



# ST JOSEPH'S HINDMARSH OUT OF SCHOOL HOURS CARE (OSHC) HANDBOOK

OSHC Mobile: 0408 809 107

[oshc@sjsh.catholic.edu.au](mailto:oshc@sjsh.catholic.edu.au)

56 Albemarle Street  
WEST HINDMARSH 5007

*REVIEWED 2018*

*A Faith Community  
Inspired by Love  
Empowered through  
Learning to...  
Make a Difference*

RESPECT COMPASSION FORGIVENESS SERVICE HOPE

# *Contents*

About Us	4
Health & Safety	7
Daily Operations	8
Communication	10
Enrolments	11
Payment	12
Programme	13
Vacation Care	15

## Dear Parents/Guardians,

The Staff and OSHC Advisory Parent Committee of St Joseph's OSHC Hindmarsh would like to welcome your family to the programme.

To assist us, please read the following information booklet and complete the enrolment forms. The handbook provides important information for you and your child about the programme. The enrolment forms provide us with essential information and permission to ensure the safety of your child while in our care.

We aim to make your child's stay with us as enjoyable and interesting as possible. We endeavour to provide a safe, stimulating and relaxed space where the students feel comfortable and "at home". Individual and group activities will be provided according to the needs and interests of the children attending. *We welcome any questions or feedback that you may have.*

- OSHC Team

## Philosophy

We believe that...

- Out of School Hours Care (OSHC) is a valuable and integral part of St Joseph's Catholic School and the local community.
- Children can have fun, play together, learn new skills and develop friendships and positive relationships with other children and adults.
- Children are committed and involved learners. They are invited to contribute to the service programme to challenge, create, explore and further develop their identities.
- It is important for children to understand and explore the natural environment and become environmentally responsible.
- Self reflection and continuous improvement enables our service to grow and flourish.

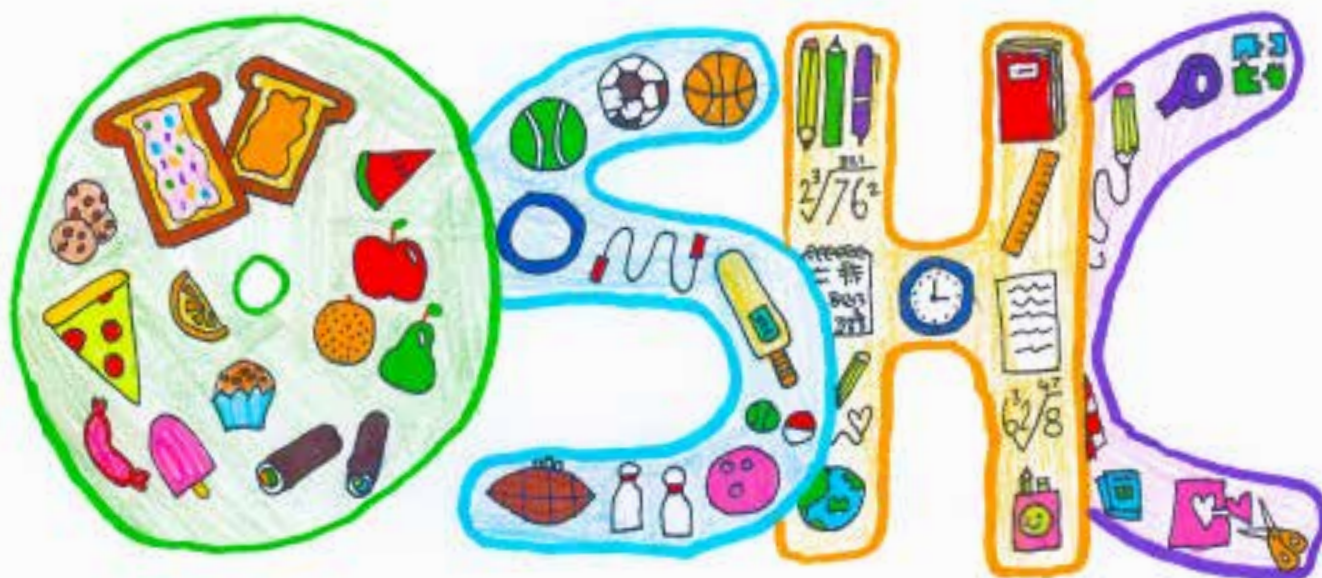
## Background

St Joseph's OSHC Hindmarsh was established in 1994 and provides a well supported and integrated programme within the school. OSHC first began in a transportable classroom and as numbers increased, the service was transferred to the School Library Resource Centre. In 2011, OSHC was relocated to their own building (accessible off Bertie street) that was previously used for Preschool.

