

GIRRAWEEEN

PRIMARY SCHOOL

BEFORE AND AFTER SCHOOL CARE • VACATION CARE



PARENT INFORMATION



CONTACT: Jennifer Heinrich

PHONE: 89832499 or 89833300 (front office)

EMAIL: oshc.girrasch@ntschoools.net

DISCLOSURE

Please feel free to contact OSHC for an orientation appointment.

We also welcome drop ins to OSHC but due to ratios may not be available to answer questions. If you would like to sit with your child and enjoy our program you are most welcome!

Information for Parents to view and provide input is located in the documents folder next to the demountable iPad.

- Policies and procedures
- National Law and Regulations
- Quality Improvement Plan
- Current Assessment and Rating Report

The Girraween Outside School Hours Care Program

The Girraween Outside School Hours Care Program comprises of Before School Care, After School Care and Vacation Care and we are approved for 145 children in every care type. The Girraween School Council is the, Approved Provider for Girraween OSHC and is run by a parent's management committee. We encourage parents to become involved in our Parent's Management Committee, please see Director for current Parent representatives.

Principal

Helen Chatto

Business Manager

Debra Weir

Girraween OSHC adheres to and operates under the National Law and Regulations. Our programs are guided by the National Quality Framework which include My Time, Our Place for school age children as well as Being Belonging, Becoming for our preschool group. Our practices are guided by the National Quality Standards

Girraween OSHC has a rating under the NQF of **Exceeding the National Quality Standard**. Girraween OSHC was previously fully accredited under the National Childcare Accreditation Council (NCAC)

The National Quality Framework includes 7 Quality areas to assist services to reflect and improve on their service. They include:

Quality Area 1: Educational program and practice

Quality Area 2: Children's health and safety

Quality Area 3: Physical environment

Quality Area 4: Staffing arrangements

Quality Area 5: Relationships with children

Quality Area 6: Collaborative partnerships with families and communities

Quality Area 7: Governance and Leadership



Girraween OSHC Philosophy

Girraween OSHC believes that children have the right to be cared for in a friendly, safe, homely and engaging environment. We aim to provide a service to children, their families and the community that is responsive to their individual needs, enhances their self-worth, wellbeing and self-sufficiency. The best interests of the children are our primary concern.

We believe that the families are children's first teachers and acknowledge the values of working in cooperation at all times, we will respect their values and beliefs in relation to their child. We reflect and strive for continuous improvement in order to ensure our service adheres to best practices and meets the needs of all stakeholders. Girraween OSHC aspires to honour each individual's cultural, social and family background as well as traditions and religions in our service. Children and families from Aboriginal and Torres Strait Island backgrounds have their cultural diversity valued among the staff and children in the centre. Girraween OSHC encourages families and children to value and respect our greater rural community.

Children will be provided with opportunities for learning through play and active exploration of the environment, we support a child driven approach to our service and each child's contribution will be valued. All programs offered to children will be in accordance with current Early Years Learning Framework, for the preschool group and My Time, Our Place for children over preschool age. We encourage and welcome open discussions with families, children, school council and other relevant community members with regards to various aspects of our service.

At all times Girraween OSHC staff will act as an advocate for children's rights and will endeavour to build a team of educators whose skills, knowledge and qualities provide high quality care.



General Information

ACCOUNTS

Parents will receive a statement once a week charged two weeks in advance. This will be sent via email to be in line with our sustainable practices. If you do require a paper copy please email us and we can send one home via school message bags or our parent statement area located near the demountable iPad.

If a family account is in arrears for 30 days parents are required to go on a payment plan that will include their weekly fees plus 50% extra of that fee.

Example: if weekly fees for OSHC are \$80, a payment plan would require \$40 additional dollars per week until the account is at zero balance.

Parents will be informed in writing that if overdue fees are not paid and are 60+ days in arrears it may result in the child no longer being able to attend OSHC until the account is again at zero balance. The child's booking will not be guaranteed if care is ceased due to unpaid fees. Arrangements can be made with the Director in instances of genuine financial hardship.

If account still remains unpaid a Debt Recovery Service will be engaged at the parents cost, as per our Terms and Conditions.

Parents are obliged to pay for days booked including casually booked days even in the case of absence where notice of two or more weeks is not given as staffing is organised a fortnight in advance and we staff to cover the amount of children booked into care.

Parent accounts need to be at zero balance to attend Vacation Care except under the discretion of Director, Assistant Director or Business Manager.

PAYMENTS

To make payment of fees easier for parents we accept Visa-card, MasterCard, Debit card, cheque, cash or direct debit.
(Requires copy of confirmation of payment.)

