



**SEACLIFF**  
Primary School

Out of School Hours Care (OSHC)

**Parents and Caregivers Information Handbook**

2024

RATED

**EXCEEDING**

NATIONAL QUALITY STANDARD



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Facebook Group: Seacliff Primary School OSHC



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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 Petr Pavlik.

The OSHC Advisory Committee is comprised of the following personnel:

School Principal:	Sue Matene
OSHC Director/Nominated Supervisor:	Sarah Burgan
Parent representatives:	Doug Nairn
Business Manager:	Suzi Ban

## The OSHC team

OSHC Director:	Sarah Burgan
Assistant Director/Educational Leaders:	Lola Walsh and Matt McInerney

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

All Educators have undertaken *Responding to Risks of Harm, 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 approximately two weeks over Christmas.

## Description of Service

Seacliff OSHC is a not for 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 twelve. Children may attend the Vacation Care period following year six.

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

## Who Can Use the Service?

Seacliff OSHC is open to the general community. The *Inclusion Support Subsidy* provides 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: Any other child from Seacliff Primary School.

Priority 4: Any other child from other Primary Schools

Priority 5: Children not yet attending Primary School (kindy children).

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/>.

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 a computer 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.

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 and Switch and board games.

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! Our OSHC follows the Right Bite guidelines.

## **Child/Educator ratios and Supervision**

Seacliff OSHC adheres to the following ratios:

- 1 educator - 11 children
- 2 educators - 26 children
- 3 educators – 41 children
- 4 educators – 56 children
- 5 educators – 71 children

### **Vacation Care Excursion**

A risk assessment is conducted for each excursion. This informs us of the appropriate child/educator 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 10 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/educator 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 where 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.**

# Seacliff Primary School OSHC Philosophy

The community of Seacliff Out of School Hours Care (OSHC) strives to create a service that provides a safe, stimulating, and supportive environment for all children of unique personalities, differing needs, and diverse backgrounds. Seacliff OSHC is a child-focused service that encourages emotional, social, and intellectual development and learning in accordance with the 'My Time Our Place' framework. We aim to create spontaneous and planned learning experiences in accordance with student interests, and strive to incorporate a strong sense of community where parents and caregivers are valued as active members and contributors of the OSHC community.

We are guided and honour the **six core values of Seacliff Primary School** and focus our service on five values particular to our setting.

## OSHC VALUES:

**Value #1 Belonging:** We believe developing a safe, supportive environment with positive relationships based on inclusiveness, respect, and compassion are integral to the development and well-being of children:

In practice, we endeavour to:

- Create an environment that provides a safe-space based on supportiveness, empathy, and compassion and develops a sense of belonging.
- Encourage students to develop strong peer and staff relationships based on positive conversations and supportive interactions.
- Be consistent and fair in our expectations of behaviour guidance, and provide an equal voice to all students.

**Value #2 Wellbeing Development:** We believe supporting and guiding the social and emotional wellbeing of each child is critical for their personal and educational growth.

In practice, we endeavor to:

- Support students in developing and understanding the vitality of empathy and compassion for others and themselves.
- Supporting students to recognize, identify and regulate emotions.
- Encouraging children to incorporate a growth-focused mindset into their play and learning.
- Celebrate achievement and accomplishment of goals across all children.

**Value #3 Play-Based Learning:** We believe incorporating play-based learning and allowing autonomy within one's environment are integral elements for transferring existing and developing new important skills and dispositions that lead to life-long learning. Children are encouraged to pursue pastimes that spark joy and honour their sense of agency during their time at OSHC.

In practice, we endeavor to:

- Create and engage student learning in accordance with the MTOP principles.
- Encourage students to pursue new and existing interests by providing a diverse range of educator-navigated, group-based and individual activities.
- Develop necessary 21<sup>st</sup> century skills and dispositions such as curiosity, communication, problem-solving, creativity, imagination, cooperation, critical thinking, and innovation.

**Value #4 Contribution and Autonomy:** We believe each child is an active member of our shared community, and should have the opportunity to have their opinions and views considered for decisions that may affect them. In practice, we endeavor to...

- Provide students ample opportunities for decision-making across multiple aspects such as snack meals, vacation care and before and after school care activities, and practice changes.
- Provide a platform for students to voice and integrate their views and beliefs that will aid in changes and additions that directly impact them and the OSHC practice.
- Encourage autonomous behaviours and independent engagement with their surroundings.

**Value #5 Shared Community Citizenship:** We believe that the ‘connectedness’ of our OSHC practice to the greater community is integral for developing community relationships and demonstrating vital citizenship qualities.