The service is accountable to the St Joseph's School Board. We have a strong and devoted OSHC Advisory Parent Committee that assists with the management of the service.

We are an Approved Provider and work under and operate with appropriate child ratios according of the National Quality Standards and the ***My Time, Our Place Framework for School Aged Children.***

OSHC have an established team of dedicated workers who are skilled and committed to quality care that provides consistency for our children and parents. A staff member with a Senior First Aid, Asthma and Anaphylaxis Certificate will be on duty at all times.



## Aim

St Joseph's OSHC Hindmarsh aims to provide high quality care for children in a welcoming and safe environment.

The staff aim to work in conjunction with families and the school to promote the social, physical, intellectual and spiritual development of each child.

## Hours of Operation

St Joseph's OSHC Hindmarsh operates Monday to Friday during school terms only.

**Before School Care** 7:30am - 8:30am

**After School Care** 3:10pm - 6:00pm

**Staff Formation Day/  
Pupil Free Day** 7:30am - 6:00pm  
(Bookings Essential)

**Pupil Half Day** 12:00pm - 6:00pm  
(Bookings Essential)

**Vacation Care** 7:30am - 6:00pm  
(Bookings Essential)



## OSHC Staff 2018

Catherine Appiah - Director  
Mulu Bogale  
Nick Kostantakis  
Corey Mancini  
Sue Ciampi  
Magy Gerges



## Objectives

**St Joseph's OSHC Hindmarsh is a child focused service where,**

- children's input into the OSHC programme is respected and each child valued individually.
- children are given opportunities to develop self-esteem and independence through positive experiences and providing choices.
- children are encouraged to listen and respect the opinions, feelings, values and cultural differences of others.

**St Joseph's OSHC Hindmarsh employ qualified and skilled staff who,**

- are caring and supportive in their interactions with children and families.
- work in collaboration with various agencies to ensure that facilities and support is provided for children with varying needs.
- listen and respect the opinions and feelings of others and respect the values and cultural differences of those both within and outside the school community.
- are encouraged to attend professional development and child related studies.

**St Joseph's OSHC Hindmarsh addresses the needs of families by,**

- respecting all families rights to have input into the organisation of the OSHC service.
- encouraging all parents to participate in all aspects of the OSHC service.
- encouraging all families to advise staff of any concerns or issues relevant to their child.
- providing feedback to families on the activities in which the children participate in the OSHC programme.

**St Joseph's OSHC Hindmarsh shows respect for our environment by,**

- encouraging appropriate use of equipment and treatment of school property.
- facilitating a 'learning to play and playing to learn' environment.
- conserving energy where possible.
- providing opportunities to 'Reduce, Reuse, Recycle.'



♥ Everyone Belongs in OSHC ♥

Caring

Kind

Fun

Amazing

Outdoor play

Lege

Cool

Awsome

Cool

Wonderful

Moodly

Board Games

Knitting/leaves

Fun

chatting with friends

CHALK

JPD

# DAILY OPERATIONS

## Bookings

To ensure the safety of the children *child:staff ratios* must be in accordance with the National Quality Standards. Therefore bookings, permanent or casual, are essential.

A permanent booking will provide your child with a permanent place, whereas casual bookings will be accepted only if there is a place available. If no casual booking has been made, your child will be sent to the office. If the service is full, casual bookings can be denied and you will need to make alternative arrangements.

Whilst we are able to offer limited places to preschool children, these places can **ONLY** be offered where a school aged child is not displaced. Where a family has made a booking for a preschool child, that booking will be revoked if we reach capacity and a school aged child then seeks a booking. Families of preschool aged children are asked to give careful consideration to these protocols and have back up plans in place.

All sessions booked are reserved for your child and consequently will be charged unless the required notice is given.

## Cancellations

Cancellations can be made:

- In person, by calling or sending an SMS on the OSHC mobile **0408 809 107**
- Sending an email to **oshc@sjsh.catholic.edu.au**
- Via the school office between 9am - 3pm on **(08) 8346 6569**

## Absences

To ensure the safety of your child and to assist in the smooth running of the programme, it is extremely important that you notify the programme in the event of their absence.

