Kidsfun @East Torrens Primary School

Out of School Hours Care

Parent Information Handbook

Before School Care	7:30am – 8:30am (Mon-Fri)
After School Care	3:00pm – 6:00pm (Mon-Fri)
Pupil Free Day / School Closure Day	7:30am – 6:00pm (Mon-Fri)
Vacation Care	7:30am – 6:00pm (Mon-Fri)

Mobile Phone	0401 121 298
E-mail	etps.oshc29@schools.sa.edu.au
12 Robson Road, Hectorville SA 5073	

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Service Vision and Philosophy

We believe that Out of School Hours Care (OSHC) is a valuable and integral part of East Torrens Primary School and a highly valued childcare service for the local community. It is a time and place for **primary school aged children** to have fun, enjoy playing together and develop friendly relationships and useful skills.

Kidsfun @ East Torrens Primary School OSHC aims to provide high quality recreational care for primary school aged children, in a supportive, comfortable and safe environment while their parents work, study, seek employment or have respite time.

Kidsfun @ East Torrens Primary School OSHC is dedicated to:

1. **Providing a safe, stimulating and caring environment through**
   - Appropriate supervision.
   - Relaxing and comfortable surroundings.
   - A range of challenging, rewarding, relaxing and alternative activities for children.

2. **Encouraging communication and social interactions by**
   - Promoting group activities while recognising individual needs.
   - Encouraging children to listen and respect the opinions and feelings of others.
   - Encouraging children to acknowledge and respect differences in culture, language, gender, age and ability.

3. **Being an affordable, accessible and accommodating service through**
   - Being sensitive to the changing needs of the community.
   - Welcoming all parents and encouraging participation in the service.
   - Respecting all family's rights to have input in the decision making.
   - Endeavouring to make responsible decisions about income, expenditure and quality.
   - Being accountable and open in all management, financial and administrative matters.

4. **Employing appropriately qualified and skilled staff who**
   - Are caring and supportive in their interaction with the children and families.
   - Have the ability to develop exciting and stimulating age appropriate activities.
   - Continually develop their professional skills.
   - Value contributions from other staff members, volunteers and tertiary students.

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Enrolment

East Torrens OSHC uses Xplor booking management system.

Online enrolment forms must be completed **prior** to the first session of care. It is essential to make a booking with the OSHC program for your child to attend by **Xplor Home app.**

Enrolment form QR code:

Enrolment form URL:
https://prodadmin.myxplor.com/enrollment_v2/centre/FECJDXEK5tQm4mKXr5ofng

Please provide the service with at least 72 hours' notice of any bookings or cancellations to avoid extra charges. Advance bookings for Vacation Care and Pupil Free Days are essential, as numbers for these programs are limited.

Parents are required to read the **OSHC Parent Information Booklet** before enrolling their child into OSHC. After completing enrolment, families must set up their **Xplor Home app login details** before making their first OSHC booking.

Please contact the service **in 4+weeks in advance**, if your child required additional support.

To receive Child Care Subsidy (CCS), parents will need to register with Centrelink office on 136 150.

It is the responsibility of families to provide correct information, notify the OSHC staff of any changes to personal details and emergency contacts. All information will be kept confidential.

Parents are required to sign children in and out of each session.

Enrolment form information for new families

Parents are encouraged to visit the **Xplor Support Page** for information about using the **Xplor Home App**, including login help, bookings, CWA approval, and managing your child's profile.

Xplor Support Page Link: https://support.myxplor.com/s/article/Home-Login

If you have any questions about **Child Care Subsidy (CCS)**—such as eligibility, payments, or your CCS enrolment—you will need to contact **Centrelink** directly or visit the **Services Australia website**, as CCS is managed by the Australian Government.

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Medical and Additional Needs Documentation Requirements

Students with Medical Conditions

To ensure the safety and wellbeing of all children, parents and caregivers of students with **medical conditions** must provide the required documentation **before their child can attend OSHC.**

All forms are available on the **OSHC website.** Children **cannot attend** until all documentation is **current, complete, and submitted to OSHC staff.**

Required Forms:

- Medical Management Plan
- Medical Action Plan
- Medication Agreement Form (HSP151)
- Health Support Agreement for Education and Care (HSP120)
- Safety and Risk Management Plan (HSP121)

Students with Additional Needs

Parents and caregivers of students with **additional needs** must provide the required documentation **prior to their child's attendance at OSHC.**

All forms are available on the **OSHC website.** Children **cannot attend** until all documentation is **current, complete, and submitted to OSHC staff.**

Required Forms:

- Medical Management Plan
- Medication Agreement Form (HSP151)
- Diagnostic Report
- Safety and Risk Management Plan (HSP121)

Session Times and Fees

Type of care	Times	Fee
Before School Care	7.30am-8.30am	$16
After School Care	3.00pm-6.00pm	$28
Early Dismissal	2.00pm-6.00pm	$30
Vacation Care	7.30am-6.00pm	$65
Pupil Free Day	7.30am-6.00pm	$65
School Closure Day	7.30am-6.00pm	$65

Late Collection Fee

A late collection fee of **$5 for the first 5 minutes after 6.00pm and then $5 per minute will be imposed** when parents arrive later than the closing time of 6pm. This fee will be additional to the service fee.

