



Charles Campbell College Out of School Hours Care

2016 - 2018 Family Handbook

Tel: 81654700 ext 401

Mob: 0434 016 573

Fax: 8165 4750

Email: helen.rodley774@schools.sa.edu.au

Postal address: 3 Campbell Road, Paradise. SA 5075

Access to the service is via Campbell Road gate near Junior Years Office.



Children from Reception –Year 7 can access OSHC providing that, prior to attending, an OSHC enrolment form has been completed.

Pre-school children undertaking “Transition” and children in Year 8 may attend, providing their needs can be met, at the discretion of the Director and the Head of Junior Years.

As your information changes, please update with OSHC educators.

Emergency contact details must be kept up to date.

Index.

- Page 3: Welcome
National Quality Framework – NQF
Charles Campbell College OSHC Statement of Purpose
Service Goal
Philosophy Statement: for Children
- Page 4: Philosophy Statement: for Children [Continued]
Philosophy Statement: for Parents/Guardians & Families
Philosophy Statements for Educators
- Page 5: Philosophy Statements for Community
Current Fees
Child Care Benefit – CCB & Child Care Rebate – CCR
- Page 6: Child Care Benefit – CCB & Child Care Rebate – CCR [Continued]
Hours of operation
Late collection of children
Bookings & Cancellations
- Page 7: Bookings & Cancellations [Continued]
Accounts
Payment options
Debt Management
- Page 8: Debt Management
Medication
Illness
Injury
- Page 9: Mobile Phones/Electronic Games/Ipods/Collector cards etc
Dietary Needs
Sunsafety
Clothing
Family Involvement
- Page 10: Family Involvement [Continued]
Behaviour Guidance
- Page 11: Grievance Procedures
Document review date
Questions, comments etc tear off slip
- Page 12: Notes, Questions and Suggestions page

Welcome to Charles Campbell College OSHC

CCC OSHC aims to offer a fun and safe environment for school aged children attending OSHC. We offer before and after school care and care on pupil free & school closure days.



The program is designed to offer a variety of experiences to cater for all children and their individual interests and needs. Educators promote the belief of allowing children choices, to be responsible for their actions and to work together in a non-judgmental & caring environment.

National Quality Framework - NQF

Every OSHC (Out of School Hours Care) service in Australia is required to be Accredited by the National Quality Framework through Australian Children's Education and Care Quality National Quality Framework (ACEQUA) in conjunction with Education and Early Childhood Services (Registration and Standards Board of SA) undertaken through the Director of Children's Services within the Department of Education and Child Development under the Children's Services Act 1985.

The changes have been introduced under the new legislative requirements from January 2012 in accordance with the relevant provisions in the *Education and Early Childhood Services (Registration and Standards) Act 2011*.

The intention of the accreditation is to ensure services are providing quality care that has the best outcomes for children and can be used as a guide for families in choosing quality care.

Implementation of the NQF is an ongoing process at CCC OSHC, where a Quality Improvement plan is undertaken & reviewed every 3 years.

This plan includes ongoing reflection, evaluation and improvement of practices and is conducted in consultation with educators, family's, children, school personnel and the operator of the service, the Charles Campbell College School Council.

The Charles Campbell College Statement of Purpose

We are committed to developing every child & young person to achieve their full potential through high quality education experiences.

The Service Goal

The service aims to provide each child with high quality care that promotes learning and development while recognising the importance of the middle years and valuing each child's individual needs, differences, and cultures.



The Service Philosophy Statements: for children

1: Each & every child will be valued and their individual needs and rights recognised.

To do this educators will strive to

- foster trusting relationships and interactions between educators and children.
- encourage each child to express their ideas, creativity, and feelings in a positive manner.
- foster the development of independence and personal responsibility.
- encourage a sense of worth.
- encourage, appreciate, and understand all diversity in culture, language, and ability.

2: That all children have the right to feel and be safe both physically and emotionally.

To do this educators will strive to

- provide an environment which is safe, stimulating, and inviting.
- provide a service where children, educators and families feel welcome, safe, and secure.
- provide a nurturing educational environment which develops each child's skills and enables children to progress at their own pace.
- provide nutritional foods that promote healthier eating and support the multicultural nature of the local community.
- cater for any individual dietary or health requirements in consultation with families and other relevant agencies.

3: That the program must meet each child's developmental needs and interests.

To do this educators will strive to

- provide a program that is flexible, challenging and developmentally appropriate.
- promote the development of life skills, problem solving, self help and negotiation skills.
- provide a well balanced program which will recognise the importance of the middle years and fosters the development of the whole child, socially, emotionally, and physically.