- If your child is absent from After School Care (ASC) roll call, we will ring you to ascertain why
- If your child is participating in a sporting activity before coming to OSHC, please ensure staff know of these arrangements
- If your child is absent from Before School Care (BSC), we will not ring as your child is in your care
- Please note that days booked are still payable if not cancelled by the specified deadline

## Late Pick Up

All children must be collected by 6pm sharp. Parents need to ring as soon as possible to notify staff if they will be late. If no contact the following procedure will be adhered to:

- Contact the parent/guardian
- If the parent/guardian is unavailable the nominated emergency contact person will be called to make alternative arrangements for collection
- If steps 1 and 2 have been unsuccessful the Director will contact the Principal to advise further action



## Homework

The service will provide adequate time, quiet space and supervision by staff to enable children to do their homework. If your child requires assistance to participate in homework please notify staff. Whilst we support the children in homework, we do not take responsibility for signing off on work. Please be aware that we can only encourage children to do their homework.

## Signing In + Out

When dropping off children in the morning, Before School Care (BSC) parents/guardians MUST sign their children in on the attendance sheets.

When collecting your child from After School Care (ASC) parents/guardians MUST sign their child out and ensure that a staff member is aware that you are taking your child home. Teachers or OSHC staff will ensure that Reception children new to OSHC are taken to the OSHC room at the end of school. Preschool children are handed over to Preschool Educators after BSC and are taken to OSHC for ASC by OSHC educators.

Children will only be released to people specified on the enrolment form. If for any reason someone else will be collecting your child please inform the OSHC staff with details. If the person collecting your child is unknown to staff they will be required to show ID. No child will be permitted to walk / ride home alone from OSHC.

## Snacks

A weekly menu is compiled with suggestions from students, their families and educators. We take into consideration the medical needs of the children, while maintaining the health aspect. If your child has any specific dietary requirements, please ensure that they are clearly stated on the enrolment form and health care plan.



## Staff Formation Days (Pupil Free Day / Half Day)

Care is provided on Staff Formation Day/Half Days.

A non refundable booking fee of \$10 per child applies and will be taken off your account if your child is in attendance. Children have a choice of activities and are also encouraged to bring games from home BUT they must take responsibility for their own personal items. Organised workshops / performances may be included on the day.

**Lunch, morning and afternoon snacks are supplied.**

Bookings must be made in advance so adequate staffing and provisions can be provided.

## Communication

Our programme aims to be inclusive of all individuals who use the service, taking into consideration ability, background culture, and always keeping in mind the nature and background of the wider community. If for any reason you do not wish your child to participate in any activities that are offered please inform OSHC staff.

Please notify us of any changes of personal information regarding your child: i.e. phone number, address, emergency contacts. This information is important for staff to provide a safe and caring environment.

An OSHC newsletter will be distributed twice throughout the term via hard copy or email. OSHC will also place information in the St Joseph's School newsletter and through the SkoolBag app. A range of informational brochures are also available on the notice board.

Parents are encouraged to provide feedback as often as they wish. Feedback can be left by sending an email, in writing, leaving positive comments in the *OSHC Moments Book* or verbally. All feedback is greatly appreciated.

## Mobile Phones

It is recognised that some children have mobile phones, however children should not use mobile phones whilst at OSHC unless there is a genuine and urgent need to do so. All mobile phones must be handed in to an educator upon arrival for storage and will be returned to the child when the child is collected by a parent.

If a child needs to use a phone during the course of their attendance at the service they can ask an educator for the use of the landline or mobile to make the call.

## Personal Responsibility

The OSHC Programme follows the school's Personal Responsibility Policy which works on supporting positive behaviour.

The students are encouraged to:

1. Respect yourself
2. Respect others
3. Respect property
4. Respect the environment
5. Respect teachers & staff

Students are expected to follow the programmes safe play. In the case of disruptive behaviour, the Director and/or Principal will discuss the situation with the child's parents.

Our Policy includes provision for appropriate consequences in cases of serious or continued inappropriate behaviour.

## Grievances

We believe that all parents have an important role in our service and we value their feedback as our priority is to do everything possible to improve the quality of our service.

We aim to ensure that parents feel free to communicate any concerns they have in relation to OSHC staff, management, programmes or policies. Parents are encouraged to firstly discuss any issues with the Director, if this is not possible or the problem is not resolved; the Director may offer to take the issue to the Parent Advisory Committee.

Parents can also notify the Principal of any issues relating to the OSHC service.

## *Parent Involvement*

Our OSHC service welcomes volunteers. Prior to starting, a Catholic School Police Check is to be completed. On the day volunteers must complete the OSHC Visitors/Volunteers register. Visitors/Volunteers are not included as part of the staff to child ratios.

Our OSHC Advisory Parent Committee is comprised of parent representatives that use the service, a School Board member, the School Principal and the OSHC Director.

