

Black Forest OSHC Family Handbook 2017



Welcome

Black Forest Primary School Out of School Hours Care (OSHC) is proud to be rated as a child care service that is Exceeding National Quality Standards; the highest level at which a service can be rated.

Our service strives at all times to create an environment where children feel safe, happy and supported; and one which encourages children and families to contribute and develop a sense of ownership of the service and its program.

Our programs are centered on the interests, needs and diverse backgrounds of all children at the service, to facilitate and foster social interaction, inclusion and a caring and supportive atmosphere.

It is our hope that the positive experience of their time at Black Forest OSHC will reward children with an appreciation of the world they live in.

This Family Handbook explains important information you will need to be aware of whilst your child is in attendance at our service.

We encourage you to read the provided information and ask questions to confirm your understanding of how the service operates.

Jason McDonald

Director



Service Philosophy

*'Oran A Azu Nwa'
It takes a village to raise a child*

Black Forest Primary School Out of School Hours Care (OSHC) is a service that aims to nurture children's cognitive and social development by scaffolding its programming to allow children the freedom to express themselves as they experience learning and development through play and exploration; supported at all times by a team of dedicated, engaged and caring educators.

Paramount to all educators at the service is the continual development of positive and encouraging relationships with children and their families coupled with collaborative partnerships with the wider school and local communities.

Black Forest OSHC strives at all times to create an atmosphere where children feel safe, happy and supported; an environment that encourages families to contribute and develop a sense of ownership of the service and its educational program.

It is our hope that the positive experiences and relationships developed throughout their time at Black Forest OSHC will reward children with an appreciation of the world they live in, and provide opportunities and direction as they embark upon a journey of lifelong learning and sharing of their experiences and knowledge, with others.

Service Information

Our Service caters for school-aged children aged 4-14 years. We are open for before school care from 7:15am until the beginning of the school day, and after school care from the end of the school day until 6:00pm Monday to Friday during term time, (excluding public holidays) and for vacation care from 7:15am to 6:00pm during school holiday periods (excluding public holidays and a two week Christmas closure). Our Service also operates on pupil free days from 7:15am to 6:00pm. Bookings are required for all sessions as places are limited.

Contact Information

Phone:	08 8293 8085
Email:	oshc.bfps459@schools.sa.edu.au
Website:	http://www.blforest.sa.edu.au/OSHC.htm
Service Providers:	Black Forest Primary School Council Inc.
Director:	Jason McDonald
Assistant Director:	Marina Braun
Senior Educators:	Andrea Nuske Deahne Alekna

Fees

Effective January 30th 2017

Before School Care	\$ 8.50 (less CCB/CCR)
After School Care	\$19.50 (less CCB/CCR)
Vacation Care	\$52.50 (less CCB/CCR)
Pupil Free Days	\$52.50 (less CCB/CCR)
Late Collection	\$15.00 (per 15 mins or part thereof)
Cancellation	Full Fee (If cancelled with less than 10 working days' notice) No Fee (If cancelled with at least 10 working days' notice)

How to Pay

A statement of your account will be provided weekly by email and will include the amount due or in credit, methods of payment, and information regarding attendance and Child Care Benefit payments.

Payment of your account can be made weekly or fortnightly using the Qkr! phone app which can be downloaded from iTunes and Google Play. A desktop version is also available at <https://qkr.mastercard.com/store/#/home>. Payments can also be made at the school finance office between the hours of 8:30am – 9:30am Monday – Friday during term time.

If at any time you are having difficulty making payments please contact the service director immediately to discuss additional time to pay your account or to set up a payment arrangement. If your account becomes overdue and we do not hear from you your access to the service will be suspended and recovery action may be undertaken. We would prefer not to have to take these actions, however, so please let us know if you are ever having difficulty so we can try to assist.

Bookings

Bookings can be made by informing OSHC of your requirements by phone, email or in the communication diary at OSHC. It is encouraged that if you are making a booking with short notice that you do so by phone or in person at the service to ensure availability. Bookings can be regular, the same days or times each week/fortnight are locked in and you are ensured of your place or casual, you simply book as you require subject to availability.

Cancellations

In the event that a booking needs to be cancelled (including for reasons of illness or early departures from school) please notify OSHC Immediately. If your booking is cancelled with at least ten working days' notice (i.e. two regular weeks) then no charge will apply. If your booking is cancelled with less than ten working days' notice (including for reasons of illness or early departures from school) then the regular fee will continue to apply.

Closing Time and Late Fees

Please be aware that the Service closes at 6:00pm. **A late fee is incurred for children collected after 6.00pm.**

The fee is \$15 per child for every 15 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the program until all children are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, then we will contact the Department for Child Protection and SA Police to take responsibility for your child.

