

# Prospect Primary Out of School Hours Care Handbook 2018



**Government of South Australia**

Department for Education and  
Child Development

The Prospect Primary School OSHC operates at the Prospect Primary School

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## OUR LOCATION

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The OSHC facility is located within Prospect Primary School grounds and is on the top netball court. If the OSHC service is unable to be found please call for assistance. Car parking is available surrounding Prospect Primary School and the closest parking option is Olive Street in Prospect, directly behind the OSHC service. Please do not park in the staff car park.

OSHC operates from Prospect Primary's School Hub room and also uses a number of facilities within the school. Other areas within the school that the OSHC uses during operation are the playgrounds, the oval and also the hall. An OSHC staff member will always be in the main OSHC room to direct you to your child's location.



## COMMENTS

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*Parent Comment: "My child loves coming to OSHC, they absolutely love the staff and come home with the most amazing craft".*

*Child comment: "I love OSHC because I feel happy here!"*

*Parent Comment: "The staff are always welcoming and my child enjoys coming to OSHC"*



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## OUR OSHC PHILOSOPHY

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At Prospect Primary School OSHC, our team is committed to provide students with high quality care that is inclusive and safe. We aim to provide students with a rich learning environment that fosters free play, social interactions, investigation, creativity, adventure and challenges.

Students at Prospect Primary School OSHC: Our team believes that each student is important and has individual needs and interests. We aim to provide a variety of stimulating, engaging activities which take into account each student's abilities, ages and cultural backgrounds.

We believe that students have the right to:

- Be treated equally, feel included, comfortable, and safe and secure at OSHC.
- Be included in program planning and implementation.
- To be able to openly express ideas, creativity and feelings naturally and responsibly.
- Be involved in a well-balanced program which addresses all aspects of the child – physical, social, emotional, cognitive and language.
- Be nurtured in a caring environment which fosters and extends their talents and interests, and adopts the principles of equal opportunity and social justice in a relaxing and recreational manner.

We aim to encourage:

- The development of stable, caring relationships with staff and other students.
- The development of independence, interdependence and personal responsibility.
- An awareness and understanding of differences in culture, language, gender, age needs and ability.
- Skills to problem solve negotiation and self-regulation skills.
- Awareness and respect for our environment.
- Inclusivity of students with special and diverse needs to be involved in learning experiences and play.



## OUR OSHC PHILOSOPHY

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Parents, Caregivers and Families of Prospect Primary School OSHC: Our OSHC team believes that parents, caregivers and families are a vital part of running a successful service. We aim to support parents, caregivers and families in their role as primary caregivers by:

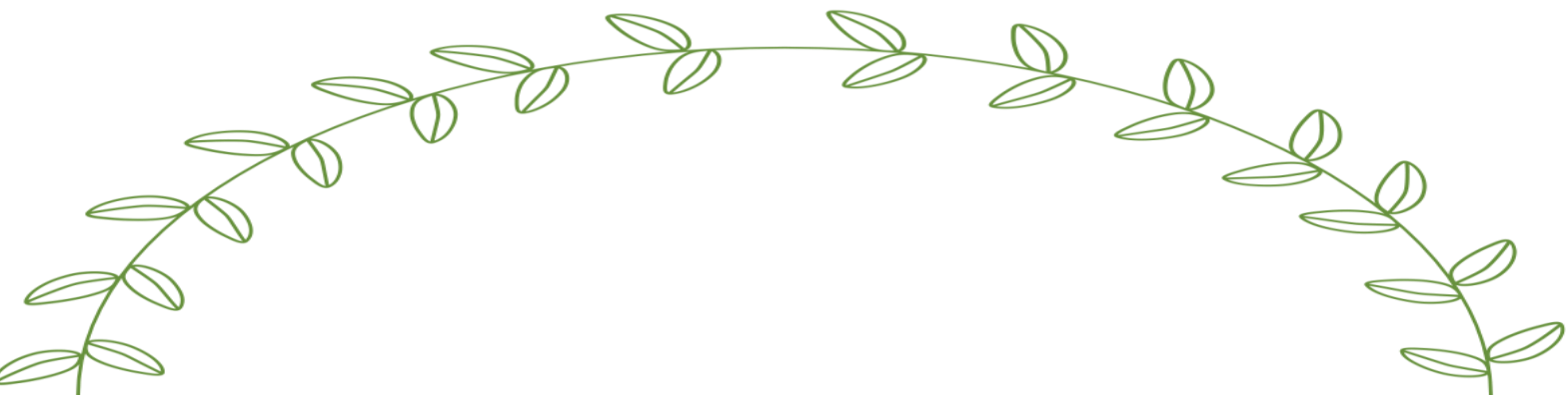
- Welcoming them to OSHC with a friendly and informative notice board.
- Providing handbooks with service information and activities.
- Encouraging their involvement within the centre by asking for feedback and suggestions.
- Allowing parents to discuss matters through conversation, in person as well as by email, text message and phone calls.
- Respecting and also accommodating their child-rearing practices.
- Providing parents, caregivers and families with information about their student's time at OSHC.