The Service Philosophy Statements: for Parents/Caregivers & Families

1: Parents/Caregivers and families are the child's primary caregivers and that positive parent/caregiver partnerships with educators are essential to the provision of quality care.

To do this educators will strive to

- support them in this role.
- welcome them into the service and encourage involvement in the program.
- respect and include, where ever possible, child rearing practices.
- recognise and support the different cultural background of our families.
- create opportunities for family involvement.
- exchange information with parents/caregivers about their children.
- provide links for families to other services and information available.

The Service Philosophy Statements: for Educators

1: Team work, open & respectful communication and high educator morale are invaluable to the provision of high quality care at this service.

To do this educators and management will strive to

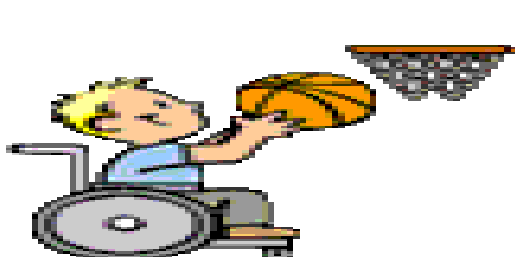
- encourage every educator to be involved in decision making.
- provide an environment that is supportive of each educator.
- encourage educator professional development.
- encourage flexibility and acceptance of diversity amongst educators.

The Service Philosophy Statements: for Community

1: The service will provide school age childcare that is appropriate to the needs of the local community.

To do this educators & management will strive to

- be sensitive to the changing needs of the community.
- be sensitive to the wide range of social and cultural backgrounds of the local community.
- provide flexible, accessible, and high quality care in response to community needs.
- participate with other community groups, agencies, and services to share resources and develop support networks.



Current Fees

Fees for the Charles Campbell College OSHC Service include all activities and afternoon tea. An additional fee may be charged for excursions on a Pupil Free or School Closure day.

Budgets are developed, reviewed and ratified annually to reflect the true cost of care & fees are set accordingly.

Current fees are outlined below & on display at the service.

Before School Care	\$12.00
Before School Care Short Session	\$4.00 – no breakfast
After School Care Monday	\$26.20
After School Care Tuesday - Friday	\$21.00
After School Care Short Session	\$4.00 – no A/Tea
Pupil Free/School Closure Day	\$45.00 –Home day \$50.00 – Excursion Day

If you have been assessed, CCB & CCR will reduce the actual amount you need to pay!!



Child Care Benefit – CCB & Child Care Rebate - CCR

This is available to assist families to reduce their child care costs. To apply, ensure each individual's Customer Reference Numbers (CRN) and date of birth for yourself and each child are accurately entered on the enrolment form. You must advise Centrelink of your child's commencement at the service.

Please quote our service reference numbers:

Before School Care:1-SV3IAD. After School Care: 1-SVIFW.

If a child is sent home from school and the parent/guardian/caregiver does not notify service prior to 1.00pm = absence claimed & gap fee to be paid.

NOTE: If you collect children early from school and have a booking at OSHC, please remember to cancel the booking.

When any booking is cancelled

with more than 2 days notice = NO CHARGE

with less than 2 days notice = absence claimed & gap fee to be paid

Charles Campbell College OSHC is a not for profit organisation. Your fees contribute to educator costs, the provision of quality experiences and nutritious food options for afternoon teas and breakfast, for your children. Please make sure that your account is up to date to ensure the ongoing viability of our service.

Accounts

Accounts will be issued weekly and payment must be made within 7 days.

All accounts must be paid up until the second to last week of the term, leaving only one week outstanding. Bookings for care for the following term will then be confirmed. Failure to pay the account may result in care being suspended until the account has been paid.

Charles Campbell College Council Inc. – OSHC Account.

Commonwealth Bank: BSB 065 145; Account number is 10443993

Receipts will be issued ASAP & placed in your sleeve in the account folder.

If there are any questions or problems regarding this matter please speak to the Director ASAP.

Accounts will be placed in the accounts folder by Wednesday of following week care is used and if email is an option, please ensure your email address is included on the enrolment form.

Payment options

Account can be paid by

- Cash/Cheque – there are envelopes on the desk & a letterbox on the LH underside of the desk so payments can be made when OSHC is busy and a receipt will be written ASAP. Cheques are to be made payable to Charles Campbell College OSHC. You can also leave your payment, in a clearly marked envelope, at either Reception or Junior Years Student Service Office during school hours.
- Bank transfer – bank details are on the top RH corner of your account for your reference
Name of Account – Charles Campbell College OSHC
BSB – 065 145 Account Number - 10443993
- Centrepay, via Centrelink is now available. Families who are in receipt of a payment from Centrelink can utilize this method. The reference number for Charles Campbell College is [555 062 434L](#) then choose **CHC** – Child Care Service - for payments to OSHC.
- **Qkr** –Download the **Qkr app** on to your phone and then payments can be made using EFTPOS, DEBIT or CREDIT Cards – details on process are available at OSHC.