If you would like to pay by direct debit, our bank details are as follows:

BSB: **035 302**

Account no: **149871**

Account name: **Girraween OSHC**

Reference no: **your child's name**

General Information

GOVERNMENT INFORMATION

Girraween OSHC is able to apply the government child care subsidy (CCS) to a family's account. For this we require a customer reference number (CRN) for the parent/guardian and each child. Please list them on your enrolment form. When your form is processed by us, we will link in your CRN to Centrelink. You will then need to go into my.gov and confirm your child's enrolment for CCS to be applied. If this step is done after your child has started at Girraween OSHC, please inform us as we may need to resubmit previous attendances.

We encourage families to use the weekly statement as a confirmation of care as well as monitoring CCS payments. **We do not get any alerts for CCS stopping or adjusting so please email us if you note any issues on accounts.** It is a government requirement that individual parents or authorised persons are responsible for signing their children in and out of Vacation Care; sign in for Before School Care (as they drop children off) and sign out for After School Care (when they pick children up.) Staff are responsible for signing children in for After School Care as they arrive from school and out for Before School Care as they go to school.

As of January 2019, it is also essential that children have a sign in and out time on their attendances. This is a requirement of Centrelink and if children do not have a sign in and out time, no CCS will be paid onto that attendance until one is entered. Our iPad system time stamps all attendances.

Families receive 42 allowable absences from Centrelink every financial year. An allowable absence is a day a child is absent but is still able to claim the government subsidy. Public holidays are charged if your child is booked in and this is counted as an allowable absence.

Please be aware that when your child is absent from either Before or After School Care, it is counted as one of your allowable absences from Centrelink.

If they are absent from both before and after school care it is counted as one absence. After you have used your 42 days, you will no longer receive CCS for any further absences. You can apply for exceptions for certain circumstances. If your child has been absent and has a medical certificate, we can put the absent day/s listed on the certificate as 'additional' absence/s. These will not count towards your 42days.



General Information

CARE INFORMATION

Parents must complete and return all forms in the enrolment package prior to their child/ren commencing care.

The Service must be notified in writing of changes to parents' contact details or different persons permitted to collect children. Please utilize our update contact details form located in the document holder at the OSHC demountable iPad.

The parent must disclose all relevant information about the child including but not limited to: medical information and allergies. A copy of our services medication policy is available in the OSHC demountable in the document holder.

FEES (AS OF 5TH JUNE 2019)

BEFORE SCHOOL HOURS CARE:

6:30am – 8:20am
during the school term

6:30am – 8:30am
during school term for
preschool children

\$10.00 per child per session

PUPIL FREE DAY/S:

7:00am – 6:00pm
\$50.00 per day per child

VACATION CARE:

7.00am – 6.00pm
\$250.00 weekly per child
\$65.00 daily per child part time

AFTER SCHOOL CARE:

2:40pm – 6:00pm
during the school term

2:30pm – 6:00pm
during the school term for preschool
children

Full Time (5 days a week)

\$90.00 weekly per child

Part time (1 or more consistent days a week)

\$22.50 per day per child

Casual

\$27.50 per day per child

Note: Late Fees will be charged if children are collected after 6:00pm at \$1.00 per minute for the first 5 minutes and \$2.00 per minute thereafter per child. Failing contact with families, management will be contact for instruction.



General Information

FEES (AS OF 5TH JUNE 2019)

Girraween OSHC offers a half price/holding fee. It is available in the Before School Care and After School Care programs for an absence of one week or more. This is applied for in advance via the Parent Communication book or email and will only be offered to parents with up to date fees.

Normal fees are charged if your child/rens booking coincides with public holidays, this is for Before School Care, After School Care and Vacation Care.

Due to staff to child ratios and a high demand for services, permanent bookings cannot be swapped or changed on a casual basis, however if extra casual days are needed they will be charged at a part time fee for that service. Extra days will only be available if accounts are up to date and if staff to child ratio allows for that day. We ask that families give one or more weeks' notice where possible due to staff requirements.

Permanent bookings can be changed with two or more weeks' notice if numbers permit, previous bookings would no longer stand if the booking has been changed. We encourage families to give as much notice as possible if a casual booking is required, so that staffing can be arranged. Casual days will only be accepted if staff to child ratios allow. We ask that families only book casual days when they are certain of their care requirements, as once booked a charge will occur unless two or more weeks' notice is given. Girraween OSHC can offer emergency care above ratios, in accordance with regulation 123 (5) which include but are not limited to:

- 1 A child is determined to be in need of protection under a child protection order.
- 2 The parent of a child needs urgent health care that prevents them caring for the child.

