

# *OSHC Handbook*



ST MONICA'S  
PARISH SCHOOL WALKERVILLE



## PHILOSOPHY AND AIMS

### St. Monica's OSHC is a place where children:

- ✦ can feel safe
- ✦ are encouraged to create and maintain friendships
  - ✦ be involved in the program, and have a say
  - ✦ have the support, freedom, and capacity to learn
- ✦ can create, explore and challenge themselves through the arts, sports, games and STEM activities

### **St. Monica's OSHC is a place where routines and procedures:**

- ✦ enhance safety, inclusion practices, physical and mental wellbeing
- ✦ encourage care and responsibility towards the environment through recycling/reusing/refunding/reducing.
  - ✦ are revised and improved regularly.

### **St. Monica's OSHC is a place where school and family come together:**

- ✦ to celebrate our community
- ✦ to provide the best care for their child through collaboration and conversation
- ✦ to recognise and respect our differences.

### **St. Monica's OSHC is a place where Educators continue to improve the service by:**

- ✦ using self and critical reflection
- ✦ writing and using observations in their planning
- ✦ attending professional development, using self-improvement techniques and peer support.

## HISTORY OF OSHC PROGRAMME

The St Monica's Parish School Out of School Hours Care (OSHC) and Vacation Care Program has been in operation since 1994. It began with a small group of dedicated parents who saw a need for a before and after school care program within the school community. With the support of the Principal and the School Board the program was quickly and efficiently formed, gaining strength with each passing year.

The OSHC and Vacation Care Program is located within the school grounds and is open to children 5-13 years of age who are enrolled at St Monica's. If children from other schools wish to access the service, approval from the principal is required.

## MANAGEMENT COMMITTEE

The OSHC Management Committee is made up of a voluntary group of parents/guardians, the OSHC Director and the School Principal (or delegated leadership member). The role of this committee is to oversee changes to policies, practices or operational processes and report back to the school board who will review recommendations made.

Management Committee meetings are held approximately once a school term. The Management Committee may schedule extra meetings if the need arises.

The OSHC Management Committee welcomes any new members and encourages parents/guardians to be actively involved in the running of the program.

If interested or require more information, please contact the School Office or the OSHC Director, Jodie Byrne on 0417 867 030 or 8344 2384 during school hours.

## HOURS OF OPERATION

**Out of School Hours Care** is open during the term, Monday to Friday (excluding public holidays). The hours of operation will be in accordance with the school needs.

**Before School Care:** 7:00am – 8:20am

**After School Care:** 3:00pm – 6:00pm

**Vacation Care:** 7:00am – 5:30pm

The OSHC Vacation Care Program will be closed on Public Holidays and for two weeks over the Christmas and New Year break (dates to communicate with the community once finalised).

## DUTY OF CARE

Duty of care (i.e., yard duty) at St Monica's Parish School operates between these times:

Mornings 8:20am – 8:45am – Monday to Friday

Afternoons 3:00pm – 3:20pm - Monday – Friday

### Therefore:

**Mornings:** Any child in the schoolyard **PRIOR** to 8:20am will be placed in OSHC

**Afternoons:** Any child in the yard or waiting outside the school yard at the conclusion of Duty of Care (ie. 3:20pm), will be placed in OSHC.

For fees charged, please refer to Fee Structure.

## ENROLMENTS AND BOOKINGS

### Enrolments -

All families considering use of the OHSC or Vacation Care Program will need to complete an Enrolment form and a medical form, (these are both included in the package). All forms and personal information are kept confidential.

Families enrolling may use the OSHC Program on an occasional, permanent and/or emergency basis.

Information must be updated by the enrolling parent if there are any changes to: Name; Contact Information; Emergency Contacts; Collection Authorisation; or Responsibility of Accounts.

Priority will be given to families with the greatest needs (e.g. single parents, both parents working or studying). This will only apply if demand for places exceeds the availability of places.

All families are encouraged to be involved in OSHC, through the sharing of special skills or interests, providing feedback to the Director, or by filling out surveys the service may provide.

**Booking Requirements -** We accept permanent or casual bookings. Casual booking will be accepted provided we have the places available and the number of educators to meet the legislated child to Educator ratio.

**Booking Times -** Front office staff need to be notified by 1.00pm on the day of the required session therefore enabling the OSHC Director to arrange for extra staff if needed.

**Cancellation Notification –** For cancellations of bookings, front office staff need to be notified **NO LATER THAN** 1.00pm each day. Any cancellations made after this time **full charges will be incurred**.

## Vacation Care -

Children may be booked into the **Vacation Care** program 2 weeks before the end of term. Bookings sheets and program will be emailed out to all families.

All cancellations must be given 24 hours prior, or **full fees will be charged**. Bookings must be made 24 hours prior to the day of care.

