



## Outside School Hours Care

# Vacy OSHC Information

### About the Service

Hunter Mobile Preschools Outside School Hours Care program is a non-profit service, which provides quality care for primary school children before/after school hours. The programs are developed by the staff, with input from the children and families, to meet the needs of the children in our care, as well as the school and wider community. Children have opportunities to participate in a variety of planned and spontaneous experiences which assist their social, emotional, intellectual, and physical development.

The service will:

- provide a safe, secure, stimulating, and caring environment for children which encourages involvement for all children
- promote wellbeing and respect for each child's dignity and privacy
- be mindful that each child has their own interests, customs, culture, language, beliefs, needs and abilities
- provide a nutritional breakfast and afternoon tea to encourage the children's health and wellbeing
- provide friendly, caring, knowledgeable, and sensitive educators
- create an environment where open communication is encouraged and respected

### Location

Vacy Public School

### Days & Hours of Operation

Mondays, Tuesdays, Wednesdays, Thursdays, Fridays of the school terms

Before School Care 7.00am – 9.00am

After School Care 3.00pm – 6.00pm

### Staff

Hunter Mobile Preschool/OSHC Coordinator: Sarah Spinks

OSHC Educational Leader: Amie Riley

OSHC Educators: Amie Riley, Tiffany Foster, Jordan Sheen

### Enrolment/Bookings/Cancellations/Termination of Enrolment

- Our service operates on two types of bookings, Permanent and Casual. A permanent booking is continuously the same day and sessions each week, and requires two weeks' notice to be given to change or cancel. Children who do not attend on set days can be booked in on a casual basis for a session as needed.
- The OSHC mobile is checked once staff begin their shift. The number is **0455 040 998**. Bookings can be left as voice mails or text messages on this number. This is the preferred method of booking.
- The service office is open Monday to Friday 8.30am – 4.30pm. Calls to **49346725** or emails to [lhactivityvan@bigpond.com](mailto:lhactivityvan@bigpond.com) to make a booking can be done through the office on these days, between these times.
- All bookings must be made through our service. We understand families need to let the school know of their child's plans for the afternoon, but if the school staff are the only ones aware of the OSHC booking, our staff will not know that your child is required to attend OSHC.
- If days of attendance need to be changed, please contact OSHC staff on the above mobile numbers (preferable), or call/email the office on above contact details.
- Casual bookings need to be made with as much notice as possible in case extra staffing has to be arranged. Bookings for morning sessions must be made by 5pm the day before, so staff can be organised to open the service. Bookings for afternoon sessions should be received before 2pm that

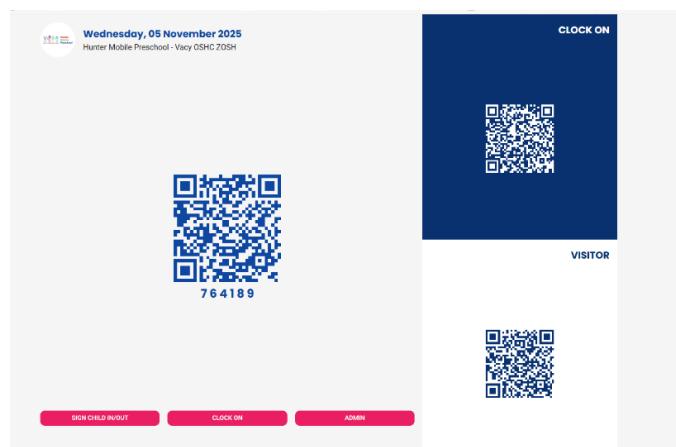
day. In the case of an emergency situation (last minute need for care), please call the school office to let them know, then contact OSCHC.

- If cancelling a casual morning booking, this needs to be done before 5pm the day before.
- If cancelling a casual afternoon booking, this needs to be done by 12 noon the day of the booking (or preferably before this if possible).
- If cancelling a permanent booking, two weeks' notice must be given.
- If bookings are cancelled after these times, the booking will be charged as an absence.
- For both permanent and casual bookings, an enrolment form needs to be completed prior to a child starting. We are not legally able to have a child present onsite who is not enrolled with our service.

## **Signing In / Out**

Children are not to be left before starting time, and need to be collected before our finishing time. Any child on the premises before or after our operating hours is in breach of our service approval.

On arrival each morning session, each child must be signed in through Smart Central on the service tablet. There are 2 ways this can be done. On the homepage (as pictured below), there is a daily QR code that can be scanned with your mobile phone, and follow the steps (this process is quicker if your username and email are saved for sign in on your phone). Or you can select the red button on the bottom left that is named 'SIGN CHILD IN/OUT' and follow the steps.



Upon departure each afternoon session, each child must be signed out through Smart Central on the service tablet.

Please make sure a staff member is aware of your child's arrival and departure.

Before School Care students will be digitally signed out by OSCHC staff before they are escorted to the playground once there are school staff on duty.

After School Care students will line up in the OSCHC line under the COLA area alongside the other students where their attendance will be digitally recorded.

## **Authority to Collect Children**

For any person (other than the child's parents/guardians) to collect your child from OSCHC, they must be authorised on the electronic enrolment. Without this written authorisation, your child will remain with staff until the parents can be contacted or another person nominated and recorded on the child's electronic enrolment can be contacted for collection.

## **Extra-Curricular Activities**

OSCHC staff are available to escort OSCHC children to and from extra-curricular activities. If families are in need of this service, it must be discussed with the staff, and the *Escorting Children to After School Activities* form completed. These forms are available as a part of the electronic enrolment application.

Please note that the person (coach, dance teacher, etc) who will be signing your child out of OSCHC, to attend training/dance or any other activity, will need to be nominated and recorded on the child's electronic enrolment in order to sign for your child/ren.