Please contact Director on 0434 016 573, if you want to discuss payment options or to negotiate a repayment agreement for outstanding fees.

Debt Management

Step 1: Red note on attendance record for all accounts in excess of 7days

Step 2: Reminder letter sent + 10% of outstanding fees, as a penalty, will be added to the account

Step 3: Final notice sent + another penalty of 10% of outstanding fees added to the account

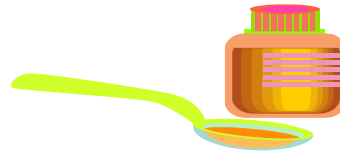
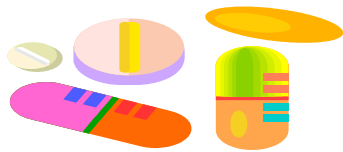
The matter will be given to the nominated Debt Collection agency for action to recoup debt
Care will be withdrawn unless regular repayments are negotiated with the Director

Medication

If your child/ren requires medication to be administered while at OSHC, the medication must be in the original container with dosage label & must be accompanied by a letter of instruction/authorisation from their health practitioner.

All medication must be given to an educator for safe keeping and safe storage.

If your child/ren has Asthma, Anaphylaxis or other health needs, action plans must accompany enrolment forms. These forms are available at OSHC.



Illness

The service does not have facilities to care for sick children so children who are not well should be kept at home.

If your child becomes ill at OSHC we will contact parents/guardians to pick them up.

Universal precautions and effective Infection control procedures are implemented but germs may still spread quickly.

Please advise the service if your child/ren has an infectious disease and educators will manage the information discreetly and confidentially. As the service is informed of an infectious disease being present in the OSHC community, a note will be attached to the attendance record and in the OSHC journal.

There is information on display re illnesses which have exclusion periods – if you need assistance, speak with an educator.



Injury

Each Educator at the service has a "First Aid Travel Bag" to enable easy access to equipment for minor injuries.

The educators at the service will implement first aid procedures in case of a child or children's injuries.

Educators will contact the family ASAP if injury is complicated.

To assist independence of children in managing a simple injury, the service will provide "novelty" bandaids for children to manage their own injury. This will enable families to identify when child has attended to their injury without educator intervention and cold packs are also available for children to access for minor injuries.

For all other injuries other than minor cuts and bruises, there will be a first aid record detailed and the family will see a red "First Aid" note on the attendance record to indicate there is a First Aid record to read and signed.



Mobile Phones/Electronic games/Ipods/cards etc

It is not advisable to bring mobile phones, electronic games and other special toys to OSHC. If a child has parent/guardian's consent to bring items to OSHC, all games, videos and music played must be "G" or "PG" rated.

Educators will not take responsibility for these items if brought to OSHC.

Parents may call the OSHC landline or mobile numbers to pass on a message or speak with their child/ren.

To avoid conflict at OSHC, if children bring their collector cards, they are not permitted to "trade, sell or play for keeps" eg. Yu Gi Oh, Pokemon, AFL, etc.

Dietary Needs – please note, the service is a "Nut"aware zone!

Please inform the service of your child's dietary needs including any cultural considerations.

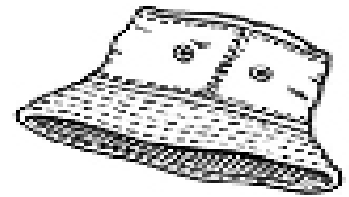
The service provides nutritious options for A/Teas & the menu is displayed outside the main door to OSHC.

Please feel free to speak to educators for healthier lunch/snack ideas and refer to the information included in the enrolment pack and information received at OSHC.

Sunsafety

Bucket, legionnaires or broad-brimmed hats must be worn when outside of the OSHC rooms from 9am to 5.00pm. Hats do not need to be worn in Before School Care or when UV rating is under 3. OSHC will supply a hat to keep at OSHC to prevent loss of school hats.

On Pupil Free days, sunsafe clothing must be worn, ie. "T" shirts with higher necklines – no singlets or crop tops and sunscreen, available at OSHC, will be applied at recess, lunch & A/Tea times - a record will be kept to ensure children are not missed.



Clothing

Please ensure all children's clothing is named and encourage your child/ren to be responsible for their own clothing by putting items in their bag.

It is advised that appropriate clothing, eg. short "bike" shorts or dark "netball knickers" under school dresses be worn to prevent embarrassing moments when participating in activities

For care during the day, it is advisable for children to wear layers so their comfort is ensured and they must wear appropriate footwear to allow for a variety of activities – no slip-ons, higher heels or thongs.