Staff and Volunteers of Prospect Primary School OSHC: Our team provides quality care for the students at OSHC by:

- Recognising that students are individuals and have an understanding of their different needs.
- Educators provide a stimulating environment for students to allow for different learning experiences to be undertaken. The learning environment enhances social interactions and collaboration but also promotes spaces for quiet and independent learning.
- Working as a cohesive team is an important aspect at Prospect Primary School OSHC staff group. The cohesion at the service works as members of the team communicate and make decisions collaboratively.
- Staff are sensitive to the needs of parents, caregivers and families and are able to respond to these needs professionally through open communication.

We are committed to providing:

- Support of staff through encouragement for and access to staff development.
- Opportunities to be involved in decision making and receiving constructive and timely feedback.
- An environment which is supportive of the individual worker, especially in relation to their physical, professional and emotional needs.



## OSHC SESSION TIMES

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**Before School Care:** 7:00am – 9.00am

**After School Care:** 3:00pm – 6:15pm (Rosary) - 3:10pm - 6:15pm (Prospect Primary)

**Vacation Care and Pupil Free Days:** 7:00am – 6:15pm

## BEFORE SCHOOL CARE PROCEDURE

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**At 7.00am-8.00am:** Breakfast is provided to students. Students engaging in a range of programmed learning experiences and activities.

**At 8.25am:** A staff member will sign out Rosary students individually, before taking them to school.

**At 8.30am:** Prospect students years 2-7 will line up at the door and will be signed out.

**At 8.45am:** Prospect students years R-1 are signed out and walked to their classrooms.

## AFTER SCHOOL CARE PROCEDURE

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**At 3.00pm:** Rosary students are collected from their bright coloured benches. The students in reception and year 1 will go to the OSHC room. Years 2 to 7 students will go to the hall.

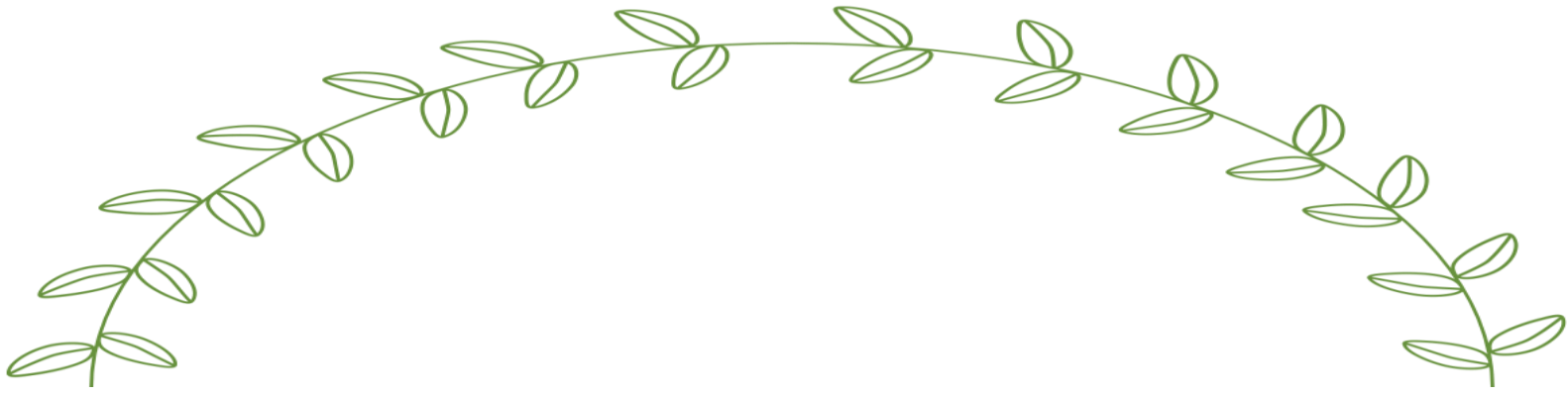
**At 3.10pm:** The junior primary student's from Prospect Primary are collected. Their meeting place is under the shelter between the junior primary building and administration building. The junior primary students go to the OSHC room. The years 2 to 7 students go to the hall.

