

# Cowandilla Primary School

## Out of School Hours Care Service

### Family Handbook

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Out of School Hours Care  
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## **Service Introduction**

### **Service Philosophy**

“Quality child care for primary school aged children”

Cowandilla Primary School Out of School Hours Care Service aims to provide quality care for all children in a safe, secure and comfortable environment.

The service aims to replicate the home environment as closely as possible. Each child will be treated as an individual with the right to be heard in a friendly atmosphere where curiosity, initiative, self-esteem and social responsibility will be fostered.

The service is non-discriminatory and thus available to all children who would like to attend the service. We believe that school age children in care need opportunities for physical activities, art & craft, imaginative play, science & cooking, music & drama. We will provide a programme for the children where they can play and most of all have FUN!!!

Our service will offer a range of stimulating experiences and activities which are interesting, age appropriate, relaxing, educational and fun. We believe our children have the right to be happy, the right to be safe, the right to be heard, and the right to learn about themselves.

### **Service Goals**

1. The service will actively promote equal opportunity in all aspects of operations
2. Children’s play will be promoted, valued and recognised
3. The service’s environment will be caring and challenging where children will feel safe, confident, secure, encouraged and respected
4. The service workplace will be safe, supportive, rewarding, professional, challenging for staff, promote teamwork and open communication, and offers award conditions
5. The service will be responsive to the needs of parents/carers, children, staff and the wider community
6. The service will value the Out of School Hours Care Quality Assurance process and strive continuously for improving the quality areas
7. The service will be innovative and accountable
8. Parent/carers will feel welcomed to contribute confidently
9. The service will form a partnership with the school and deliver a quality family service
10. Local community needs are recognised and met

## **Duty of Care**

Cowandilla Primary School Out of School Hours Care Service seeks to provide an environment which protects everyone from harm. This applies to the children, families, staff and others who may attend the service. Our policies and procedures are available at the service and able to be viewed upon request. These policies are constantly reviewed and updated to comply with regulations. Through this process we strive to avoid reasonably foreseeable risks, which may be a breach of duty of care of people who attend the service.

## **Accreditation**

At the beginning of 2012, The Early Learning Framework was introduced and along with it, a new assessment and rating system. Cowandilla OSHC was assessed and the current accreditation status is: EXCEEDING NATIONAL QUALITY STANDARDS.

## **Access for Families and Children**

Enrolment forms will be updated annually or when a family's circumstances change, and enrolment forms will be kept confidential and locked away. It is the responsibility of the parent/carer to inform the service of any changes to enrolment details.

## **Arrivals and Departures of Children**

**Cowandilla Primary School Out of School Hours Care Service has strict procedures relating to the arrival and departure of children. All people collecting children must comply with the procedures detailed below. On departure from After School Care, all children must be signed out by an authorised person, and an educator must be aware you are taking the child.**

## **Hours of Operation**

Before School Care 6:45am to 8:45am

After School Care: 3:15pm to 6:00pm

Vacation Care: 6:45am to 6:00pm

## **Late Arrivals and Departures**

If a child is booked into Cowandilla Primary School Out of School Hours Care Service and has not arrived for an ASC session by 3:25pm, an educator will contact the school front office. The school front office will contact the class teacher, then the parent/carer if necessary to investigate the situation and keep in touch with the OSHC service as to the whereabouts of the child.

Our service closes at 6:00pm so if parents/carers are late they are required to contact the service. If there has been no contact with the parent/carer or emergency contact by 6:20pm, advice will be sought by the police and Department of Child Safety.

## **Runaway Children**

Cowandilla Primary School Out of School Hours Care Service has a comprehensive Behaviour Management plan which is implemented to keep children and staff safe at all times. A rule is that children must stay in the school boundaries at all times. If a child chooses to leave the school grounds, staff will assess the situation in relation to duty of care to the group and the remaining children. The parents/ carers will be contacted immediately by the staff as will the police if deemed appropriate by the director. A notification of Serious Incident will be lodged with the department.

## **Behaviour Management**

The Cowandilla Primary School Out of School Hours Care Service is strongly committed to providing a positive environment for all children who attend. Discipline will focus on the positive rather than the negative aspects of a child's behaviour. We will recognise and encourage the children when they have done well; we will offer an alternative when conflict arises. It is the behaviour that is rejected, not the child. The use of physical force or emotional punishment and practices that demean, humiliate, frighten or threaten children are prohibited. Physical restraint will only be used where the child is in danger of hurting themselves or others as deemed by the OSHC staff.

