator is present to assist the inclusion of children with additional needs and support all children.

High level of supervision is provided by Educators and child/staff ratios are maintained at all times. When children transition from one play area to another, or go to use the toilet, they are usually accompanied two buddies and staff will maintain line-of-sight when possible.

Accreditation

At the beginning of 2012, The Early Years Learning Framework was introduced and along with it, a new assessment and rating system. The Seacliff OSHC service's current accreditation status is:

EXCEEDING NATIONAL QUALITY STANDARDS.

Service Philosophy 2022

Seacliff OSHC operates within the Seacliff Primary School and has a joint vision for their community of children, caregivers and staff. Providing a learning environment which is safe, secure and stimulating for all learners regardless of their culture, gender, age or ability and which encourages independent learners is vital to

both school and OSHC. Seacliff OSHC is an equal opportunity organization that is committed to providing a safe and inclusive learning environment for your child. We seek to develop children's physical, emotional, moral and cognitive development by achieving outcomes as set out in the National Quality Framework. Our program aims to achieve: **be safe, be respectful, be happy, be you.**

We believe this is achieved by:

- Employing professional and skilled staff that build positive working relationships with children and each other.
- Developing staff's skills and knowledge through professional development and onsite training. Programming, planning and regular evaluation of activities that encourage children to engage in a combination of free play and structured learning activities and games.
- Providing a relaxed and happy environment, where children develop their ability to make appropriate choices and take responsibility for their own actions.
- Having a clearly established and consistently implemented behaviour management policy which supports the provision of a safe, inclusive and learning-oriented environment for children.
- Continuing to build links with the local community and being open to suggestions which seek to improve the centre for the future.
- Being aware of your child's special dietary needs and providing nutritious and tasty snacks daily.
- Encouraging students to complete homework during their time at OSHC so that they may spend more time with parents or caregivers at home.
- Maintaining safe play areas and equipment.
- Implementing safety procedures to ensure supervision whilst children transition from area to area.
- Helping children build fundamental skills from a young age, such as social skills through positive role modelling.
- Ensuring staff to child ratios are maintained at all.
- Staff work together in a positive environment and support and respect each other.
- Recognising each child's interests and explore ways to raise their understanding and achieve the learning outcomes of the My Time, Our Place curriculum.
- Supporting children and adults to reach their full potential through lots of encouragement and positive role-modelling.
- Always having open lines of communication. When issues arise, resolution will be sought via appropriate means, which includes respecting different view points, accepting responsibility and a commitment to the peaceful resolution of conflict.
- To work together with families to provide a safe, secure, happy, fun environment outside school hours.
- Cultural issues and preferences need to be explored and understanding and respect developed.
- Maintaining the Service in accordance with the National Regulations and Quality Standards for Out of School Hours Care

Fees and Payment / Late Fees / Child Care Subsidy

The full fee structure is as follows:

Before School Care:	\$13.00
After School Care:	\$22.00
Vacation Care & Pupil Free Day	\$55 per day
Excursions	\$60 per day

**There are no split session fees.*

A \$10 per family administration fee is charged annually at the time of enrolment. This fee is to cover the cost of processing enrolment forms.

Weekly accounts will be emailed to the account holder. Printed copies are available upon request.

The conditions of accounts are as follows:

- Maximum 14 day account
- If the account has not been paid within the 14 days a text message or email reminder will be sent.
- If after 28 days the account has not been paid all bookings will be cancelled until the account has been brought up to date.
- If accounts are consistently overdue, or parents access to the service is suspended they will have to pre-pay or pay as they go their bill. An account is considered overdue at 50 days, and will be suspended and referred to debt collectors. Account holders are liable for the cost of the debt collector.
- If parents are having difficulty paying their account **it is their responsibility to contact Sarah before the account is overdue.** If parents do not contact the service, the standard account policy and overdue fees apply.
- Personal arrangements can be made if contact has been made prior to the account becoming overdue.

All accounts must be a nil balance at the end of each term (or Vacation Care Bookings, Before and After School care bookings for the next term will not be accepted).

If your account is overdue, Seacliff OSHC has the right to refuse your child/ren's attendance at the Centre until the account has been paid.

OSHC can receive the following payment types: BPoint online, QKR app and credit card at the OSHC office.

Children must be collected by 6:15pm. Anytime after this, a late fee will apply to cover staff costs.

6:15 - 6:20 \$5.00

6:20 – 6:30 \$10.00 (extra)

6:30 – 7:00 up to \$30.00 (extra)

Please see the Director Sarah should you require any further information regarding fees. Please contact us if you know you will be late, children and staff can become anxious when we don't know when you will arrive.

Parent / Caregiver Details

It is essential that Seacliff OSHC has up-to-date parent/caregiver contacts in case of an emergency. Please advise staff of any changes to your details as soon as possible.