**At 3.30pm:** A staff member will organise the students in a circle for roll call, to talk about the day's activities, and any housekeeping matters.

**At 3.45pm:** Students will have their afternoon snack.

**At 4.00pm-6.00pm:** Students will participate in a wide range of planned and unplanned learning experiences.

**At 6.15pm:** OSHC is closed.



## TERM BOOKINGS AND CANCELLATIONS (BSC, ASC & PUPIL FREE DAYS)

### PERMANENT BOOKINGS

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Permanent bookings require a booking form to be filled in and returned prior to the term commencing. To make a permanent booking, a booking form needs to be completed and returned to OSHC staff. A new booking form is required each term; bookings DO NOT roll over to the following term. Booking forms are located on the table by the OSHC front door.

In applicable circumstances permanent bookings will be accepted with one months' notice where a caregiver's roster is provided monthly. Families who work shift work need to make contact with OSHC as exemption requests can be made.

Any alterations to the permanent booking made during the term will be charged at an emergency booking rate.

### EMERGENCY BOOKINGS

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Emergency bookings can be made when once off or non-ongoing care is required. When there are extenuating circumstances and there is an unplanned need for care due to illness, family emergency, and unexpected call into work – these are once off bookings. To make an emergency booking a text message with the child's name, account holders name, date of wanted booking, and type of wanted booking must be sent to the OSHC mobile before the wanted booking is to commence. Emergency bookings can be made at any time.

In cases where there is an unforeseen incidences, for example a family death, the OSHC will not charge the family at the emergency booking rate.



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### CANCELLATION OF BSC & ASC BOOKINGS

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Cancellation of bookings must be made via text message 48 hours' before the booked session is to commence.

BSC: By 7.00am two days before

ASC: By 3.00pm two days before

Cancellations of bookings made after this time will incur the full fee, unless in the case of the child or the child's sibling being unwell, or unforeseen incidences, for example a family death.

*Note: Bookings and cancellations must be done via text message, not email or phone call to enable staff to accurately document the time that you made or cancelled your booking.*

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### PUPIL FREE DAY BOOKINGS AND CANCELLATIONS

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Several weeks before an upcoming pupil free day, a booking form will be available for completion at the OSHC service. Please put your details on the form to make a booking. Bookings can also be made via text message. A text message including the child's name, account holders name, date of wanted booking, and type of wanted booking is sent to the OSHC mobile.

Cancellation of pupil free day bookings must be made via text message 48 hours' before the pupil free day is to commence, i.e. by 7.00am two days before the pupil free day is to commence. Cancellations of bookings made after this time will incur the full fee, unless in the case of the child or the child's sibling being unwell or unforeseen circumstance, for example a family death.





## VACATION CARE BOOKINGS AND CANCELLATIONS

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A vacation care program will be released by week 8 of the term, as well as the accompanying booking and permission form. The program will be available for collection from the School Hub room, from the OSHC website as well as from the Skool bag app.

Students will be provided with a morning and afternoon snack but are required to have a packed recess and lunch each day.

**Bookings:** Vacation Care bookings must be made via filling in the booking form and returned to OSHC staff by Friday of week 10 of the term before the holiday period. All accompanying permissions and consents attached to the booking form must be signed before the booking can be accepted and confirmed.