Child Care Benefit (CCB) & Child Care Rebate (CCR)

A family subsidy (Child Care Benefit) is available from the Family Assistance Office (FAO). The Family Assistance Office will assess parents' taxable income and a scale will be used to determine the amount of assistance each family will receive. The assistance may be claimed as a reduced Service fee or at the end of the financial year. Every family regardless of their income is entitled to this assistance.

The Child Care Rebate covers 50% of out of pocket expenses up to a maximum amount each year. The Child Care Rebate is not income tested. If you are claiming Child Care Benefit you are eligible for the Child Care Rebate if you meet a "work study test".

For further details please speak to our Director or contact FAO on 13 6150.

Allowable Absences

You may be paid CCB/CCR for any absence from approved care your child attends for up to **42 days per child per financial year**.

Regulatory Authorities

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the My Time, Our Place - Framework for School Age Care in Australia, and the National Regulations (Education and Care Services National Regulations).

Our Service is regulated by the national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in South Australia. To contact our Regulatory Authority, please refer to the contact details below:

Education and Early Childhood Services Registration and Standards Board of South Australia
GPO Box 1811
Adelaide SA 5001
Phone: 1800 882 413
Email: eecsb.nationalqualityframework@sa.gov.au
Web: www.esb.sa.gov.au

Confidentiality

We are committed to protecting your privacy. We support and are bound by privacy laws and strict confidentiality is maintained at all times.

In order to plan programs for your children we may need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose

personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time, or request a copy of information in the file.

Service Policies and Procedures

You will find a copy of our service policies and procedures at the parent table in the main OSHC room. We expect our staff to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations.

Educators cannot make exceptions for individuals unless the Director or Approved Provider do so on account of serious and/or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to family's needs and meet required regulations. Your involvement helps us to improve our service and may lead us to change our policies and procedures.

Enrolment Information

Prior to commencing at our service, you will be required to complete all enrolment documentation. Please understand that it is essential we have up-to-date information in case of an emergency. It is important that you notify the Director or Educator-in-Charge of any changes to enrolment information including:

- Address
- Health
- Telephone/mobile numbers
- Contact details
- Family changes
- Emergency contact information details etc.

We are also required to have certified copies of any court orders relating to the child.

Educational Program

We adhere to the My Time, Our Place – Framework for School Age Care in Australia as per our programming policy. We are committed to providing a developmental and educational program which caters for each child's individual needs, abilities and interests. Our program will continue to develop as we use the relationships children have with their families and communities, working in partnership with parents, to ensure each child's knowledge, ideas, culture, abilities and interests are the foundation of our programs.

We encourage children to be responsible for their own learning through choices in experiences, interests and routine. We use conversations, actions and play as the basis for teaching which involves the children being partners in teaching by seeking out ideas, opinions, thoughts and questions. We encourage children in promoting their independence and self-help skills by assisting within the routine and involving the children in interest based projects to further enhance their learning and knowledge. We value children and family input and encourage family involvement in order to gather a comprehensive and holistic view of the child.

We know that children learn effectively through play and this is supported by Educators who are diligent in their responsiveness to each child. Applying strong intentional teaching practices will provide the children with an authentic and meaningful learning environment which challenges, supports and nurtures a child's development.

If we as Educators have any areas of concern, we will inform you and advise where help may be pursued, e.g. speech therapist. We understand this is a sensitive topic and it is always your decision to follow this up. Educators are willing to discuss any aspect of learning and development with parents.

My Time, Our Place - Framework for School Age Care in Australia

Fundamental to the Framework is a view of children's lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture and place. Their earliest development and learning takes place through these relationships, particularly within families, who are children's first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

Belonging

Experiencing belonging – knowing where and with whom you belong – is integral to human existence. Children belong first to a family, a cultural group, a neighbourhood and a wider community. Belonging acknowledges children's interdependence with others and the basis of relationships in defining identities. In childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

Being

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the here and now in children's lives. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life. The childhood years are not solely preparation for the future but also about the present.

Becoming

Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs in the early years as young children learn and grow. It emphasises learning to participate fully and actively in society.