## FEE STRUCTURE

<b>Before School Care</b>	7.00am – 8.20am	\$12.00 per child (Breakfast of toast, topping, piece of fruit and water is available before 8.00am)
<b>After School Care</b>	3.00pm – 6.00pm	\$20.00 per child
<b>Vacation Care</b>	7.00am – 5.30pm (Excludes public holidays)	Normal Days \$55.00 per child Excursion Days \$60.00 per child (Breakfast of toast, topping, piece of fruit and water is available before 8.00am)
<b>Pupil Free Day</b>	7.00am – 6.00pm	\$55.00 per child

\*These charges apply before and/or after conclusion of the schools Duty of Care times

## LATE FEE

All children must be collected from the OSHC Program **no later than 6:00pm**.

If children are collected later than 6:00pm, parents/guardians will be charged a late fee of: **\$1.00 a minute for the first 15 minutes and \$5.00 per minute thereafter**.

In case of unforeseen emergencies OSHC staff **MUST BE** notified on: 0417 867 030.

If a child has not been collected by 6.00pm and there is no message from the parent, every effort will be made to contact a parent/guardian or an emergency contact person. If this proves unsuccessful Crisis Care or the police will be contacted, who will work to locate a parent/guardian.

## PAYMENT OF FEES

Payment of accounts must be made to the School Office and may be paid by cash, EFT, QKR App or via EFT (please use surname as a reference). Families may also set up Direct Debit and pay by email. Please see the Bursar for further information.

Please note that overdue accounts of more than \$150.00 are subject to being dealt with by a collection agency unless prior arrangements have been made with the principal. Unpaid accounts may also result in families not being able to access the service.

### **Overdue Fees**

Parents/caregivers with overdue fees will be encouraged by the Director to discuss any difficulties they may have in meeting payments and to make suitable arrangements to pay. The Management Committee reserves the right to terminate enrolment and engage the Debt Collection Agency if fees are not paid within a negotiated time.

## CHILD CARE SUBSIDY

Families are able to apply for the Child Care Subsidy (CCS), through Centrelink to reduce their fees. The CCS will be paid directly to service providers to be passed on to families as a fee reduction.

The CCS is a Commonwealth Government funded program to assist eligible families to meet the costs of work-related childcare expenses for dependent children under the age of 13 years.

Families are responsible for providing the OSHC Director with Customer Reference Numbers. Families are responsible for providing the Family Assistance Office/Centrelink with any receipts they might need.

## PROGRAM

In addition to the main OSHC room, a homework club room is accessed daily. There is a regular program of scheduled activities, where children are provided with many choices of activities and equipment, both inside and outside. At least one structured activity is provided each afternoon (eg art/craft, cooking, sport, outdoor game etc.) however no child is forced to participate as we see this time as their free time and a release from the confines of school. If you would like your child to be encouraged to complete homework, please speak to OSHC staff.



## FOOD

### **Breakfast and Afternoon Tea:**

Prior to 8.00am, students using Before School Care have the option of a simple breakfast of toast, a piece of fruit and water which is included in the fee of \$12.00. In accordance with the OSHC Food and Nutrition Policy, afternoon tea will be provided each day during the afternoon session at approximately 4.00pm. Children are encouraged to try new foods and make suggestions. A menu is available for parents and children each day.

Please note any allergies or special diets on the Enrolment Form.

**Please note, we are a nut aware school and children are not to bring nuts or nut products to school.**

## POLICIES

We welcome feedback from students and their families as this helps the service to improve and demonstrates that it is reflective of the needs of those who access care. We recognise that there might be times that a family may have concerns about the service.

**Grievance Procedure:** There is a Grievance Procedure and copies of this are available from OSHC staff and are in the OSHC Policy Folder and also on the pinboard. All important and relevant policies are kept in the OSHC policy folder in the meeting room. Parents/guardians are encouraged to borrow the folder at any time and make any comments/suggestions.

**Sun Smart Policy:** Children are expected to wear a hat from 1 September to 30 April and when UV levels are 3 and above at other times when involved in outside school activities. Children not wearing hats will be asked to be seated in the shaded areas of the school. The OSHC program supports the school's 'NO HAT – PLAY IN THE SHADE' policy.

Adults will also be asked to wear similar protection. Umbrellas can be used to replace wearing of hat. Sun Smart Policy

From 1 September to 30 April or on days when UV levels are 3 and above, children will be reminded to wear hats when departing school at the end of the day.

From 1 September to 30 April children should be encouraged to apply sunscreen before school and then again 15 minutes before going out to lunch. Staff will remind children to re-apply a broad-spectrum SPF 30, or higher, prior to going outside at lunchtime.