In cases that an emergency booking needs to be made during the holidays a text message can be sent and the booking form can be completed upon arrival of the day.

### **Vacation Care Costs:**

**Vacation Care Incursion:** \$50.00

**Vacation Care with Excursion:** \$60.00

**Cancellations:** Any alterations to bookings such as cancellations need to be made by a text-message 48 hours before the booking is to commence (i.e. by 7.00am two days before). Failure to notify the service will mean that the full fee will be charged.



## OSHC FEE POLICY STATEMENT

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The Prospect Primary School OSHC aims to provide a quality, caring and professional service to families at an affordable price. Details of an individual's account will be confidential and stored appropriately. Individual families may access their records via the School Finance Officer.

## OSHC FEE STRUCTURE

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The fees for the OSHC service are a flat rate. The current costs for the OSHC service are as follows:

**Before School Care Sessions: \$10.00**

**After School Care Sessions: \$20.00**

**Vacation Care Incursion: \$50.00      Vacation Care with Excursion: \$60.00**

**Pupil Free Day Sessions: \$50.00**

*Child Care Benefit and Rebate: Please note that to be eligible to receive Child Care Benefit (CCB) and the Child Care Rebate (CCR) we need the date of birth and Customer Reference Number (CRN) for each child, and the registered parent. This may be completed on the enrolment form. Once this information has been entered, eligible rebates will be deducted by Centrelink. Please direct queries regarding rebate eligibility or concerns directly to Centrelink.*



## FEE PAYMENT

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All caregivers must sign the agreement to pay fees included on the bottom of the OSHC Enrolment Form. All accounts will be sent out weekly and are required to be **paid within 14 days**. Details of an individual account will be confidential and stored appropriately. Individual families may access their own records at any time. Particulars of fees will be made available in writing upon request. Receipts will be issued on payment and will appear on the next account.

Fees can be paid at the OSHC service in the form of cash or EFTPOS. Fees can also be paid using the QKR application or through direct debit. The OSHC account details are as follows:

- BSB: 105 037
- Account: 0633 87240
- Account Name: Prospect Primary School Out of School Hours Care

*Please ensure that any Direct Debit or QKR payments are easily identifiable – please mark with child/rens name and the account holder's name.*



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## DEBT MANAGEMENT FOR NON-PAYMENT OF FEES

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### **Policy Statement**

All families using the Prospect Primary out of School Hours Care services must contribute to the cost of care by paying their fees in full and on time.

### **Procedures:**

#### **STEP 1. REMINDER PAYMENT REQUEST**

Families who have not made a payment on their account within 14 days of receiving the invoice will receive notification via text message requesting immediate payment.

#### **STEP 2. DENIAL OF ACCESS TO SERVICE**

Families, who have not made a payment on their account within 28 days of receiving their invoice, as well as having received a text message reminder after 14 days, will be denied access to the service until the account is paid.

If a student arrives at OSHC following notification of denied access to the service, the student/s will be taken to the appropriate school office and the family will be contacted to collect their children.

Alternatively the family must contact the Director within these 28 days to discuss payment options.

#### **STEP 3. DEBT COLLECTION AGENCY**

Families who continue to make no payments on their account will be forwarded Prospect Primary School's Governing Council who will implement further debt collection action via a debt collection agency.



### LATE COLLECTION OF STUDENTS

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All students must be picked up by closing time (6.15pm). If they are not collected by this time a late collection fee of \$50.00 will be applied every 15 minutes for cost recovery.

In cases of unforeseen emergencies the service must be notified. If a student has not been collected by 6.15pm and there is no message from the caregiver, every effort will be made to contact a caregiver or an emergency contact person. If this proves unsuccessful Crisis Care will be contacted, who will work with the police to locate a caregiver.

### OSHC ACCESS

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Prospect Primary School OSHC is available to all school age students who attend Prospect Primary School or Rosary School. Care for students with special needs will not be discriminated against and will have access to the service where a place exists and the child can be cared for within existing or available resources. If the demand for places exceeds availability, priority of access will be given to families in accordance with Federal Government policy to students at risk, students ages 5 and older and students from single parent families who meet the work/study test.