Outcome 1: Children have a strong sense of identity

- Children feel safe, secure, and supported
- Children develop their emerging autonomy, inter-dependence, resilience and sense of agency
- Children develop knowledgeable and confident self-identities
- Children learn to interact in relation to others with care, empathy and respect

Outcome 2: Children are connected with and contribute to their world

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

Outcome 3: Children have a strong sense of wellbeing

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

Outcome 4: Children are confident and involved learners

- Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children develop a range of skills and processes such as problem solving, enquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

Outcome 5: Children are effective communicators

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children express ideas and make meaning using a range of media
- Children begin to understand how symbols and pattern systems work
- Children use information and communication technologies to access information, investigate ideas and represent their thinking

Parent Participation

The Service actively seeks and encourages families to be involved. This can range from evaluating and adding input to the services' program, to volunteering within the Service and sharing skills & experiences that the children and the program will benefit from. You can also nominate to serve on the OSHC Advisory Committee (a sub-committee of the School Governing Council) which currently meets 4-5 times per year and advises both the Service and the Governing Council. We respect that time is limited for most families and encourage as much or as little involvement as suits your family.

As a means of communication we offer phone, email, web page, newsletters, day book, and pride ourselves on strong verbal communication on a daily basis. We seek input from families on all aspects of the Service at any time.

If, for any reason you question or do not understand any aspect of the Service or your child's experience we have a Grievance Policy that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time. Copies of our policies are available at the parent table in the OSHC Room.

Communication

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child's day.

Therefore, we have many types of communication available for families, which include:

- Phone
- Email / Web
- Communication Diary
- Face-to-face
- Newsletters

Court Orders

Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service. Without a Court Order we cannot stop a parent collecting a child.

Arrival and Departure

For safety and security reasons ALL children must be signed in on arrival, and signed out on departure. The times must be noted.

No child will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with the Director or Educator-in-Charge.

Preparing your child for OSHC

We encourage each child to visit the Service in the company of a family member before they start their first day with us. This gives you and your child the opportunity to gain an understanding of our program, the layout of the room, where to find things, provide Educators with additional information about your child and how we can best support their transition and settling period.

Communication between home and the service must be open and happen often to best support your child during this time. There may be tears and extra tight hugs when saying goodbye at Before School Care for the first few weeks but know that there will always be comfort, reassurance and genuine care from Educators for both the children and their families at these times. Sometimes this experience is upsetting, more so for the family than the child who tends to settle in pretty quickly. We understand this and offer support through open communication and a phone call or text message of reassurance where necessary.

What to bring to the Service

Before School Care

No additional items are required for Before School Care.

After School Care

It may be worthwhile packing a few additional healthy snack items for your child for After School Care. Whilst they will be provided with a healthy snack upon arrival and a further light snack at 5PM some children may still be peckish throughout the afternoon and others may be just a little fussy with certain foods served.

Vacation Care and Pupil Free Days

Backpack

For independence, we work towards all children being able to recognise and open their own bag. Let them be involved in selecting the bag and taking ownership of it. Please ensure it is large enough to hold all their belongings and is clearly labelled. When on an excursion your child will be required to carry their own backpack so only include items that they really need to ensure that it is not too heavy.

Recess, Lunch and Water

A healthy recess and lunch are essential and should be clearly labelled with your child's name. Also include at least one drink bottle - again with their name on it. Water is always provided at the service via drinking fountains but a drink bottle is preferred, and absolutely essential on excursions.

A reminder that nuts and nut products are not permitted at OSHC due to life threatening allergies.

Sun-Smart Hat

A school approved hat must be worn at all times between September and April when outdoors at OSHC such as a legionnaires, bucket or broad-brimmed style. Baseball caps are not acceptable as they do not provide sufficient protection.

Personal Items

Personal items are not recommended to be brought to OSHC, however, if they are they will be your child's responsibility. The Service cannot take responsibility for the safety of personal items. Trading cards are not to be brought out at the service at any time.

Spare Clothes

Every now and then accidents occur and it may be necessary for your child to get changed into fresh clothes. Please include a complete change of clothes every day which can stay in your child's bag.

Clothing

During vacation care or on pupil free days it is helpful to your child if they are dressed in non-restrictive, serviceable, easy to wash clothes so that they feel free to join in all the activities and to develop independence. Shoes also, need to allow children freedom to run, climb, hop & jump as well as being easy for the child to take off and put on by him/her.

Unsuitable footwear includes: Thongs, heels, slides, and thongs and we prefer that these are NOT worn to the Service. Closed in flat footwear such as sneakers/trainers/joggers are best. Also, please consider clothing that enables the child to move around easily and allows children to be independent in dressing. Clothing such as long dresses, overalls, braces, belts and stiff buttons can prove a problem for young children who need to go to the toilet. We require all t-shirts to have sleeves, no mid-drift tops and hats that are broad brimmed are essential for effective sun safety.

Toys

The Service has an abundance of toys and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on Educators to track numerous toys throughout the day.