Walk In/No Booking Fee

$5 per child per day will be charged to your account if your child/children attend the service without being booked in.

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Service Staff to Child Ratios

At the service	One **(1)** contact staff member for every **15** children
On excursions	One **(1)** contact staff member for every **8** children

Payment and Accounts

The account statement will be available to view on Xplor Home app. Two payment options available.

Xplor pay - Direct Debit

Complete the Xplor pay (direct debit) details via Home app. The payments will be generated **weekly on Thursdays.** If you wish to change billing date, please contact the director.

Bank Transfer

Payments are required within 7 days from the date on the invoice period.

Bank transfers can be made to:

BSB 105-152
A/C# 032869640

Having trouble paying your fees?

If you encounter difficulties paying your fees, please see the **Director** immediately to implement an individual payment plan or access outside agencies/Centrelink for extra assistance.

Debt Management for Non-payment of Fees

❖ **Policy Statement**

All families using the Kidsfun@ East Torrens OSHC facility must contribute to the cost of care by paying their fees in full and on time.

Procedure:

- **Outstanding balances over $150**
  Families with an outstanding amount greater than $150 will receive a notification via a letter attached to their account requesting payment.
- **No payment**
  If the account is not brought up to date, a follow-up e-mail/txt message will be issued requesting payment within 7 days. Families may alternatively contact the Director within the same timeframe to discuss payment options.
- **Continued non-payment**
  If fees remain unpaid and no contact is made with the Director, a letter/e-mail will be sent advising that the child/children's attendance at Kidsfun @ East Torrens OSHC may be refused until all outstanding fees are paid in full.
- **Arrival after denial of care**
  If a child arrives at the centre after a notification of denial of care has been issued, the child/children will be taken to the appropriate school office. The family or emergency contact will be advised to collect the child/children immediately.
- **Further action**

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If fees continue to remain unpaid, further action will be taken on behalf of the School Governing Council to recover outstanding money owed to the service. This may include referral to a Debt Collection service, consistent with current School Governing Council practices.

Drop Off and Collection

All children must be signed in and out of the service daily by a parent/guardian or authorised collection person. When collecting children please take home all belongings.

Authorisation for Collection
Children can only be signed out and collected from OSHC by a custodial parent or nominated person. Written permission is required if your child will be collected by someone other than the person/s nominated on your enrolment form. Staff may ask for proof of identification (i.e. driver's licence).

Drop off before OSHC opening hour
Please note that OSHC Before School Care opens at 7:30am. No staff are on duty before 7:30am. Parents/guardians or an authorised collection person must sign their children in via the Xplor Home App each morning and check in with an OSHC staff member once the service opens.

If parents and children arrive before 7:30am, parents are expected to remain with their children until OSHC opens at 7:30am, as staff are not available to supervise children prior to this time.

Late Collection

A late collection fee of **$5 per minute** will be imposed **when parents arrive later than the closing time of 6pm.** This fee will be additional to the service fee.

For example:
* 6:00pm-6:05pm = $5 -The first 5 minutes will accrue a flat fee of $5 (should this situation constantly occur, then a $5 fee per minute will be imposed thereafter as per the Director's discretion),
* 6:06pm = $10,
* 6:07pm = $15,
* 6:08pm = $20, and so on.

If a child has not been collected by 6:30pm and all attempts to contact parents, guardians, emergency carers have been exhausted, Crisis Care will be contacted on 131 611.

Whenever possible, the parent should ring the service to advise they will be late to collect their child. A parent is regarded as being late when they arrive to collect their child after the 6pm closing time. Special circumstances, such as a traffic accident or vehicle breakdown, will be given consideration in relation to collection of late fees. When a parent is continually late arriving at the service to collect their child, the Director will discuss other Out of School Hours Care options with the parent.

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Bookings and Cancellations

Parents can manage bookings/cancellations via Xplor Home app. Please ensure you have advised your child of their OSHC booking.

Please note that the school office is not responsible for taking bookings/cancellation.
Please contact OSHC staff only if you require last minute booking.

