



**East Marden
OSHC**

OUT OF SCHOOL HOURS CARE

Parent Information Handbook



Operational Hours

Before School Care: 6:30am – 8:30am

After School Care: 3:00pm-6:10pm

Vacation Care: 6:30am-6:10pm

**43 James Street,
Campbelltown SA 5074**

**Phone: 0423 025 790
E-Mail: eastmardenoshc@gmail.com**

Updated August 2023

SERVICE PHILOSOPHY

East Marden Primary School's core values are:
Creativity, Perseverance, Respect and Kindness

Service Philosophy:

- ❖ We believe that each child is unique, vibrant, and desires for care, connection, and support from the community. Children will freely and actively make choices to engage in experiences that cater to their interests, hobbies, and strengths in a safe environment.
- ❖ Each educator and staff member will embody and embed the core values of our school community within the service's program, practices, and procedures. We believe that relationships will be strengthened between all community members when creativity, perseverance, respect, and kindness are proactively demonstrated throughout daily decision-making processes.
- ❖ Educators will deliver an engaging program that encourages children to make positive choices for their health, safety, and wellbeing. The Educational Leader will be intentional and deliberate in planning for inclusion and cultural responsiveness to ensure that each child's needs of belonging, being, becoming are met.
- ❖ We believe that education and care play a crucial role in supporting families' opportunities for work, study and professional development. Therefore, we are committed to make access to care available and endeavour to maintain fees accessible for all families.

ENROLMENT

Enrolment forms must be completed and returned prior to children's first session of care attendance. Vacancies will be offered and prioritised according to the *Australian Government Priority of Access Guidelines*.

If children have any additional needs including medical, health, learning difficulties, and/ or disability additional documentation in the form of a *Risk Minimisation Plan* must be completed as an attachment to the enrolment form.

To receive Child Care Subsidy, parents must register with *Centrelink* via MyGov and conduct an activity test. Centrelink Reference Numbers (CRN) will be allocated for each adult and child and must be forwarded to OSHC to finalise the claim.

It is the responsibility of families to notify the Director of any changes to personal details and emergency contacts. All information will be kept confidential.

SESSION TIMES AND FEES

Type of Care	Times	Fee
Before School	6:30am – 8:30am	\$13
After School	3:00pm – 6:10pm	\$23
Early Closure	2:00pm – 6:10pm	\$23
Vacation Care	6:30am – 6:10pm	\$60
Pupil Free Day	6:30am – 6:10pm	\$60
School Closure	6:30 am– 6:10pm	\$60

Late Collection Fee

A late collection flat fee of \$30 will be charged when children are collected after 6.10pm and applies to providing additional supervision and care for up to 15 minutes. A subsequent \$30 will be applied for every 15 minutes thereafter.

Repeated lateness will incur an additional fee of \$50 for each subsequent recurrence.

Vacation Care Deposit

Bookings must be made prior to the deadline as stated on the vacation care program. A deposit of \$15 per day for each child is required to secure booking. *Families from external schools will be required to pay fees in full prior to Vacation Care period.*

PAYMENT

OSHC accounts are issued Monday of each week via e-mail. It is the responsibility of families to keep copies of their invoices and make payments promptly. Payments are required within 7 days from date on invoice period (top left corner on invoices).

Online payments can be made in one of the two methods:

Payment via **Qkr! Mastercard App**:

1. Search Qkr by MasterCard in the app store / Google play
2. Link to East Marden Primary School
3. Enter child and credit card details

Bank Transfer:

Account Name: East Marden PS Council Inc

BSB – 065 146

Account Number - 10243219

BOOKINGS AND CANCELLATIONS

Bookings and cancellations can be conveniently managed via the OSHC app: [Childcare \(economicoutlook.net\)](#). Alternatively bookings and cancellations can be made by text 0423 025 790 or e-mail: eastmardenoshc@gmail.com. If the phone is unattended, please leave a message and a confirmation will be returned as soon as possible. Please note that the school office is not responsible for taking bookings.

Before and After School Care

Bookings should be made 24 hours prior to session of care requested as the service must ensure that child/staff ratio is adhered to according to the national regulation.

Permanent Bookings: Children attending on a regular basis should be booked into care as permanent bookings.

Casual Bookings: Children attending on an irregular basis should be booked into care as casual bookings.

'24 hours' notice is required for successful cancellations to be made without charge. Illness and late cancellations will result in children's attendance marked as an absence and will result in an absence charge. Each financial year Child Care Subsidy will be applied to up to 42 days of absences.

Vacation Care

The vacation care program is available and distributed on week 6 of each term prior to the commencement of Vacation Care. Bookings are secured once accounts are paid up to date, and a deposit of \$15 per child per day has been made when submitting the booking form.