In the case of emergency care being provided, Girraween OSHC is required to inform Quality Education.

Fees are subject to change as decided by Girraween School Council and Girraween OSHC based on running costs and inflation. Parents will be given a minimum of 30 days' notice of any fee changes.



General Information

ADDITIONAL PRESCHOOL INFORMATION

Girraween OSHC offers care for preschoolers on their preschool days. This includes Vacation Care, so if a child attends Monday, Tuesday and every second Wednesday's group, Vacation Care would only be available on these days. In the December/January holidays, children who have finished preschool are still able to attend on their preschool days until they have completed a term of full time school. They are then able to attend Vacation Care full time.

When preschool children attend Before School Care, a staff member walks them to preschool and assists the children to settle in. Preschool children who attend after school care are walked over to the OSHC by the preschool assistant and settled in. This helps our younger children to have a smooth transition between OSHC and preschool.

COLLECTION OF CHILDREN FROM SERVICE

The Director or staff in charge must ensure the person collecting the child/ren is authorised by the parent or legal guardian. Photo ID may be requested to ensure child safety. Parents are asked to notify the Director or Second-In-Charge by telephone on 89832499 or email oshc.girrasch@ntschoools.net prior to collection time with the name and phone number of the person picking up their child, this is to allow our iPad system to have the authorised person to sign the children out which is a government requirement.

In the case of parent/guardian with parental responsibility for the child arriving at the service to collect their child in a visibly intoxicated or unfit state to drive the parent/guardian will be encouraged to contact an alternative adult to drive them and their child home or the Service will offer to call a taxi at the parent/guardians expense.

If the parent/guardian insists on taking their child, the police will be informed. This is a directive from the Commonwealth Department of Families, Community Service and Indigenous Affairs, re our duty of care.

WHEN PICKING UP YOUR CHILD:

Let staff know that you are taking your child.

Sign your child/ren out via electronic iPad system

If the system is down please note down; time, date, child name, parent name and signature in our parent communication book located next to demountable iPad.

Check for messages on sign in/out

Check medication has been administered if required.

Check that any messages to staff in the parent communication book have been noted.

General Information

TERMINATING CARE

Please inform the service two weeks in advance, if care for your child/ren is no longer required. Failure to do so will result in two week's fees being charged regardless of attendance.

Priority of access will be given to children under FACSIA's guidelines. In the event of this occurring families that are inconvenienced will be given two weeks' notice.

STAFFING

In accordance with regulation 123(1)(d), the educator to child ratio for children over preschool age is 1 educator to 15 children. Girraween OSHC also provides a ratio of 1:11 to allow for children under 5 years.

There will be at least one person on shift with a current Senior First Aid certificate, anaphylaxis and asthma training. If the Nominated Supervisor is not on shift there will always be at least one certified supervisor placed in day to day charge of the service.

AIMS

- 1) To provide quality care in a safe and secure child friendly environment for those children who require care while their parents are at work.
- 2) To support Girraween Primary School Community and the local community.
- 3) To help children to develop social skills through interaction with their peers from a range of backgrounds.
- 4) To respect and foster the individuality and the interdependence of the children, recognizing the various cultures within the service.
- 5) To provide varied, interesting and challenging activities for all children, using a variety of materials and resources to help each child reach their full potential.
- 6) To cater for individual needs of children from different cultural backgrounds.
- 7) To support children and provide with their assistance a set of limits and to help them to understand their responsibilities for themselves and towards others.
- 8) To ensure that a healthy and co-operative relationship exists between all participants in the program; staff, children and their families.
- 9) To respect every family and child's right to privacy.
- 10) Not to divulge any information of a confidential nature we may obtain to any other persons.
- 11) Girraween OSHC will uphold mandatory reporting legislation, confidentiality



General Information

STANDARDS OF BEHAVIOUR

For the safety of all children who use our OSHC, our service expects that all children will act in a safe manner. Whilst participating in the OSHC services activities and excursions, our aim is to provide a relaxed and safe environment for the children and their families and guide children's behavior to be appropriate and safe to the children and staff. It is essential that the children attending OSHC do not cause the supervision of other children to be compromised by constant incidents of inappropriate behaviour.

Girraween OSHC follow the school values (seeds of success) these include;

Respect Responsibility Personal Best Fairness Care

We aim to support children to develop self-management and accepting responsibility for their own behaviour. When children are having problems managing their behaviour or are in conflict with others, staff will use restorative justice practices to determine reasons for the behaviour, reflection and consequences. If required parents will be contacted to help support their child. Consequences are based on the child's actions and situation.