OSHC will contact you via phone and email when need be and you can expect to receive photos and updates on your children's progress from time to time, as well as booking and account confirmations and reminders.

Enrolment Process

1. Collect and complete in full, an enrolment form from OSHC or the Front Office. Where medical needs apply, you may need to provide further information. Please see staff for a medical form.
2. Call the Family Assistance Office on 136150 or access Centrelink through MyGov and make a claim for Child Care Subsidy.
3. If your enrolment has been formalised (successfully matched with the FAO via the internet) your fees will be adjusted automatically based on your level of entitlement.

4. Weekly accounts are sent via email each week. Accounts will be printed upon request.
5. Regular payment of your account is expected.
6. Families are responsible for organising their Child Care Subsidy claim and providing us with the correct details. If an error is made, or the CCS is not processed correctly, families are responsible for full OSHC fees.

Enrolment Form Terms

Eligible Parent/Guardian/Billing Details- Is the person who will be named on the account. If you intend to claim Child Care Subsidy, this person must have their CRN linked to the children in the CCS claim.

Emergency Contacts- A person who can be contacted in the event that a parent/guardian is not reachable by phone.

Collection Authority- a person who is authorised by the parent/guardian to collect their children.

Induction for New Children

Every opportunity will be made for children new to OSHC to become familiar with the routine, procedures and physical layout of the Centre. This may include:

- A tour of the Centre prior to the first day
- Discussions amongst staff as to meeting the needs and interests of new children.
- Encouraging existing OSHC children to make new children feel welcome
- Collecting new children from their classroom, upon request.

Bookings, Cancellations and Absences

Bookings are essential. Seacliff OSHC has staff to child ratios it must abide by and when children arrive without a booking, they may be sent to the Front Office and the families/ care-givers called.

To make a booking, please email, text message or phone the Centre and leave a message with staff or on voicemail, before the commencement of care on any particular day. Bookings can also be made via the [Parent App](#). Alternatively, bookings can be written in the communication book located on the shelf next to the OSHC door. This will be checked on a daily basis. A staff member will contact you if a booking is not possible. If the child has two separate accounts, please indicate which parent/caregiver is making the booking.

If you wish to cancel a session, or your child will be absent from OSHC due to illness, please notify the OSHC via app, phone, email or text message prior to the commencement of the session. This is essential to ensure staff know which students will be attending.

When students are booked in and do not arrive, staff follow the *missing persons* procedure and attempt to determine their whereabouts as a matter of priority. If you do not advise us of your child's absence, we'll assume they are missing and this can be a very stressful experience!

Please remember if your child/ren leave school during the day due to illness, or for any other reasons, OSHC must be notified directly, or standard fees will apply.

All bookings must be cancelled **a week** beforehand to avoid being charged. For example a Wednesday session must be cancelled on the Wednesday prior. No fees are charged if a medical certificate is provided. This policy is in place because staff rosters are calculated a week in advance, and we seek to roster according to need.

Signing Children In/Out of OSHC

To ensure the safety of all children, the Centre has strict signing in and out procedures. Parents/caregivers must sign their children in to morning care sessions and out from afternoon sessions daily. We sign in using an electronic attendance app. Your PIN will be supplied to you after we process your enrolments. Only persons specified on the enrolment form will be permitted to collect children from OSHC. Please notify the centre prior to the session if an alternative caregiver will be collecting the child. If a person is unauthorised to collect your child arrives, every attempt will be made to contact the primary caregiver and that child shall not leave until confirmation has been received. Any new person, or person staff do not recognise will need to present photo ID upon arrival, they will then receive a PIN for our electronic attendance app.

Behaviour Guidance Policy

The effective management of children's behaviour is an integral aspect of a safe, inclusive and learning-oriented environment. At Seacliff Primary School OSHC, we believe the fundamental attributes of behaviour guidance are to:

- Ensure the safety and wellbeing of children and staff
- Promote responsibility, ownership and skills necessary for children to resolve conflict
- Respect the rights, feelings and property of others
- Ensure the smooth operation of the centre and its programs

At OSHC we expect that:

- Expectations for appropriate behaviour are clearly known by staff, guardians and children.
- Staff and guardians will reinforce positive behaviour and consistently and equitably apply natural consequences for inappropriate behaviour.
- Appropriate behaviour will be discussed.
- Guardians will support the behaviour guidance policy and strategies of the centre.
- Children will follow instructions and cooperate with staff requests.
- Children will support each other by playing respectfully and cooperatively and sharing OSHC resources.
- The OSHC room and play areas are kept safe and clean to maximize the wellbeing of students and staff

Therefore, we encourage children to:

- Make positive decisions
- Accept responsibility for their behaviour and attempt to improve the situation.
- Adjust behaviour as required.