Children are encouraged to supply and apply their own sunscreen. This will avoid issues of allergies to particular products. Classrooms will have a back-up supply, but students will need to be aware of any allergy potential.

## BEHAVIOUR GUIDANCE

Children using the OSHC or Vacation Care Program are expected to abide by the School Behaviour Guidelines. These are based on SOLE ie Respect for Self, Others and Environment.

A positive, consistent approach to appropriate behaviour is encouraged. Behaviour guidance revolves around the rights of the individual child and the group. OSHC also use Restorative Practices to support the students in dealing with issues with other students.

The behavioural expectations are as follows:

- We respect and care for ourselves, other people and property
- We work and play safely and co-operatively
- We follow directions of staff members/educators
- We stay inside the supervised boundaries

When behavioural expectations are not met, the following process will occur:

1. An educator will have a discussion with the child/ren about theirs and other's needs. A positive plan forward to change inappropriate behaviour will be discussed.
2. Future consequences for further inappropriate behaviour will be discussed.
3. If inappropriate behaviour is repeated a logical or natural consequence will apply such as with-drawal from a game or being asked to play in a different area
4. Repeated inappropriate behaviour will result in consultation with the Director and parents
5. If this does not assist in behavioural issues, the issue will be directed to the school's principal which may result in Internal Suspension or the child's enrolment may be terminated (if the behaviour is serious enough).

## SIGNING IN & OUT

All children attending OSHC morning session **MUST** be accompanied to the OSHC room by a parent/guardian and signed in.

Upon collection of children, parent/guardian **MUST** sign the child out.

Only the person/s specified on the enrolment form will be allowed to collect the child from the program. Please ensure that you nominate "others to collect" on the enrolment form. This person/s must provide OSHC staff with photo identification to verify their identity on the first occasion.

The Director **MUST** be informed of any custody matters.

No child will be permitted to leave the school grounds unaccompanied.

**NO CHILD WILL BE ALLOWED TO WALK OR RIDE HOME ALONE FROM OSHC**



## SICKNESS AND ACCIDENT

If your child is booked into OSHC program but is not attending due to illness or unforeseen circumstances, the school, or OSHC Director **MUST BE** notified otherwise the normal fee will be charged.

In case of an illness (in accordance with school policy), a child **MUST NOT** be sent to the OSHC or Vacation Care program.

We can only administer medication if the medication is in its original container, and a "Permission to Administer Medication" form is completed by the parent and signed.

Children with specific medical needs are required to have current Health Plans, signed by a doctor.

Medication **MUST** be sent and given to the OSHC staff or to School Staff.

If a child becomes unwell during the course of the program, the parent/guardian will be contacted and the child will be cared for and comforted until the parent or emergency contact arrives.

In the event of an accident, staff will provide first aid. If the injury or illness is of a serious nature staff will seek medical assistance or call an ambulance (ambulance insurance is covered by the Service for accident and injury) as they see necessary. Parents will be notified by staff as soon as possible. In the event of an accident, appropriate action will be taken and parents/guardians will be notified.

## GRIEVANCES

If at any time, parents/caregivers have grievances or complaints regarding the OSHC Program, they are able to communicate this to the Director and immediate action will be taken to remedy the situation. If the involved parties are not satisfied with the result, or the way in which the grievance was handled, they may approach the School Principal. Confidentiality of the parties concerned will be upheld at all times. Grievances which are not handled adequately by the school may be presented to the Catholic Education Office.

## CONFIDENTIALITY

The Monica's Parish School OSHC Service protects the privacy of individuals by ensuring that all records and information about individual children, families, staff and management are kept securely and are accessed by, or disclosed only to, those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

## VACATION CARE ONLY

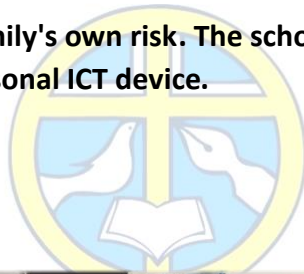
Children will need to bring their recess and lunch each day (unless advised of other arrangements), and a water bottle. Children will be able to refill water bottles throughout the day.

Children are to wear practical, sun smart clothing. Shoes are to be practical, and suitable for physical activities that may occur in the program.

Mobile phones are not to be brought to school. Parents may contact their children through the OSHC mobile if they wish. Watches that have the capability to message or email, are to have the settings on 'school' mode. If there are any issues, the adults supervising Vacation Care will communicate with families as appropriate.

Children in Years 3-6 may bring handheld games (including personal iPads), providing their ICT agreement form has been signed and may have access to the internet for games. Early Years children may bring devices but will not have access to the Internet.

**All devices are brought in at the family's own risk. The school accepts no responsibility for any damage or loss that occurs to a personal ICT device.**



For any further information please contact

St Monica's Parish School on

8344 2384 during school hours.



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