Before and After School Care

Booking can be made via Xplor Home app with **72hour notice**. Late booking will be charged $5 per booking/per child, late cancellation will be charged full program fee.

Pupil Free Day and School Closure Day

The pupil Free Day and School Closure Day program is available and distributed 2-3 weeks prior to the day. Booking can be made via Xplor Home app. Pupil Free Day and School Closure Day booking close date is different to Before and After School Care. The date will be specified on the program sheet.

Vacation Care

The vacation care program is available and distributed on **week 6** of each term prior to the commencement of Vacation Care. Booking can be made via Xplor Home app. Vacation Care booking close date is different to Before and After School Care. The date will be specified on the program sheet.

Cancellations during Vacation Care will be charged full program fee due to the service's higher costs involved (i.e. transport expenses, equipment hires, educators to child ratios).

Vacation Booking Procedure

- Each **excursion/incursion** session must be selected individually.
  For example, if you wish to book the "*Pick Your Own Cherries*" excursion on Monday, 15th of December, please select the session under the room named "Pick Your Own Cherries."
- All other regular Vacation Care days that is not stated as incursion/excursion should be booked under "Vacation Care."

- Please note, consent form needs to be signed via Audiri app.

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Late Bookings & Cancellations Policy

Before School Care & After School Care

- **Late Bookings:**
  Bookings made with less than 72 hours' notice may be declined due to staffing and capacity limitations. We encourage families to book as early as possible to secure a place.
- **Late Cancellations:**
  Cancellations made with less than 72 hours' notice will incur the full program fee. No refunds or credits will be issued for late cancellations.

Pupil Free Day & Vacation Care

- **Late Bookings:**
  Bookings made after booking due date may be declined due to staffing and capacity limitations. We encourage families to book as early as possible to secure a place.
- **Late Cancellations:**
  Cancellations made after booking due date will incur the full program fee. No refunds or credits will be issued for late cancellations.

Families receiving the Child Care Subsidy (CCS) are entitled to 42 allowable absence days per child, per financial year. Once these are exhausted, full fees will apply for any further absences, including late cancellations.

Booking/ Cancellation Timeframes:

Care Type	Booking Requirement	Cancellation Notice
Before/After School Care	**72 hours' notice**	**72 hours' notice** to avoid full charge **Cancellations made within 72 hours = full fee**
Pupil Free Day	**By due date** on the program sheet	Cancellations after due date = **full fee**
Vacation Care	**By due date** on the program sheet	Cancellations = **full program fee**

For example: if you book Afternoon OSHC session on Thursday, any cancellations made after 3:00pm on Monday would be considered 'cancellations made within 72 hours.'
If you book Morning OSHC session on Monday, any cancellations made after 7:30am on Friday would be considered 'cancellations made within 72 hours,' including the weekend.

Late booking/ Walk-In Fee:

- **$5 per child per day** if attending without a booking

OSHC Policies

Our OSHC service is operated and guided by a series of policies incorporating the school's policies and the OSHC service's policies. The copy is available on East Torrens Primary School website.

Management

Our OSHC service is operated by the East Torrens Primary School Governing Council. The management committee comprises of parents of children attending the service, a delegate from the school council, a member of leadership from the school, OSHC Director and an OSHC staff member. The Director looks at working with the committee to communicate the parents and children's interests and needs.

Parents of the service are encouraged to have input in the running of the service and we value any ideas, opinions and feedback in regards to improving the running of the service. If you wish to join, please see the Director. We will ensure that parents are kept up to date with information regarding activities and any other information relevant through the parent notice board, notices home to parents or through verbal communication.

Parents Grievance Procedure

If a parent has a concern about the service provided, it is recommended that they proceed as follows:

- Speak to the Director about the problem in person, writing or email.
- If you are not satisfied with the outcome, you may also contact the School Principal.
- If you are still unsatisfied, you may telephone or write to the chairperson of the school council to air the concerns.
- If after all stages of this procedure you are still unsatisfied you may approach the DETE District Coordinator, who will try and resolve the situation.

Parents or children may use another person to help them to raise an issue. This may be a friend, a school counsellor or management committee member. It is important for all grievances to be kept confidential. It is important for the child/children's sake that the coordinator and the service are not criticised in the child/children's hearing. A grievance, depending on its complexity may take days or even weeks to resolve, however, initial investigations or actions will be undertaken within one working day where possible. All discussions and outcomes will be documented at each stage.

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Behaviour Management

The children, together with the staff at East Torrens Primary School OSHC, devised a set of rules and consequences that they believe to be fair and equitable to all ages and gender.