24 hours' notice must be given in writing for the request of cancelling any vacation care days. A full fee absence charge will be applied to any requests with insufficient notice. ***Excursion days will only be cancelled without charge if the child's place is covered by children on the waiting list.**

DROP OFF AND COLLECTION

All children must be signed in and out of the service daily by parent/guardian and ensure that all their belongings and artwork are collected.

Authorisation for Collection

Children can only be signed out and collected from OSHC by authorised persons as registered on the enrolment form. 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 (ie drivers licence).

LATE COLLECTION

Parents who are unable to collect their child at the collection time must contact the service to notify of their lateness and advise of their expected time of arrival.

If you or nominated persons are unable to collect your child before closing time, please arrange for another responsible adult to collect the child and advise the service of this arrangement. This advice should be in writing.

If the parent has not contacted the service and the child has not been collected after the closing time, the service will be in contact with all listed emergency contacts on the child's enrolment form to arrange for immediate collection.

If the service is unsuccessful in contacting all listed emergency contacts, Crisis Care and/or police will be contacted and fulfil the duty of care and responsibility for the child. A notice about this will be posted on the service's entrance with the relevant telephone contact numbers.

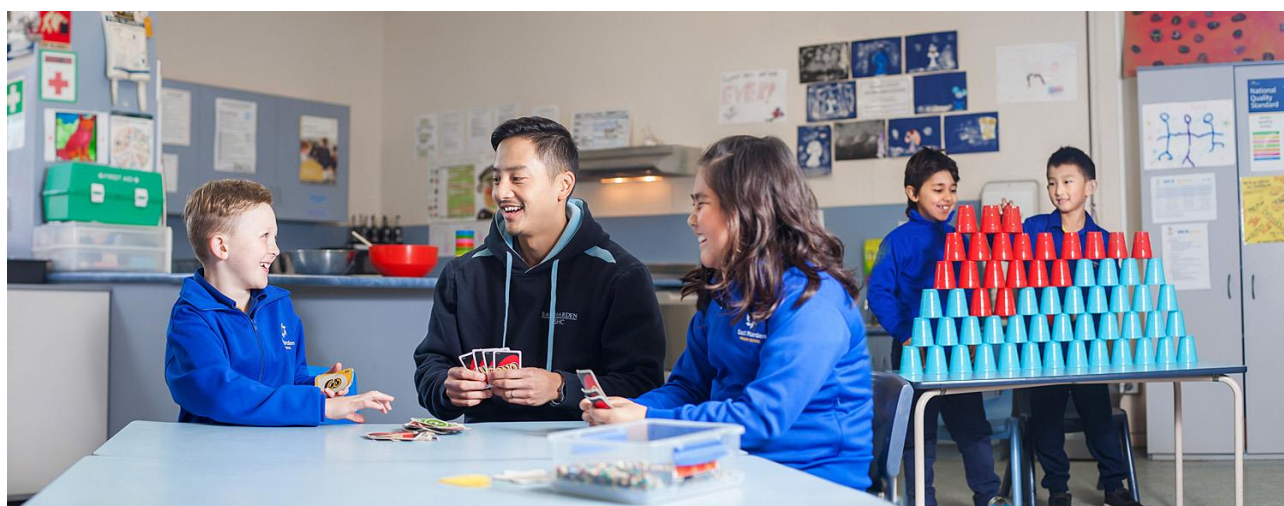
Late collection fee of \$30 will be applied to collection after 6:10pm for up to 15 minutes. Repeated lateness will incur an additional fee of \$50 for each subsequent recurrence.

PROGRAMMING & ACTIVITIES

At East Marden, the OSHC program operates under the an authorised learning framework: 'My Time, Our Place'. Educators plan independently and collaboratively to develop an engaging educational program which cater to the needs, interests and abilities of children attending the service. Each program is designed to engage children in play based learning opportunities. Children are involved in the planning process by working with staff, brainstorming ideas, completing questionnaires and evaluations.

Some of the activities and resources available to the children are:

• Ball games	• Indoor gymnasium
• Beading activities	• Movies
• Board games	• Nature play areas
• Constructions resources	• Painting
• Cooking activities	• Play dough
• Covered outdoor learning area	• Playgrounds
• Craft	• Puzzles
• Garden club	• Outdoor play
• Homework club	• Sports equipment



MEALS & SNACKS

Meals provided at East Marden OSHC Service are vegetarian, nutritious and meet the Australian Dietary Guidelines. Any children's allergies and food intolerances must be recorded on the enrolment form.

BREAKFAST

During Before School Care, breakfast is provided from 6:30am to 8:00am.