Behavioural Guidance

Educators follow a Behavioural Guidance Policy which extends across the whole Service giving consistency of expectation in all areas. This policy allows children to develop self-discipline, a respect for others, for property and respect for self, whilst learning to regulate their own behaviour. If you require further information on this policy please ask Educators or refer to the policy book.

Sun Safety

Children and Educators will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 15+), which is reapplied according to the manufacturers recommendations. A sun protective hat must be worn every day when playing outside for protection against the sun. Please make sure to include it in your child's bag every day regardless of the weather conditions.

When should I not send my child to the Service?

To try and prevent the spread of disease at the Service, please monitor your child's health and watch for:

- Yellow or green nasal discharge
- High temperature
- Diarrhoea
- Red, swollen or discharging eyes
- Vomiting
- Rashes
- Irritability, unusually tired or lethargic

Please do not bring your child to the Service if they display any of the above symptoms. If a child becomes ill whilst at the Service the child's parents or person responsible for the child will be contacted to organise collection of the child. If the child is unable to be collected, educators will contact the child's emergency contact for collection.

When the child is collected, the family will have the following information made available to them to present to their doctor: symptoms, date of onset, general behaviour of the child leading up to the illness and any action taken.

Children who are on antibiotics are to be kept away from the Service for at least the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease.

Infectious Diseases

The following information has been supplied by the National Health and Medical Research Council re: exclusion from the Service of a child suffering with the following diseases/ailments. Please inform staff if your child has any of the following so that we can let families and Health Department know if something is going around and avoid an epidemic. (Confidentiality is always maintained).

Condition	Exclusion
Hand, foot and mouth disease	Until all blisters have dried.
Hib	Exclude until medical certificate of recovery is received.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
Herpes – cold sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
Influenza and flu-like illnesses	Exclude until well.
Measles	Exclude for at least 4 days after onset of rash.
Meningitis (bacterial)	Exclude until well.
Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed.
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner).
Poliomyelitis	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of rash.
Salmonella, Shigella	Exclude until diarrhoea ceases.

Streptococcal infection (including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment.
Worms (intestinal)	Exclude if diarrhoea present.

Immunisation

From 1 January 2016, only parents of children (less than 20 years of age) who are fully immunised or are on a recognised catch-up schedule can receive the Child Care Benefit, the Child Care Rebate and the Family Tax Benefit Part A end of year supplement.

The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Childhood Immunisation Register (ACIR).

Children with medical contraindications or natural immunity for certain diseases will continue to be exempt from the requirements.

Conscientious objection and vaccination objection on non-medical grounds will no longer be a valid exemption from immunisation requirements. Families eligible to receive family assistance payments and have children less than 20 years of age, who may not meet the new immunisation requirements, will be notified by Centrelink.

Medication

Educators can only administer medication prescribed by a doctor. They cannot administer non-prescription drugs or dietary supplements unless the service is provided with written authorisation by a doctor.

Medication can only be administered to a child by Educators from its original packaging with pharmacy instruction sticker.

On arrival at the Service families must give medication to Educators for safe storage and complete a medication authorisation form. Under no circumstances should medication be left in children's bags.

Allergies or Asthma

It is vital that we are aware of any allergies or asthma. Families are required to explain any allergy or asthma on the enrolment form as well as provide us with the diagnosis from the doctor. The Service has a procedure the staff follow to minimise allergic reactions.

The Service requires an Action Plan filled in by your Doctor to assist in managing your child's needs. The Action Plan is to be updated every 6 months. If medication is required this must be provided to the service prior to your child attending (please see medication section above for further information).

Accidents

The Director/Educator-in-Charge will contact parents immediately if a child is involved in a serious accident at the Service. As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers.

An incident report will be filled out for all accidents, injuries and illnesses. This will contain details of the accident/injury/illness, any first aid that was administered, and be signed by an educator, the Nominated Supervisor and by the parent.

Emergency Drills

Throughout the year the Service will hold emergency drills which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. Educators will be trained in using the fire extinguishers that are in the Service. An emergency escape plan will be displayed in every room.

Child Protection

There is nothing more important to the educators and staff of the Service than your child's safety. All educators and staff at the service undergo Department for Communities and Social Inclusion (DCSI) Child Related Employment Screening prior to their employment at the service and then at regular intervals thereafter. Senior Educators and staff regularly undertake professional development in child protection practices, with all Educators and staff participating in regular on-site training and development to continually update and improve practices.

Workplace Health and Safety

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Director/Educator-in-Charge immediately.

Educator Ratio and Qualifications

We meet all legal requirements in relation to child to educator ratios and the qualifications of our educators.

Our Educators are continually evaluating how our curriculum meets the education needs of our children and reflecting on ways to improve children's learning and development.

For further details on the qualifications of the Educators, please see our Director.