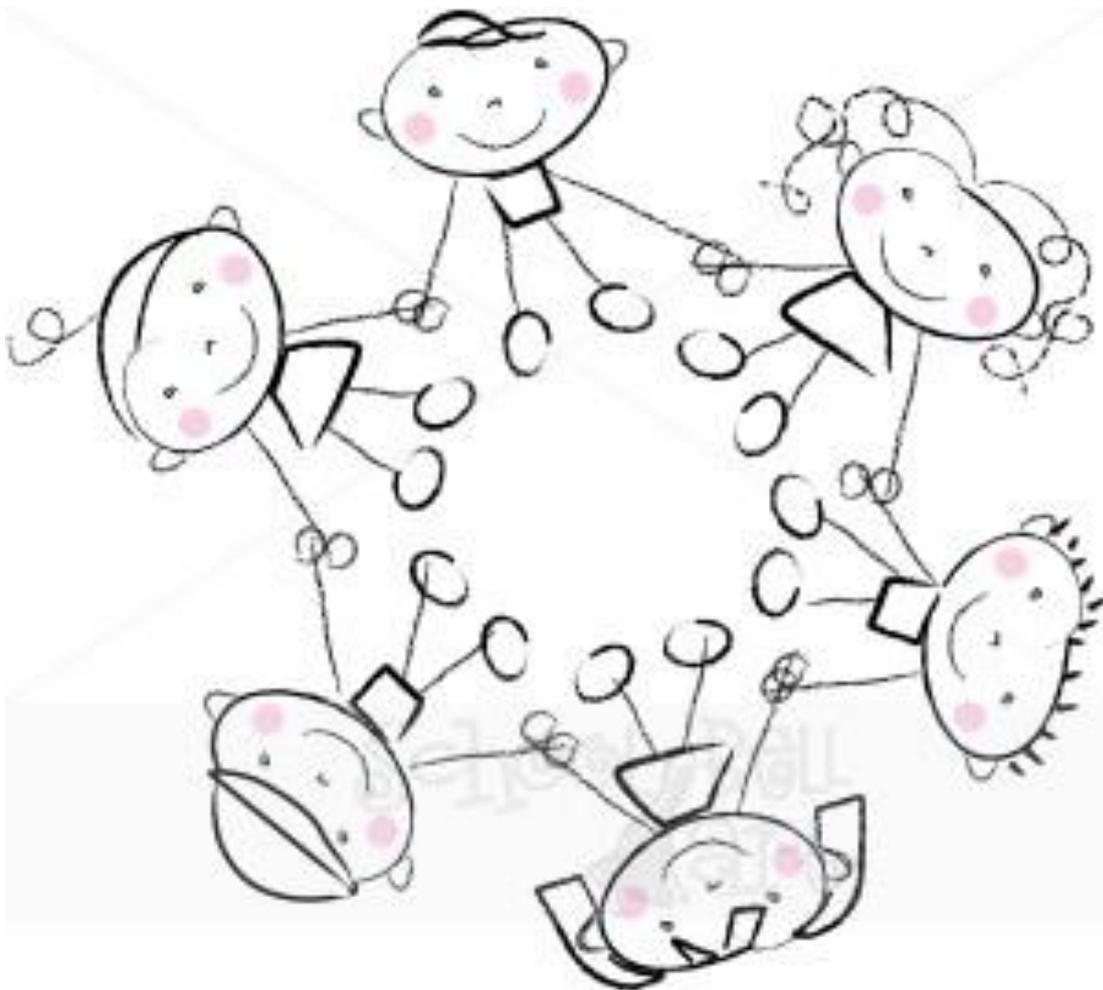


EAST MARDEN PRIMARY SCHOOL

OUT OF SCHOOL HOURS CARE

Parent Information Handbook



Operational Hours

Before School Care: 6.30am – 8.25am

After School Care: 3.00pm-6.10pm

Vacation Care: 6.30am-6.10pm

**43 James Street,
Campbelltown SA 5074**

Phone: 8336 4980 / 0423 025 790

Fax: 8337 6249

E-Mail: eastmardenoshc@gmail.com

SERVICE VISION & PHILOSOPHY

*“East Marden OSHC strives to be the best
Out of School Hours Care service in the community.”*

East Marden Out of School Hours Care is dedicated to:

- 1.** Consistently deliver a quality educational children’s program for the community that meets and exceeds all standards of the National Quality Framework
- 2.** Foster positive relationships between all stakeholders of the service
- 3.** Establish a partnership between families, the school and OSHC to ensure that children feel safe, secure and respected as they find strong links between these settings
- 4.** Engage in ongoing reflective practice through a process of planning, observation and evaluation to ensure that best practices are delivered to cater for the needs, interests and diversity of children

ENROLMENT

Enrolment forms must be completed and returned prior to the first session of care. A refundable bond of \$100 is required at enrolment for the first child; \$50 bond for second child. Vacancies will be prioritized according to the *Australian Government Priority of Access Guidelines*.