We are aware that positive adult behaviour will promote a warm, friendly environment for children and adults. Staff will model appropriate behaviour for the children in a positive manner. We aim and strive to create an environment where the children and adults at the service are happy, caring and thoughtful. Our OSHC culture has been established with input from children and staff. This is centred on thoughts and opinions which we feel help to create a great environment in which children and staff can prosper.

## **Child Care Benefit**

Child Care Benefit (CCB) is available to all parents attending our service. There are 42 allowable absence days for each child per financial year. (To apply for the Child Care Benefit please contact your Family Assistance Office located at your Medicare office, go on line to [www.familyassist.gov.au](http://www.familyassist.gov.au) or ring 136 150) The Name of our Service is "Cowandilla Primary School OSHC". The Approved Provider Name is "Cowandilla Primary School Governing Council Inc".

## **Clothing**

Children at OSHC must comply with the school dress code during the school term. The service endorses a "no hat no play" policy which will be enforced for the children and staff. Hats must be sun smart. No baseball caps will be allowed. Enclosed footwear is to be worn at all times by children and staff. Spare hats are provided by the service if children forget their hat and these are taken home weekly to be washed by an educator.

## Drills and Evacuation

Safety of children, staff and families is a priority. Policies and procedures are in place to protect everyone from harmful situations. Drills for emergency evacuation and emergency invacuations are regularly practised with staff and children.

## Procedures

### Emergency Evacuation

- Director to give continuous blow on whistle (hanging in office near door).
- Staff and children to assemble on basketball court (Assembly Point A). If Assembly A point is unavailable the oval (Assembly Point B) will be used.
- Director to collect roll book and assemble with children
- Staff to check building to ensure that all children and adults are out, collect phone, close doors, collect first aid bag, turn off all electrical equipment if possible.
- Director to check roll to ensure that all staff and children are present.
- Call Emergency Service: 000
- Report incident to Cowandilla Principal.
- Notify Parents.

Under no circumstances will any person re-enter the building without permission from the director or the all clear is given.

### Emergency Invacuation

- Director to give continual short blasts on whistle (hanging in office near door).
- Staff and children to come inside as quickly as possible and assemble on floor in front of television.
- Staff to lock all doors, windows and pull down blinds.
- Check roll to ensure that all staff and children are present.
- Call Emergency Service: 000
- Report incident to Cowandilla Principal.
- Notify Parents.

The “all clear” must only be given by the director/person in charge and/or emergency personnel.

## **Excursions**

Excursions are an integral part of the Cowandilla Primary School Out of Schools Hours Care Service in vacation care (school holidays). They will be arranged by the director of the service to ensure that the children are exposed to a wide range of experiences. Parental permission will be sought for all excursions, which will be organised to comply with the department's standards.

## **Fees**

At Cowandilla Primary School Out of School Hours Care Service, the fee structure is reviewed regularly and is provided on a separate sheet displayed in the OSHC room. Please ensure that you have a copy of the most recent update by checking with the director of the service.

Before School Care Permanent: \$12  
Before School Care Casual: \$15  
After School Care Permanent: \$19  
After School Care Casual: \$24  
Vacation Care Full Day: \$46  
Vacation Care Excursion/Incursion: \$56

## **Invoicing**

Invoicing for care will be on a weekly basis as a 7-day account. Invoices will be sent home in an envelope or emailed at parent/carer request via Spike software. If your account is outstanding for 14 days it is expected that the balance must be paid in full. Payment can be made by cash, cheque, credit card or bank transfer at the school's front office or by cheque or cash in the OSHC office.

## **Late Fees**

A late fee of \$1 per minute will be charged for failure to collect children by 6:00pm. If you are inadvertently delayed, staff must be notified as early as possible for the delay.

## **Food and Nutrition**

The Cowandilla Primary School Out of School Hours Care Service regards meal times as pleasant, social experiences, for all to enjoy. We encourage nutritious, healthy eating habits and healthy eating posters are displayed throughout the OSHC room. An afternoon snack will be provided for all children attending ASC.