Meetings are held approximately once per term to discuss the running of the service. Parents that are interested in being a part of the OSHC Advisory Parent Committee are encouraged to talk to OSHC staff.

Donations of items such as games, toys, stationary, recycled products, wool, paper etc will be gratefully accepted at all times.

## *ENROLMENT*

### *Enrolments*

All families considering use of the OSHC programme will need to complete an enrolment form, booking sheet and medical form. Enrolment forms will be updated annually or when a family's circumstances change.

All forms must be completed and returned to OSHC before your child attends. Families enrolling may use the OSHC programme on an casual, permanent and/or emergency basis.

Where possible, new families should make a time to meet with the Director for a tour of the service and to meet the staff. The service is available to all school aged children, providing staff and resources are available.

Priority of Access will be given to families with the greatest need according to Commonwealth Government Priority of Access Guidelines (e.g. child at risk, single parents, both parents working or studying).

This will only apply if demand for places exceeds availability of places.

### *Policies*

The OSHC service has a policy folder that includes policies/procedures in relation to many aspects of the service including health and safety, nutrition, administration and management, programming and work, health and safety. These policies are reviewed every three years or as necessary due to legislation or changing needs. Parents/Guardians are encouraged to access the folder at any time and make any comments or suggestions. Please refer to staff for information on policies.

### *Child Care Subsidy*

The Australian Government offers Childcare Subsidy (CCS) to all families.

To access the CCS you need to complete an online form through mygov. For more information visit: <http://www.education.gov.au/childcare>.

To be eligible for Child Care Subsidy families must meet residency requirements and comply with immunisation requirements.

# PAYMENT

## Accounts

Accounts are processed on site and distributed through our service weekly. There are a number of payment options available:

- **Cash or Credit Card** via the Financial Officer or School Office.
- **Credit Card Payments** - available through OSHC EFTPOS machine daily. Automatic deductions can be made from your credit card as arranged with the Financial Officer. An authorisation form will need to be completed with your details.

- **Online Payment**

**Email:** dsal@sjsh.catholic.edu.au

**A/C Name:** "Parent's Account Name" - OSHC

**Account BSB:** 085-005 NAB

**Account No.:** 454 786 191

St Joseph's OSHC Hindmarsh is committed to supporting families enrolled in the service. If you are experiencing financial difficulties, please see the Principal and/or Financial Officer to discuss any difficulties and to make suitable arrangements to pay. All matters will be handled in the strictest confidence.

**Accounts are to be paid within 7 days of receiving them.**

Minimum amount on invoice for the month outstanding is \$300. If amount outstanding is over \$300 then no OSHC can be offered until the amount outstanding is below.

Non-payment or no response will result in a letter from the Principal notifying you that the OSHC place for your child has been suspended pending full payment of outstanding fees, unless other arrangements have been made with the Principal and Bursar

Continued non-payment or no response will result in your child's place being cancelled.

## Fees

OSHC fees are assessed annually. Parents/Guardians will be notified of any changes as they arise.

<b>Before School Care</b>	7:30am - 8:30am	\$8 per child
<b>After School Care</b>	3:10pm - 6:00pm	\$22 per child
<b>Staff Formation Day/ Pupil Free Day</b>	7:30am - 6:00pm (Bookings Essential)	\$50 per child Booking Fee \$10 per child (Non-refundable)
<b>Pupil Half Day</b>	12:30pm - 6:00pm (Bookings Essential)	\$25 per child Booking Fee \$10 per child (Non-refundable)
<b>Vacation Care</b>	7:30am - 6:00pm	\$55 per child - Inhouse/Incursion \$60 per child - Excursions (Fees to be paid in advance)

*Late Fee: \$2.00 per minute. Failure to notify will result in a full session fee charge per child.*

## Accidents

In the event of an accident, staff will take appropriate action. All accidents are recorded. Parents and/or emergency contacts are advised of any accidents/treatments their child receives whilst in care. In the case of a serious accident, every action will be made to contact the parents immediately. Ambulance cover is provided to all children attending St Joseph's OSHC, Hindmarsh.

## Illness

Children who are suffering from an infectious disease will be excluded from OSHC for the length of time specified by the Public Health Department or on written advice from the child's medical practitioner.

If a child arrives unwell, or becomes unwell during the course of the session, the child's parents and/or emergency contact will be notified so they can collect the child as soon as possible. While waiting for the contacted person to arrive, the child will be comforted and cared for by OSHC staff.