Rules	Behaviour Management Process
1. SHARE, CARE AND RESPECT: be respectful to all children and educators 2. BE SUN SMART: wear a hat and sunscreen and play in the shade 3. LISTEN: to, respect and follow OSHC staff instructions 4. EQUIPMENT: look after OSHC, school and personal equipment and pick up and clean up after ourselves 5. SHARE: resources with all children 6. FEEL HAPPY AND SAFE: bullying and harassment will not be accepted	➢ First Warning ➢ Second Warning ➢ 5 minutes to cool off ➢ 10 minutes to cool off ➢ Sent to the office to sit with director ➢ Contact to parents

Suspension from the service will occur only after all other avenues of communication and support have been made and/or a result of the following:

- Professional advice has confirmed that the child is in high psychological risk as a result of an unusually prolonged inability to settle into care.
- A child puts one or more children, or staff at risk through inappropriate/ dangerous harmful behaviour.

Behaviour management guidelines within the service are in line with East Torrens Primary School and therefore Department for Education. It is expected that the students adhere to these guidelines or exclusion from the OSHC program for a minimum of 2 days may result.

If parents cannot pick up a child, OSHC staff will contact people in emergency contact and collection authorities list.

Parents are required to sign terms and condition form before bookings can be made. Terms and condition form located at the end of this booklet and will be sent out before each term and each vacation care. Only one emergency booking can be made without terms and condition form signed.

If there are any external factors which may affect the behaviour of your child (i.e. health considerations, family situations etc.) then please inform one of the OSHC staff. This helps us with the way we approach your child in addressing their needs.

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Programming and Activities

Using an approved learning framework, the Educational Leader, in consultation and collaboration with educators, children and family's plans, designs and provides programs, catering to the children's age, developmental needs, skills, interests and abilities through a variety of challenging and recreational activities.

In providing opportunities for children, the Service recognises the importance of play, relationships, collaborative decision making and respect for diversity.

The Educational Leader is responsible to have a written program plan prepared for each aspect of the Service. This program plan will be on display for everyone's information.

Children are involved in the planning process by working with staff, brainstorming ideas and through daily OSHC meeting discussions and evaluations.

Meals and Snacks

The service provides nutritious and varied meals that allow children to taste and learn to make different foods from varied cuisines.

Breakfast	Between 7:45am and 8:15 am
Afternoon Tea	Between 3:30pm and 4.30 pm

First Aid, Medications and Illness

In the event of a major injury or accident, every effort will be made to contact parents first, then emergency contacts. At least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011,* will be in attendance at any place children are being cared for. The educator will immediately be available in an emergency, at all times children are being cared for by the service.

Parents and caregivers of students with medical conditions requires to provide following **forms prior to their attendance.**

- Medical Management Plan (e.g. Seizure management plan)
- Medical Action Plan (e.g. Asthma action plan)
- Medication Agreement form (HSP151)
- Health Support Agreement for education and care form (HSP120)
- Safety and Risk Management Plan form (HSP121)

Medication must be handed to a staff member and be accompanied by a letter from your doctor. Parents need to also sign a permission notice for staff to administer medication.

The Service will only permit medication to be given to a child if it is in its original packaging with a chemist label attached. The chemist label must state the child's name and dose of medication required. All

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medication will be administered by the Director (or an educator nominated by the Director who is qualified in first aid) and witnessed by another educator. Administration of medication will be recorded in a medication administration register. The Director and educator witness must fill out and sign the register with the parent signing acknowledgement at the end of the day.

If your child becomes ill whilst in our care, parents will be contacted to collect child immediately.

IMPORTANT: Children with Medical Condition/ medication

child with medical **needs**; please ensure you provide all **required medical documentation** directly to OSHC.
*Please make sure you are providing the same up-to-date medical information to the school and OSHC.

OSHC must have its **own copies** of all medical documents, along with the child's **current medication, which is updated and provided by the parents.** All documentation and medication must be **accurate, up to date and have a pharmacy label.**

***Please make sure the medication's ingredients and dosage match the action plan
– e.g. Cetirizine (active ingredient) =Zyrtec (name of the medication)
***Medication must be provided in an original pharmacy container and have a **pharmacy label** with:

- child or young person's name
- date of dispensing
- name of medication
- strength of medication
- dose (how much to give)
- when the dose should be given
- other administration instructions (ie. to be taken with food)
- expiry date (where there is no expiry date the medication must have been dispensed within the last 6 months)

Please note that children who require **prescribed medication** must **not attend OSHC** without their current medication and the required documentation. If we do not have the correct, up-to-date medical documents and medication, we will be **unable to accept bookings** until everything has been updated.

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