### STUDENTS WHO HAVE NOT ARRIVED

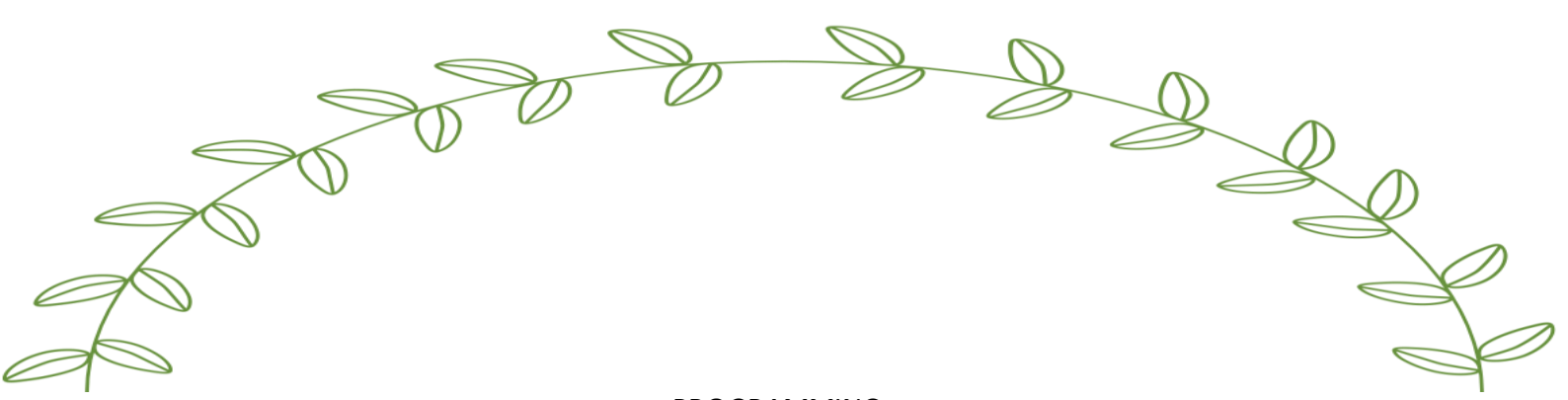
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When a student is booked into OSHC and has not arrived, caregivers will be contacted immediately by a staff member. If contact priority 1 does not answer the phone a voice message will be left and contact priority 2 will be contacted. If contact priority 2 does not answer a voice message will be left and contact priority 3/4/5, etc. will be contacted until all provided contacts have been called. If no contacts have called back within half an hour this procedure is repeated. After another half hour, if there has been no response, the process will be repeated again. If at 5.00pm there has been no contact with any parent/caregiver to confirm the whereabouts of the student the police must be called.

### ATHORITY TO COLLECT

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Students can only be collected by authorised persons as stated on their enrolment form. If an unauthorised person will be collecting your child/ren please contact the service to advise and confirm who will collect them. If the person collecting the child/ren is not known to the service, they will be required to provide proof of their identity.



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## PROGRAMMING

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Prospect Primary OSHC is regulated by the Education and Care Services National Regulations. Our service provides child-centred programs linked to The My Time, Our Place Framework. Programs and the floor book are displayed on the parent notice board. Programs are planned for all students and incorporate student's ideas. They include experiences that allow students to practise skills and extend interests, as well as try new stimulating experiences. The program provides students with choice and variety (e.g. indoor/outdoor, quiet/active, group/individual), encourages flexibility and extends on spontaneous child-initiated experiences. Our program is evaluated daily, through written observation, images and students evaluating experiences through identifying feelings and thoughts. These evaluations are documented in the centres floor book and are considered when planning future experiences.