To receive Child Care Benefit (CCB) and Child Care Rebate (CCR) parents will need to register with the *Family Assistance Office* on 13 61 50. To claim CCB, please quote our reference numbers below.

Before and After School Care	555 009 265 A
Vacation Care	406 981 398 X

It is the responsibility of families to notify the Director of any changes to personal details and emergency contacts. All information will be kept confidential.

SESSION TIMES AND FEES

Type of Care	Times	Fee
Before School	6:30 – 8:25	\$10
After School	3:00 – 6:10	\$16
Early Closure	2:00 – 6:10	\$16
Vacation Care	6:30 – 6:10	\$45
Pupil Free Day	6:30 – 6:10	\$45
School Closure	6:30 – 6:10	\$45

Bond Fee

A \$100 bond fee is required at the time of enrolment. Cost: \$100 for the first child and \$50 per additional child.

Late Collection Fee

\$1.00 per minute, per child, will be charged to your account for children collected after 6.10pm. Care may be suspended at the discretion of the Director from regular late collection.

Vacation Care

Bookings must be made prior to the deadline as stated on vacation care program. A deposit of \$15 per day is required to secure booking.

**Families from external schools will be required to pay fees in full prior to Vacation Care period.*

PAYMENT

OSHC accounts are issued Monday of each week and can be collected from the sign-out filing cabinet. It is the responsibility of families to collect invoices and make payments promptly. Payments are required within 7 days from date on invoice period (top left corner on invoices).

Payments of Cash, Cheque or Eftpos can be made at the OSHC service. Online payments can be made through Bizgate located on the school website www.eastmardps.sa.edu.au

Having trouble paying your fees?

If you encounter difficulties paying your fees, please see the Director immediately to implement an individual payment plan or access outside agencies or Centrelink for extra assistance.

BOOKINGS AND CANCELLATIONS

Bookings and cancellations can be made by calling 8336 4980 or texting 04 2302 5790. If the phone is unattended, please leave a message and a confirmation will be returned as soon as possible. Please note that the school office is not responsible for taking bookings.

'24 hours' notice is required for successful cancellations to be made without charge.

Before and After School Care

To ensure the child/staff ratio is not exceeded, please make bookings with as much notice as possible.

Permanent Bookings: Children attending on a regular basis should be booked into care as permanent bookings. OSHC fees are charged in full at the event of absences and late cancellations.

Casual Bookings: Children attending on an irregular basis should be booked into care as casual bookings. OSHC fees are charged in full at the event of absences and late cancellations.

Vacation Care

The vacation care program is available and distributed on week 6 of each term prior to the commencement of Vacation Care. Bookings are placed and secured once a completed form and deposit has been made. However, bookings may be rejected at the discretion of the Director if families are unable to clear their overdue account.

Cancellations during vacation care period will be charged \$15 for incursion days and be charged a full fee of \$45 for excursions due to the service's higher costs involved (ie. Bus hire, equipment hire, lowered educator to child ratios).

DROP OFF AND COLLECTION

All children must be signed in and out of the service daily by parent/guardian. When collecting children, please take home all their belongings and artwork.

Authorisation for Collection

Children can only be signed out and collected from OSHC by a custodial parent or nominated person. Written permission is required if your child will be collected by someone other than the person/s nominated on your enrolment form. Staff may ask for proof of identification (ie drivers licence).

LATE COLLECTION

Parents who are unable to collect their child at the collection time should call the service to notify of their lateness and advise of their expected time of arrival.

If you or nominated persons are unable to collect your child before closing time, please arrange for another responsible adult to collect the child and advise the service of this arrangement. This advice should be in writing if possible.

If the parent has not contacted the service and the child has not been collected after the closing time, the service will get in contact with all listed emergency contacts on the child's enrolment form to arrange for immediate collection.

If the service is unsuccessful in contacting all listed emergency contacts, Crisis Care and/or police will be contacted and asked to take responsibility for the child. A notice about this will be posted on the service's entrance with the relevant telephone contact numbers.