## Sunsmart

Part of the commitment at St Joseph's is to make students aware of the importance of protecting themselves from the sun, by wearing a school hat and using sunscreen. The policy requires us to advertise and enforce the protection rule "No hat No play in the sun". All year round students at St Joseph's OSHC Hindmarsh wear a school hat when outside. It is advisable that students apply their own SPF 50+ sunscreen which is supplied by OSHC. If your child has an allergy towards sunscreen, staff need to be advised. It is advisable to apply sunscreen and wear a hat when UV rating exceeds 5. Students without a hat are required to stay in a shaded area. If the temperature exceeds 35C, all children are to remain indoors.

## Medication

Staff will administer medication on the following conditions:

- Only prescribed medication by a doctor for the child will be administered
- Medication must be given to OSHC staff or the School Health Officers in its original container with complete instructions and dosage details
- If a child has a specific Health Care need e.g. allergy, asthma, diabetes or diagnosed as at risk of Anaphylaxis, a Medical Health Care Plan and medication must be provided by the parent to the OSHC Centre (this is separate from the school requirements).

## Duty of Care

Duty of Care (*teacher on yard duty*) at St Joseph's Primary School operates between these times:

**Mornings** 8:30am - 8:50am

**Afternoons** 3:10pm - 3:30pm

Any child in the yard, or waiting for parents outside these times will be directed to the office.

Preschool children will be taken from OSHC to Preschool in the morning and taken from Preschool to OSHC in the afternoon by a staff member.



## Programme

OSHC aims to create a stable environment that is inviting, comfortable, attractive and manageable by the children and staff and a happy place to be. OSHC hours are during the children's leisure time and we aim to offer a wide variety of activities based on the needs and interests of the children.

St Joseph's OSHC Hindmarsh is programming in conjunction with the '**My Time, Our Place**' Framework for School Aged Care.

The Framework acknowledges the importance of play and leisure in children's learning and development and that their learning is not limited to any particular time or place.

A detailed programme of activities is displayed on the notice board and extended into the OSHC *Moments Book*. Please take time to look at our programme, your input and comments are encouraged and valued by the children and staff.

The outcomes that we will be working within to provide a Quality Programme are:

- Outcome 1** Children have a strong sense of identity
- Outcome 2** Children are connected with and contribute to their world
- Outcome 3** Children have a strong sense of well being
- Outcome 4** Children are confident and involved learners
- Outcome 5** Children are effective communicators

If you would like to read more about **My Time Our Place** go to <http://www.mytimeourplace.com.au>

## National Quality Standards

St Joseph's OSHC Hindmarsh is committed to obtaining high levels of quality in each of the 7 quality areas to ensure the best service is provided for your children.

Our service overall rating is **Exceeding National Quality Standards**.

- QA1 - Educational Programme and Practice
- QA2 - Children's Health and Safety
- QA3 - Physical Environment
- QA4 - Staffing and Qualifications
- QA5 - Relationships with Children
- QA6 - Collaborative Partnerships with Families and Communities
- QA7 - Leadership and Management

If you would like to have a look at more information regarding the National Quality Standards you can go to: <http://acecqua.gov.au/families>

# VACATION CARE

## Vacation Care Programme

Our Vacation Care Programme operates from 7:30am to 6:00pm during school holidays.

The cost per day (before government subsidy) is:

**\$55 per child - Inhouse/Incursions**

**\$60 per child - Excursion Days**

**All payments to be paid in advance.**

We provide an afternoon snack daily and lunch once or twice a week (as notified on the written programme). Children are expected to bring their own recess every day and lunch unless advised.

## Bookings & Cancellations

**Please book in advance.**

A booking form must be completed and returned to St Joseph's OSHC Hindmarsh to ensure a place. **Bookings not received by the second-to-last week of term will not be accepted.**

New bookings must be accompanied by an enrolment form. Forms may be obtained from St Joseph's OSHC, School Office or online.

If you need to cancel a particular day, or your child is sick, please remember to ring our OSHC mobile on 0408 809 107. **Failure to give us 2 working days notice (ie not Saturdays or Sundays) of a cancellation will result in the full day's fee being charged.**

## Excursions

Excursion times are approximate - please ensure children are at the programme well before departure time.

- The children do not need extra money for excursions, unless indicated on the program
- Please send warm jackets and wet weather gear every day in the winter months for when we go on excursions and hats in the summer
- Please label - we get lots of lost property
- The programme may be subject to change, depending on the weather/other factors
- All children must be signed in and out every day
- All medication requirements must be notified to staff beforehand

If Parents need to contact children during a Vacation Care session, they may ring the OSHC mobile on 0408 809 107. If you have any questions please speak to Catherine.

WE HOPE YOUR TIME IS

**REWARDING**

+

**ENJOYABLE**