## **Late Collection**

In the first instance of a late pick up, a 'Late Fee -1<sup>st</sup> Letter' will be sent to family explaining that next time they will be charged \$1 per minute.

In the second instance of a late pick up, a 'Late Fee -2<sup>nd</sup> Letter' will be sent informing the family that they will be invoiced for the late fee's accumulated on date recorded.

The rate for late fees will be \$1 per minute for each minute after the official finishing time.

If there is a genuine reason for a parent being late to pick up their child (i.e., a broken-down car, etc) and they cannot organise anyone else to pick up their child, they are required to ring the staff on the mobile number and advise them of the approximate time they expect to arrive.

## **Court Orders & Custody**

Parents/authorised persons have access to their children at all times unless a relevant Court Order is given to the program stating otherwise. A copy of a current Court Order must be uploaded to your child's digital enrolment. Parents/authorised persons must notify the staff if there are any changes to these documents. These documents will be treated in strict confidence.

## **Fees**

Normal Rates:

Morning Session (7.00am – 9.00am)	\$22.50 per child/session	
Afternoon Session (3.00pm -6.00pm)	\$32.50 per child/session	CCS Applies (see next page)

Casual Rates:

Morning Session (7.00am – 9.00am)	\$27.50 per child/per session	
Afternoon Session (3.00pm -6.00pm)	\$37.50 per child/per session	CCS Applies (see next page)

All absences must be paid for. You are entitled to receive CCS for 42 absence days per child each financial year.

Fees should be paid on a weekly/fortnightly basis. Payment can be made by Direct Deposit (Internet Banking) banking details will be included in the email your statement is sent with.

Casual days will be invoiced.

Continuous non-payment of fees will jeopardize a child's position in the OSCHC Program. Please contact the office on 49346725 if there are any problems with paying your account.

## **Child Care Subsidy**

Child Care Subsidy is a payment made directly to child care providers to be passed on to families. To make Child Care Subsidy claims and view the status of their claims, families will be able to go to my.gov.au and sign in to access their Centrelink online account.

Upon enrolment, the parent and child's Customer Reference Numbers (CRN) must be added onto the enrolment form for this subsidy to apply to your child's fees. Under the Child Care Subsidy, the percentage of subsidy a family is entitled to is based on their combined annual income, with more financial support available to lower income families. This table shows the percentage of child care fees or the relevant hourly rate cap (whichever is lower) the Government will contribute based on a family's combined income:

<b>Your family income</b>	<b>Child Care Subsidy percentage</b>
\$0 to \$85,279	90%
More than \$85,279 to below \$535,279	Between 90% and 0% The percentage decreases by 1% for every \$5,000 of income a family earns.
\$535,279 or more	0%

## **Medication**

No off the shelf medicines (Panadol etc) will be given to children. Prescribed medicines can only be administered if a Medication form has been completed by the parent/Guardian. Prescribed medication needs to be provided to the staff in the original container-showing child's name, dosage and expiry date. Medications will be kept in a locked medication box, and refrigerated if required.

If a child becomes unwell while attending OSCHC the staff will attempt to contact the parents. If parents are unavailable then the emergency contact will be called.

While waiting for a parent/ emergency contact to arrive staff will:

- Make the child comfortable
- Take the child's temperature
- Monitor the child's condition
- Keep a written report of the child's condition
- Seek medical attention if the situation becomes urgent
- In the case of serious injury or serious health condition OSHC will call an ambulance. The child's parents will be notified.

Children and staff with infectious diseases will be excluded from the service in accordance with current Guidelines. If a child is unwell at home or becomes unwell at school, parents are asked not to send the child to the service, but to make alternative arrangements for their care.

## **Accidents**

OSHC staff will administer first aid to your child as required. Any assistance your child receives will be recorded on an incident/accident form. This will be shown and discussed with the child's parents upon arrival, and they will be asked to sign the form as acknowledgement.

Where children require additional medical treatment, parents /emergency contacts will be contacted to seek further advice or to ask for children to be collected.

## **Programs**

Our service provides programs that are planned to accommodate the needs, interests, and ideas of the children enrolled. The program includes experiences that allow children quiet indoor play, active outdoor play, individual or group play, and an opportunity to complete homework. Our program is evaluated. This information is used when planning future experiences. Programs are displayed. We value your ideas & feedback to help us maintain a safe, enjoyable and stimulating environment.

## **Nutrition**

OSHC will provide a nutritious and balanced breakfast and afternoon tea, catering for children's' tastes and health needs, as well as religious/cultural requirements. Children have access to water at all times. The menu will be displayed. If your child has food allergies, an action plan must be provided upon enrolment.

## **Hygiene**

Staff and children will follow strict hygiene procedures including: regular hand washing, using gloves when preparing food, using tongs when serving food, and cleaning surfaces with neutral detergent and paper towel.

## **Homework**

Staff will provide a quiet safe area for children to do their homework if needed. All efforts will be made to encourage students to occupy their time in a constructive way.

## **Complaints**

All feedback, including comments, suggestions, and grievances are to be written on the Communication Form. Grievances will be responded to within five (5) working days via written response from a service representative regarding the communication. The complaint will be recorded in the Complaints Register. If a grievance is received, via phone, a communication form will be forwarded for completion, so the service has written record.

## **Sun smart**

All children and staff are required to wear hats whenever they are outdoors, all year round. Sunscreen will be provided, and the children will be encouraged to apply this before spending any time outside. Please advise the staff if your child has particular sensitivities to sunscreen. We ask that you provide a suitable one for them to use.

## **Personal Belongings**

We ask that children leave their personal belongings at home. This avoids competition between the children and prevents them from getting lost or damaged.