## **Food Handling**

Food is prepared in accordance with recommendations from leading food handling authorities.

## **Homework**

The Cowandilla Primary School Out of School Hours Care Service will provide adequate time for children to complete homework. The service will provide space, time, and supervision of children if required by families.

## **Hygiene**

The Cowandilla Primary School Out Of School Hours Care Service aims to provide a clean, hygienic environment for everyone who attends our service.

## **Procedures**

- If staff choose to use gloves when preparing food they will be thrown away immediately after use.
- Staff will ensure they follow appropriate hand washing techniques and teach these to children. Hands should be washed before preparing or eating food, after using the toilet, handling animals, and after contact with bodily fluids.
- Posters are displayed in the kitchen and toilets to remind children and staff about effective hand washing techniques .

## **Injury Illness and Critical Incidents**

The Cowandilla Primary School Out of School Hours Care Service will ensure all children are well enough to attend, and supervised at all times. Every effort is made to prevent accidents or incidents from occurring at our service. When staff go outside they will always take a portable first aid kit with them.

## **Immediate Procedure upon Illness or Injury**

If a child becomes ill:

- Staff will comfort and calm down the child.
- Staff will ensure that the child is kept away from the main group.
- All head injuries will be reported to a doctor and an injury report form will be filled out. The parent/carer will also be contacted.
- Staff will not administer non prescribed medications to any child.
- The director will contact the parent/carer or emergency contact.

## **Infectious Diseases**

The Cowandilla Primary School Out of School Hours Care Service has a duty of care to contain infectious diseases from spreading. The rights of the individual involved are important, but it is necessary to contain the spread of infectious disease so parents/carers may be contacted for early pick up if necessary

## **Head Lice**

In the event of head lice, the child's parent/carer will be contacted to collect the child. The child will not be permitted to attend until treated. The service provides spare hats in the event a child does in fact forget their hat. These hats are taken home and washed weekly. If a parent/carer does not wish their child to wear a hat they must let the director know in writing.

## **Medication**

Staff will supervise and assist children who require medication. The medication should be given to the nominated supervisor for that session and not left in the child's bag or locker. The medication needs to be prescribed by a doctor and be in its original bottle that is well-labelled with the child's name, dosage and storage requirements.

## **Parent/Carer Involvement**

The Cowandilla Primary School Out of School Hours Care Service welcomes and encourages parental and family involvement. We recognise that people have many and varied skills to contribute to the service. We suggest parents become involved to the level at which they feel comfortable.

## **Program**

We provide a weekly program that is developmentally appropriate for the needs of the children attending the service. The weekly program caters for many areas of children's development including: art & craft, physical activity, music & drama, imaginative play, cooking and science. There will also be opportunities for children to develop their social skills, intellectual skills, language, creativity, and spontaneous play. Children, staff and parents/carers will be actively involved in the development of the program and their input will be valued and encouraged. The program will be implemented and evaluated to create an environment in which children are challenged and encouraged to do their best.

## **Program Evaluation**

The Cowandilla Primary School Out of School Hours Care Service constantly reviews the program to ensure the best experiences are made available to the children. We encourage verbal and written feedback of the program.

Staff will:

- Complete daily observations of the children who attended the service that particular day.
- Complete activity evaluations on the activities participated in on that particular day.
- Complete daily evaluations on the way that particular day went.
- Complete meeting minutes on meeting times with the children.

**Tell us about your needs, interests & preferences**

Child's Name:

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Name of parent/carer: ..... Date: ...../...../.....

What activities & experiences do you think your child can benefit most from at OSHC?

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What do you consider to be your child's strengths?

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Have you any specific concerns you would like OSHC educators to be aware of?  
(e.g. nutrition, safety, behaviour)

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Do you request anything in particular in your child's routine? (e.g. time for homework,  
reading, rest, sport)

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We would like to share information with you about the current program and your child's experiences at OSHC. Please comment on how you would like us to share information with you (e.g. newsletter, bulletin boards, notes, meetings)

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We welcome parent's participation during program hours and behind the scenes. Please let us know if you would like to share a special hobby? Go on excursions? Develop or repair resources for the program? Help with fundraising?

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Please return this to the OSHC room.

Regards,

Sean Jensen

OSHC Director