In practice, we endeavor to:

- Build strong relationships with parents and encourage parental involvement and participation within our practice.
- Acknowledge and celebrate the diversity and differences that construct our shared community.
- Share child experiences and important information between home, school and our practice through a diverse range of communicative practices.
- Provide ample opportunities for wider community engagement for child learning and development.
- Encourage and allow opportunity for parental input to aid in improving the continuous growth of our philosophical and practical approaches.



## Fees and Payment / Late Fees / Child Care Subsidy

*\*Currently being revised, approved fees to be announced by end of 2023.*

The full fee structure is as follows:

Before School Care:	\$14.00
After School Care:	\$23.50
Vacation Care & Pupil Free Day	\$57 per day
Excursions	\$63 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 the Director, 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.
- Full fees are payable regardless of Child Care Subsidy status. If Child Care Subsidy is not being paid, it is the account holder's responsibility to rectify the issue.

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. Any time 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 .....	\$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. Where medical needs apply, you may need to provide further information. Please see OSHC leadership for medical forms.
2. Access Centrelink through MyGov and make a claim for Child Care Subsidy. See [here](#) for more detail.
3. If your enrolment has been confirmed with Centrelink 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. 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 fees.

### Enrolment Form Terms

**Eligible CCS 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. To collect children and authorise medical care.

**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 educators 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 OSHC. If you are enquiring late, please ring us so we can confirm the booking. If you email late, we may not see this email until it's too late. Bookings can also be made via the [Parent App](#). 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 phone 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 children* 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.

Before and After school bookings must be cancelled a week before to avoid being charged. For example, a Wednesday session must be cancelled on the Wednesday prior.

No fees will be charged if a medical certificate or evidence of a COVID-19 PCR test are provided and OSHC has been notified before the commencement of that session. Additionally, if children are absent from school on the same day as a booked session, we will cancel without charge, so long as OSHC is notified before the session begins. If OSHC is not notified of the absence, full fees will be charged.

The school is not responsible for notifying OSHC of absences, that responsibility is solely that of the parents/guardians. Please note, you cannot inform OSHC of absences using the Spike Parent App less than a week before the booking.

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 OSHC prior to the session if an alternative caregiver will be collecting the child. If a person who is unauthorised comes to collect your child, every attempt will be made to contact the primary caregiver and that child shall not leave until confirmation has been received. If a person arrives and does not have a PIN, they will need to present photo ID upon arrival, they will then receive a PIN for our electronic attendance app if they have been given authorisation.

# Behaviour Guidance Policy

The effective guidance of children's behaviour is an integral aspect of a safe, inclusive and enjoyable 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 educators, guardians and children.
- Educators and guardians will reinforce positive behaviour and consistently and equitably apply reasonable 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 educator 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 maximise the wellbeing of students and educators.

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, tripping, spitting or pushing.
- Verbal abuse including name calling, teasing, swearing or harassment.
- Leaving the OSHC room or grounds without first gaining permission from an educator.
- 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

Seacliff OSHC encourages regular application of sunscreen. Seacliff OSHC will provide SPF50 or higher for days with UV 3 or higher.

Families are encouraged to send their children wearing suitable clothing for spending time outside. OSHC hats are available for purchase and cost \$7. These hats remain at OSHC.

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

## 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.

For children requiring medications, a Medication Agreement form must be signed by a doctor or Pharmacist. Medication will only be administered in accordance with the Medication Agreement. For example, if a different dosage is needed than the form stipulates, a NEW form must be provided. We will **NOT** administer over the counter medication without a Medication Agreement form signed by a doctor. This includes paracetamol or cold and flu medication.

Medications **MUST** be in its original packaging and labelled with a pharmacy label with your child's name.

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. Our OSHC follows the Right Bite guidelines.

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 educators, guardians and children, it is possible that disagreements, concerns or misunderstandings may occasionally arise. 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 Sue Matene (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 the school holiday breaks during the year. The program and booking forms are normally 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 in writing, via text or email. We cannot take over the phone bookings or tentative bookings without first receiving the completed booking sheet.

If your child is away sick and a **medical certificate is provided and the absence has been communicated in writing** 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 2<sup>nd</sup> 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 final week of term. Children that do not attend Seacliff Primary School are welcome to attend the Vacation Care program. The normal enrolment procedure applies.

## SPIKE PARENT APP

Our booking system SPIKE has an app for families to make, manage and cancel their own bookings. 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 two 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 manage Vacation Care bookings via the Parent App as we required specific consent forms before bookings can be made.