If children display behaviours that include but are not limited to:

- Hurting of any kind
- Throwing or destroying property
- Shouting
- Swearing
- Bullying behaviour
- Defiant behaviour regarding reasonable instructions
- Derogatory comments
- Absconding (unauthorised exiting of the school grounds)

Staff will use the following behaviour management techniques to assist children to work through and resolve issues:

- Restorative Conversation
- Refection Time
- Community Service
- Distraction
- Engagement
- Buddy System (sending the child to a different group for a period of time)
- Early pick up
- Withdrawal -generally for 1 booked session for extreme behaviours. This may extend based on the severity of the behaviour.

When required, OSHC will engage with the school and parents to develop a behaviour plan to help support the child. This may be a carry on a plan from the school or an independent OSHC behaviour plan. It will be developed using the school's template which is the behaviour plan 3 point scale. This will be done in consultation with child and parents. The school Principal may also be consulted. Behaviour plans help guide a child to make good choices.

General Information

SUN SMART PROTECTION

Refer to Girraween Primary School sun smart policy.

All students and staff use sun protection measures when planning any outdoor activity. When possible we use indoor venues, otherwise we endeavor to plan activities in the early morning or late afternoon.

All children must supply their own hats **every day**. In accordance with Sun Smart and school policy, hats must be wide brimmed. We support "no hat, no outside play" policy. T Shirt or solar suit bathers are required to be worn whilst swimming. OSHC has sunscreen available for children to apply. Staff act as role models by wearing appropriate clothing and Cancer Council recommended hats, sunglasses, and sunscreen.

MEDICATION

Written permission is required from a parent for Outside School Hours Care qualified staff to administer medication to their child. Staff administering medication will hold a current senior first aid certificate. If a child requires medication while at the service, parents are asked to make sure the medication is in the original bottle with the dosage and the time the medication is to be administered clearly written on the bottle. This will be recorded on the medication form. Staff will sign once medication has been administered. All instructions on a medication must be followed by staff. For example, we cannot administer Panadol for more than 48 hours without written medical advice.

ACCIDENT AND ILLNESS

In the case of a child with a serious illness or accident requiring medical attention the Director or person in charge will contact parents ASAP. If a parent is not available to be contacted the child will be accompanied by the Director or a senior staff member to the Royal Darwin Hospital in a St John's Ambulance. The school has ambulance cover so this will not be a cost to the family. Parents will be informed to meet the staff at the hospital. All accidents must be recorded in the accident register and signed and dated by the staff member who witnessed the accidents or treated the child or staff member. Quality Education is to be informed within 24 hours of serious incidents/illness/accidents as well as the relevant authorities.



General Information

MINOR INCIDENTS

Parents are notified of a minor accident/incident/illness via the iPad system, a staff member will provide the documentation of an incident and ask parents to read through it and parents will need to sign this prior to leaving the service. All head related injuries will be documented and parents informed on the same day.

FOOD AND DIET

OSHC - Breakfast and afternoon tea are supplied by OSHC at BSC and ASC. Please see menu displayed for more information

VACATION CARE - Afternoon tea is provided during vacation care. Children will need to bring their morning tea and lunch every day during the school holidays. The menu for the current week will be displayed on the prescribed information board, please see the Director if you require advance notice of menus.

NUTRITION - Children will be offered a varied and healthy afternoon tea at OSHC from the five main food groups. Parents have a responsibility to inform the Outside School Hours service staff of special dietary needs their child/ren may have. Staff will at all times accommodate the special dietary requirements of the children in our care.



Vacation Care

An overview of our Vacation Care program is displayed on our service notice board in OSHC demountable as well as with program book in the stage area for over 8 families. A more detailed program which includes activities and menu items is provided via email to families for each week of Vacation Care, it is also displayed and individual copies can be requested. A signed booking form is required by Girraween OSHC prior to commencement of each Vacation Care, this is to ensure parents are aware of any excursions booked for children and to acknowledge which days they require care, booked days must be paid for unless two week notice is given. Every child requires a signed permission form with updated contact detail for parent/guardian for excursions they attend. These will be available the day before programmed excursion and are required prior to attending each excursion. Each excursion day we ask that children arrive at Vacation Care wearing school uniform shirt and enclosed shoes.



For more information or to enrol your child into OSHC or Vacation Care, contact the OSHC office. Alternately, jump onto the Girraween Primary School website and download the printable enrolment forms.

<https://www.girraweenprimary.nt.edu.au/oshc/>

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