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## FOOD

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Prospect Primary School promotes safe, healthy eating habits in line with the:

Right Bite Healthy Food and Drink Supply Strategy

[https://www.decd.sa.gov.au/sites/g/files/net691/f/right\\_bite\\_manual\\_colour.pdf](https://www.decd.sa.gov.au/sites/g/files/net691/f/right_bite_manual_colour.pdf)

Eat well SA healthy eating guidelines for schools and preschools

[https://www.decd.sa.gov.au/sites/g/files/net691/f/healthy\\_eating\\_guidelines.pdf](https://www.decd.sa.gov.au/sites/g/files/net691/f/healthy_eating_guidelines.pdf)

Australian Dietary Guidelines

<https://www.eatforhealth.gov.au/>

Students will be provided with a range of healthy breakfast options during Before School Care and Vacation Care sessions (7:00am-8:00am). During the Vacation Care period students will be provided with a fruit platter for a morning snack (9:00am-10:00am). Students will also be provided with a healthy snack during After School and Vacation Care (3.00pm-4.00pm). If your child has any special dietary requirements please ensure that this is clearly stated on the Enrolment Form. All food provided to children is included in the overall fee of OSHC.

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## TOILETS

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If students need to go to the bathroom, they are required to ask an OSHC staff member. Once they have gained permission a total of 4-5 other students to join them as well as the OSHC educator, they are then walked to and from the toilets.



## HEALTH AND SAFETY

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Students will be supervised at all times. The ratio of staff to students is 1 to 15 with at least one qualified staff per 30 students. Those whom work and volunteer at OSHC have undertaken a DCSI screening and attended the Full Day Responding to Abuse and Neglect Training. All OSHC staff members also have current First Aid Certificates.

All inside spaces the OSHC group use are fully air-conditioned and regally maintained. The service is also cleaned on a daily basis by OSHC staff and a professional cleaner. A high standard of personal hygiene is essential for all staff as well as ensuring the cleanliness of all food storage and preparation areas, toilets, and the general room.

The protection of student's skin is of high importance, this means that students (and staff) are required to wear hats outside when the UV rating is 3 or higher. Sunscreen is also available to both staff and students.

Fire and other Emergency Procedures are documented and practised by staff and students regularly.

## ILLNESS, ACCIDENT AND MEDICATION

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In cases of infectious disease, students will not be allowed to attend the service. If you are unsure of exclusion details please seek information from a doctor. If a child becomes unwell during the course of the program, the parent/guardian will be contacted and the child will be cared for and comforted until the parent or emergency contact arrives.

In an event of an incident, staff will provide first aid. If the injury or illness is of serious nature staff will seek medical assistance or call an ambulance as they see necessary. Parents and caregivers will be notified by staff as soon as possible.

Qualified OSHC staff will administer first aid to your child as required. Any assistance your child receives will be noted in the First Aid folder and a note will be placed in the Sign in Register next to your child's name. You will be required to sign a First Aid Form indicating your acknowledgment of what happened and the assistance given.

Any medication received by a caregiver needs to be given to an OSHC staff member so that the appropriate record of medication type, date, time and dosage can be made. The medication must be in its original container, and an up to date action plan must also be provided.



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## COMMUNICATION AND CAREGIVER PARTICIPATION

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Our objective is to provide an inclusive communication approach to new ideas and diversity by accepting a level of participation from every family enrolled. We believe it is important to engage all students, parents and guardians for feedback and continuous improvement. We recommend parents and guardians become familiar and converse with our educators who care for your child/ren on a regular basis, and share any queries, or concerns that you may have in order to resolve any issues. OSHC has a notice board with information and also provides two newsletters a year. We will provide any news, updates and important information for families.

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## CONFIDENTIALITY

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Our Service is committed to supporting the confidentiality of information. The service protects the privacy and confidentiality of individuals by ensuring that all records and information about individual students, families, staff and management are disclosed only to those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

Prospect Primary OSHC has a strong social media policy. This policy ensures that all students and staff are safe from online harm. Students are not to bring electronic devices to OSHC unless organised for a vacation care experience. If students do happen to bring a device it needs to be kept in the OSHC office or turned off in their bags. Caregivers are welcome to text or call the OSHC mobile to communicate with your children.

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## OSHC POLICIES

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OSHC Policies are available in the service for viewing. Please speak with the OSHC Leadership Team if you would like to read the OSHC Policies.

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## GRIEVANCES

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Prospect Primary School OSHC is always available to discuss and resolve any or issues effectively and agreeably for all concerned parties. Grievances should be addressed to OSHC leadership, in person or in writing. If the involved parties are not satisfied with the result, or the way in which the grievance was handled, they may approach Prospect Primary School leadership.





The Prospect Primary School OSHC

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