The following behaviours are unacceptable and will not be tolerated at Seacliff OSHC:

- Physical actions such as fighting, kicking, punching, play-fighting, spitting or pushing.
- Verbal abuse including name calling, teasing, swearing or harassment.
- Leaving the OSHC room or grounds without first gaining permission from a staff member on duty.
- Failing to respect the privacy of others or making them feel intimidated.

Children may be suspended from OSHC for ongoing unwanted behaviours or incidents of violence or abuse.

Sun Protection Policy

If children attend OSHC without a hat during the months of August – April, or anytime the UV is considered higher than 3, they will need to play in the shade.

Seacliff OSHC encourages regular application of sunscreen. Seacliff OSHC will provide SPF30 or higher for days with UV 3 or higher.

Families are encouraged to send their children wearing suitable clothing for spending time outside. Long sleeves, shorts and skirts are recommended.

Health and Medication

Any medical condition that requires treatment, such as but not limited to, allergies, anaphylaxis and asthma require a Care/Action Plan, a risk minimisation plan and is available from OSHC and must be filled in. This is in addition to the enrolment form and a new form must be filled in each year.

Healthy snacks will be provided after school on a daily basis. Please advise staff of any allergies or special dietary requirements when completing the enrolment form.

For children requiring particular medication, a Medication Authority form must be signed by a doctor. Medication will only be administered in accordance with the treating Doctor's prescription. We will **NOT** administer over the counter medication without a Medication Authority form signed by a doctor. This includes paracetamol or cold and flu medication.

Medications must be in its original packaging and be labelled with a pharmacy label with the child's name on it.

As some children attending the service have a severe allergy to nuts, **we do not allow nuts or nut products to be brought to or consumed at our service.** Thank you for your cooperation. We do not allow children to share their food with others at the service. This is to ensure that children are not exposed to any allergens.

Grievance Policy

Although every effort is made to ensure ongoing communication and harmonious relationships between staff, guardians and children, it is possible that disagreements, concerns or misunderstandings may occasionally arise. The Seacliff OSHC seeks to ensure that grievances are resolved promptly and equitably.

Suggested procedure for approaching an issue:

1. Clearly identify the problem or issue and the action that you would like to see occur.
2. Arrange to meet with the person or people directly involved. This can be done via phone, email or in person.
3. If the issue is not resolved satisfactorily, contact should be made with Sarah Burgan (Director), and then Steven Wallis (Principal) if the issue is not resolved.

Please keep the following points in mind when dealing with concerns:

- Work with facts rather than rumours
- Approach issues calmly and be prepared to negotiate
- Ensure that the best interests of the child remain a priority
- Attack the problem, not the person

Vacation Care

Seacliff OSHC provides a Vacation Care program for all the school holiday breaks during the year. The program and booking forms are available from week 5 onwards and are available from OSHC in hardcopy, on the school website or electronically upon request.

Vacation care bookings will only be accepted if OSHC accounts are up-to-date. A nil balance by the end of the term is required.

You **MUST** fill in and return an enrolment form to book your child into Vacation Care. If you want to add more days after the booking sheet has been received by OSHC, this can be done verbally or in writing. We cannot take over the phone bookings or tentative bookings without first receiving the completed booking sheet.

If a child is away sick **and a medical certificate is provided** there will be no charge. It is possible to swap your bookings (change days); subject to availability of places, if at least a week's notice has been given. An alternative day must be booked when you request the change. If less than a week's notice is given, your normal fees will be charged. If you wish to cancel and not re-book and you provide us with at least 7 days' notice, only 25% of your fees will be charged.

Bookings for Vacation Care are cut off at the end of the 2nd to last week of each term and places will be allocated based on priority. In the event that a category is oversubscribed at the cut-off date, allocation of places will be on a first in basis. Bookings will be accepted after the cut-off date from all categories, however will be on a first in basis. (Refer to Priority of Access page 4.)

Booking confirmations will be sent via email or text message from the start of the second to last week of term. Children that do not attend Seacliff Primary School are welcome to attend the Vacation Care program. The normal enrolment procedure applies. If you know anyone who would like to use the service, please ask them to contact us.

SPIKE PARENT APP

Our booking system SPIKE has developed an app for use of parents. The person listed as the account holder on the enrolment form will be able to log in using their email and PIN. Passwords can be changed after you log in.

The app allows you to:

- See your children's details, including health conditions, immunisation status and people that have permission to collect them from the service
- Download invoices and see account balance
- Check your bookings, book in for additional sessions and cancel sessions.

Please note that the Parent App functions within the parameters set by the service. This means that you need to book an hour before a morning session and six hours before an afternoon session. You need to cancel 7 days before any session, otherwise the page will display a message saying "Contact Service". This message will also be displayed if we are fully booked. Please contact educators by phone and make your requests directly to them.

Currently, we are unable to make or cancel Vacation Care bookings via the Parent App.