A late collection fee at the rate of \$1.00 per minute will be charged to your account for children collected after 6:10pm.

PROGRAMMING & ACTIVITIES

At East Marden, the OSHC program operates under the 'My Time, Our Place' framework. Educators work independently and collaboratively to develop educational programs which cater for the needs, interests and abilities of children attending the service. Each program is designed to engage children in play based learning opportunities. Children are involved in the planning process by working with staff, brainstorming ideas, completing questionnaires and evaluations.

Some of the activities and resources available to the children are:

• Beading activities	• Homework	• Quiet area for reading
• Board games	• Imaginative play areas	• Soccer table
• Computer stations	• Large oval area & playground	• Sporting Equipment
• Constructions	• Movie room	• Structured art & crafts
• Cooking	• Painting	• Television
• Dress ups & role play	• Play dough	• Outside play
• Hama beads	• Puzzles	• Indoor gymnasium

MEALS & SNACKS

Food provided at East Marden OSHC Service are nutritious and varied. Please inform us of your child's food allergies on your enrolment form.

BREAKFAST

During Before School Care, breakfast is provided from 6:30am to 8:00am.

AFTERNOON TEA

During After School Care, a fruit platter and a second snack/ freshly cooked dish will be provided.

VACATION CARE

During Vacation Care, breakfast and afternoon tea is provided each day. Lunches may be provided on incursion days; please refer to vacation care program for details.

FIRST AID, MEDICATIONS & ILLNESS

In the event of a major injury or accident, every effort will be made to contact parents first, then emergency contacts. Staff with First Aid qualifications will deal with all injuries.

Medication must be handed to a staff member and be accompanied by a letter from your doctor. Parents also need to sign a permission notice for staff to administer medication.

If your child becomes ill whilst in our care, you will be contacted to collect your child immediately.

We regret that children suffering with a contagious illness can not enter care.

EQUIPMENT

- Electronic devices are permitted at the service but set times will be allocated throughout the session.
- Cards/ Toys can NOT be swapped or traded at the service.
- The service takes no responsibility for items being lost, broken or stolen.
- Mobile phones must be given to a staff member to be locked away.

Staff will accept no responsibility for items being lost or stolen.

BEHAVIOUR

The children, together with the staff at East Marden Out of School Hours Care, devised a set of rules of consequences that they believed to be fair and equitable to all ages and gender.

RULES	Behaviour Management Process
<ol style="list-style-type: none">1. Stay within the safety boundaries set by OSHC2. Be respectful to all children and educators3. Listen to and follow educator's instructions4. Look after the environment & OSHC resources5. Be inclusive of all children6. Bullying, violence and harassment will not be tolerated	<ol style="list-style-type: none">1. Rule reminder2. Verbal warning of consequence3. Sit out and reflection4. Separate play for an extended period5. Parents notified to have child picked up6. Children may be suspended from care at the discretion of the director if child's behaviour repeatedly breaches the school's Anti-Bullying policy and student Code of Behaviour.

Suspension from the service will occur only after all other avenues of communication and support have been made and/or a result of the following:

- Professional advice has confirmed that the child is in high psychological risk as a result of an unusually prolonged inability to settle into care
- A child puts one or more children at risk through inappropriate/dangerous harmful behaviour.

STAFF

All OSHC services must adhere to a minimum staff:child ratio of 1:15. A Qualified Staff with a Diploma of Children Services or equivalent is required for every 30 children attending care.

MANAGEMENT

The OSHC service is operated by the East Marden Primary School Governing Council. The Governing Council has two sub-committees:

The Governing Council Finance Committee to oversee the financial position, approve budget, fees, and report back to the Governing Council.

The OSHC Advisory Committee for the effective operation of the OSHC service, including updating policies, accreditation implementation, and programming. Parents are encouraged to participate on the OSHC Advisory Committee to express their ideas and concerns. Please contact the OSHC Director if you wish to participate on this committee.

PARENT GRIEVANCE PROCEDURE

If a parent has a concern about the service provided, it is recommended that they proceed as follows:

- Speak to the Director about the problem in person, in writing or e-mail.
- If you are not satisfied with the outcome, you may contact the School Principal
- The parent may also be invited to attend or write a letter to the OSHC Advisory Committee to discuss a solution.

OSHC POLICIES

Our OSHC service is operated and guided by a series of policies incorporating the school's policies and our OSHC service's policies. Our policies folder can be viewed on the parents table.