AFTERNOON TEA

During After School Care, a fruit platter and freshly cooked afternoon tea is provided.

VACATION CARE

During Vacation Care, breakfast, fruit and freshly cooked afternoon tea is provided.

FIRST AID, MEDICATIONS & ILLNESS

Educators with First Aid qualifications will provide First Aid treatment to children's injuries and adhere to safe hygiene protocols. Injury / incident reports will be completed and provide families information regarding the details of injury and first aid received.

In the event of a major injury or accident, and immediate medical treatment is required, an ambulance will be requested by the service to take the injured child to Women's and Children's Hospital. Parents / guardians listed on the enrolment form will be contacted in the order of priority requested. Educators with First Aid qualifications will provide First Aid treatment and accompany the injured child to the hospital.

Medication must be provided to the service and be accompanied by a Medical Action Plan prescribed from a professional health practitioner. Educators will follow the prescribed medical plan when medication is required to be administered. Injury / incident reports will be completed and provide families information regarding the details of medication received.

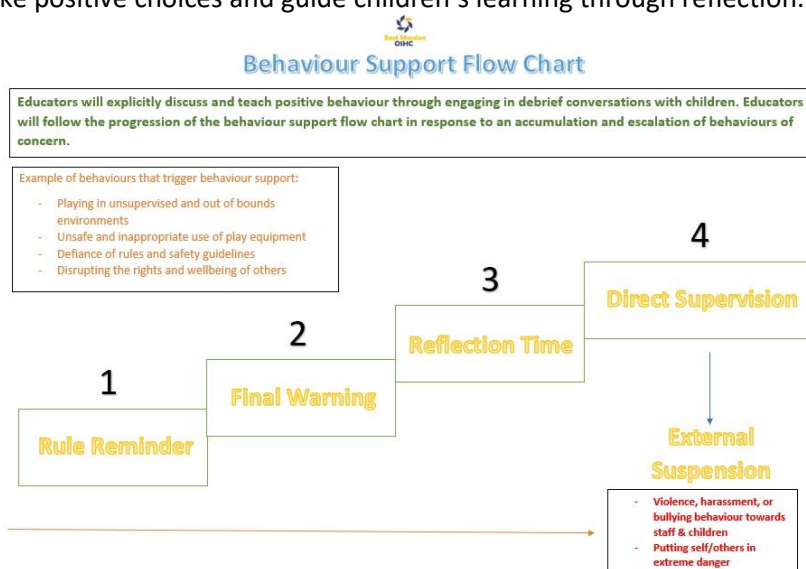
For the safety and wellbeing of staff, children and the school community, children diagnosed with a contagious illness as specified in 'Staying Healthy: Preventing infectious disease in early childhood education and care services' will be advised to be excluded from care. Parents / guardians will be contacted as soon as possible when children become ill during the day for immediate collection.

EQUIPMENT

- Mobile phones and electronic devices must be handed over to a staff member upon arrival and will be locked away
- The service takes no responsibility for items being lost, broken or stolen
- OSHC will provide a wide range of environments, resources, and sports equipment for children to engage with

BEHAVIOUR SUPPORT

The service collaboratively devised a behaviour support system where educators will help children learn from mistakes, make positive choices and guide children's learning through reflection.



Exclusionary responses such as suspension from care will be implemented as a last resort and only when the child has:

- Threatened or perpetuated violence
- Acted illegally
- Acted in ways that threatened the safety and wellbeing of children, staff members and other persons associated with the school community. This includes sexually harassing, racially vilifying, verbally abusing, and bullying behaviour.

SUPERVISION RATIO

All OSHC services must adhere to a minimum staff:child ratio of 1:15. A Qualified Staff with a Diploma of Children Services or equivalent is required for every 30 children attending care.



MANAGEMENT

The OSHC service is operated by the East Marden Primary School Governing Council. The Governing Council consists of two sub-committees:

The Governing Council Finance Committee to oversee the financial position, approve budget, fees, and report back to the Governing Council.

The OSHC Advisory Committee for the effective operation of the OSHC service, including updating policies, accreditation implementation, and programming. Parents are encouraged to participate on the OSHC Advisory Committee to express their ideas and concerns. Please contact the OSHC Director if you wish to participate on this committee.

PARENT 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, in writing or e-mail.
- If you are not satisfied with the outcome, you may contact the School Principal
- The parent may also be invited to attend or write a letter to the OSHC Advisory Committee to discuss a solution.

OSHC POLICIES

Our OSHC service is operated and guided by a series of policies incorporating the school's policies and our OSHC service's policies. Our policies folder can be viewed via the school website and in the OSHC room.