Family Involvement

Parents/Guardians are welcome to visit their child at the service at any time and prior to volunteering at OSHC, a Department of Communities and Social Inclusion Child Related Screening check must be obtained and sighted, and an orientation process undertaken with the nominated College personnel.

The service needs parents/guardians to be part of the program. This involvement can include



- reading the "OSHC Info Journal" daily for messages from Director.
- becoming involved in children's participation at OSHC.
- becoming a member of the Advisory Committee.
- providing feedback both constructive & positive in the "OSHC Journal", using the suggestion book & speaking with educators.
- introducing yourselves to the educators at the service.
- keeping the service informed of any changes.
- using the family message book to communicate with the director & educators.
- letting educators know of any cultural festivals your family celebrate



Behaviour Guidance

The OSHC Behaviour Guidance Policy is reviewed regularly & follows the guidelines of the Charles Campbell College Behaviour Management Code.

It acknowledges that early intervention & preventative strategies play a major role in behaviour guidance with a zero tolerance on bullying & harassment.

Consequently, there is more emphasis on developing positive strategies to ensure a safe and caring environment.

Restorative justice strategies are a core part of the behaviour guidance process.

Children are encouraged to take responsibility for their own choices of behaviour.

If the child presents or continues to display behaviour that is disruptive or harmful to other children, educators or themselves, the child will be sent home.



The Director may exclude the child from the service in consultation with the Head of Junior Years, as the line manager of the OSHC service.

This will be followed up by a meeting with the director, parents/guardians and the child to negotiate a guideline by which the child must abide so they can continue to access the service.

The Head of Junior Years will be informed and may be involved in the meeting as required.

CONSEQUENCES OF INAPPROPRIATE BEHAVIOUR: 5 STEPS – Inappropriate Behaviour

After appropriate redirections

1; WARNING - What responsible choices of behaviours are you going to use from now on?

2; CONSEQUENCE - Linked to the behaviour

3; RECORD – child & educator to write in Child's behaviour record

4; CONTRACT – Educator & child to fill out contract

5; SUSPENSION – Child to be collected immediately & suspended from next booked session

CONSEQUENCES OF UNACCEPTABLE BEHAVIOUR: 3 STEPS – Unacceptable Behaviour

1; RECORD – child & educator to write in Child's behaviour record

2; CONTRACT – Educator & child to fill out contract

3; SUSPENSION – Child to be collected immediately & suspended from next booked session.

EXAMPLES of UNACCEPTABLE Behaviours

* *Refusing to follow Staff instructions* * *Putting own or another person's safety at risk*

* *Harassment or Bullying to any person eg. Intimidation, Physical Violence, Verbal Abuse Threats or Threatening Behaviour to another person.*



GRIEVANCE PRODEDURES

PLEASE NOTE: It is not acceptable for any Parents/Caregivers to approach a child [other than their own] in an attempt to resolve a conflict.

CHILD and CHILD CONFLICT

- 1: All children are encouraged and supported to sort out the issues for themselves.*
- 2: Children, who are unable to come to an agreement, may then ask an Educator for assistance.*

CHILD and EDUCATOR CONFLICT

- 1: Children will be encouraged to discuss their issue with the Educator member involved.*
- 2: If not satisfied with the outcome, children will then need to raise the issue with the Director..*
- 3: After investigation and negotiation, if child is still not satisfied, the matter will then be discussed with the Principal as Line Manager.*

PARENT/CAREGIVER and SERVICE CONFLICT

- 1: For any conflict at the service, Parents/Caregivers should discuss the matter with the Director.*
- 2: If, after discussion with the Director, Parents/Caregivers are not satisfied, the matter will then need to be raised with the Principal, who is the Line Manager and the outcome advised to the Director and to Parents/Caregivers.*
- 3: If Parent/Caregiver is still not satisfied, the matter must then be put in writing and taken to the OSHC committee for consideration and guidance.*
- 4: The OSHC Committee's decision will then be given to the Director and to the Parent/Caregiver in writing.*

For further clarification, comment or suggestion regarding any of the information in this Handbook please speak to the Director on mobile 0434 016 573 or ring the landline on 8165 4700 ext 401 or email the director at helen.rodley774@schools.sa.edu.au.

To make suggestions, offer critical comments & feedback, please use the suggestion book or the OSHC Info Journal on the cupboard near the sign in/out book or speak with the director or educator on duty.

Any changes to information in this handbook will be notified to families ASAP with notes handed to families

Notes, Questions, Suggestions etc. Eg What else do you want included in the Family Handbook?