

CHARLES CAMPBELL COLLEGE OUT OF SCHOOL HOURS CARE HANDBOOK

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Access: via Campbell Road gate near the playground R-6 entrance.
Reception –Year 7 children can access OSHC upon completion of an enrolment form. Please update personal details and emergency contact information as required.

TABLE OF CONTENTS

- Service Philosophy
- National Quality Framework
- Hours of Operation
- Fees and CCS
- Enrolment
- Bookings
- Cancellations
- Payment of Fees/Debt Management
 - Accounts
 - Payment Options
 - Debt Management
- Collection of Child/ren
- Sign In/Out Procedures
- Late Collection of Child/ren
- Extra Curricular Activities
- Medication
- Illness
- Dietary Needs
- Personal Belongings
- Sun Safety

SERVICE PHILOSOPHY

Purpose Statement

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

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 Child:

We believe that all children in our care:

- Have individual needs and interests
- Learn and develop through play and exploration
- Feel safe and secure both physically and emotionally
- Feel free to express their ideas
- Are to be respected

The Parents/Caregivers and Families

We 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
- Create opportunities for family involvement
- Exchange information with parents/caregivers about their children
- Provide links and information about other services

The Educators

We 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 Community

We 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.

NATIONAL QUALITY FRAMEWORK

Every Out of School Hours Care (OSHC) service in Australia is required to be Accredited by the National Quality Framework through the Australian Children's Education and Care Quality National Quality Framework (ACEQUA). Accreditation ensures services provide quality care that has the best outcomes for children. Implementation of the National Quality Framework is an ongoing process at Charles Campbell College (CCC) OSHC, where a Quality Improvement Plan is undertaken and reviewed every 3 years. This plan includes ongoing reflection, evaluation and improvement of practices and is conducted in consultation with educators, families, children, school personnel and the operator of the service, the CCC School Council.

HOURS OF OPERATION

Before School Care (BSC)	7.00am - 8.30am, Monday - Fridays
After School Care (ASC)	2.20pm – 6.10pm, Mondays 3.10pm – 6.10pm, Tuesday - Fridays
Pupil Free/School Closure Days	7.00am – 6.00pm
Vacation Care (VAC)	7.00am – 6.00pm, Monday to Fridays (closed for two weeks over Christmas and New Year)

FEES AND CCS

Before School Care (BSC)	\$12.00 per child per session
After School Care (ASC)	\$26.50 Mondays per child per session \$21.00 Tuesdays – Fridays per child per session
Early Finish Days	\$26.50 per child per session
Pupil Free/School Closure Days	\$55.00 per child per day
Vacation Care (VAC)	\$55.00 per child per day

As a government registered OSHC service we have secured Child Care Subsidy (CCS). For those families who are eligible, this may help to reduce fees. To register for CCS please call Centrelink on 13 61 50 or register online via myGov. Child Care Subsidy is a means tested payment for families. Families will get differing amounts of benefit according to income, activity levels, child care hours used and the number children in care.

A family have 42 allowable absent days each financial year, that you receive CCS from Centrelink. If you don't use a booked day, you will be charged an absence day. After you have used the 42 days you will not be entitled for any CCS on any other absent day and will be charged full fee.

ENROLMENT

Both permanent and casual bookings can be made by filling out an OSHC enrolment form and returning to the Director.

BOOKINGS

To ensure that we are able to provide your child/ren with care, it is essential that you contact us as soon as possible to make a booking.

BSC bookings please contact by 6pm the day prior.

ASC bookings please contact by 9am the day care is required.

Contacting after these times may result in care not being able to be provided due to availability.

All bookings can be made by contacting the OSHC Director on 0434 016 573 or emailing dl.1028.oshc@schools.sa.edu.au

CANCELLATIONS

- BSC bookings must be cancelled by 6pm the day prior = **NO CHARGE**
- ASC Bookings must be cancelled before 9am = **NO CHARGE**
- If a child is sent home from school and the parent/caregiver notifies OSHC prior to 2.00pm = **NO CHARGE**

Cancelling outside of these times will result in Allowable Absence Claimed and the GAP fee invoiced.

- Vacation Care/Pupil Free and School Closure Days – a no cancellation policy applies i.e. if a booking is made and then no longer required, you will be charged an absence day

Two weeks' notice in writing must be given when a child is permanently withdrawing from the service.

PAYMENT OF FEES/DEBT MANAGEMENT ACCOUNTS

Accounts are due within 7 days and will be issued weekly on a Wednesday. Families are required to keep up to date with accounts. Failure to pay the account may result in care being suspended until the account has been paid.

PAYMENT OPTIONS

- Bank transfer:

Name of Account – Charles Campbell College Council Inc. OSHC
BSB – 065 145
Account Number - 10443993

- Centrepay:
Families who are in receipt of a payment from Centrelink can utilise this payment 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 - payments can be made using EFTPOS, debit or credit cards
- Cash Payment:
Please make directly at Main College Reception and provide OSHC director with your receipt.

DEBT MANAGEMENT

- Reminder letter sent for fees outstanding greater than 7 days.
- Final notice and suspension of OSHC services letter sent for fees outstanding greater than 14 days.
- Account will be given to the nominated debt collection agency to recoup outstanding fees.
- Care will be suspended unless regular repayments are negotiated and maintained with the Director.

Please contact the OSHC Director on 0434 016 573 to negotiate a payment plan for outstanding fees.

COLLECTION OF CHILDREN

The names and contact numbers of all people authorised to collect your child/ren from the service must be included on the enrolment form. Any changes to these must be notified to the Director asap so they can be updated accordingly.

If the parent/guardian or authorised person arranges for an unauthorised person to collect their child/ren from the service, they must contact the service to advice of this arrangement and confirm who will collect the child/ren. Photo identification will be required from the person collecting the child/ren if unknown to staff.

If the service has not been notified and someone other than the collection authorities arrive to collect the child/ren, the Director will need to contact the parent/guardian to get his or her authorisation before the child/ren will be released into their care.

SIGN IN/OUT PROCEDURES

The service operates an electronic sign in/out system via an iPad. Every authorised collection authority on the child/ren enrolment form will be issued with their own personal pin. Please remember this pin, as this is required when signing the child/ren in and out from OSHC.

LATE COLLECTION OF CHILD/REN

A late fee of \$20 per family will apply for child/ren not collected by 6.10 pm. Where child/ren are not collected by 6.15 pm and contact with parents/caregivers or emergency contacts is unsuccessful, the educator will contact police or crisis care to arrange alternative collection for the child/ren. Please phone the service as soon as possible when becoming aware that you will be late collecting your child/ren or if you have arranged for someone else to collect them.

EXTRA CURRICULAR ACTIVITIES

If child/ren are doing extra-curricular activities that take place at the same time as they are booked in for OSHC please notify the Director asap. You will be required to complete an extra-curricular form which will include the following information:

- The activity they are booked into
- What day the activity is on
- What time they are due to arrive at OSHC or due to leave OSHC
- The date the activity will finish

It is important to notify the service so that all staff know the child/ren's whereabouts at all times.

MEDICATION

At OSHC we unfortunately cannot administer medication brought in from home, as we follow the Charles Campbell College Medication Policy. If your child/ren has asthma, anaphylaxis or other health needs, a Medical Management Plan (MMP) will need to be completed (this is available from OSHC) and an action plan from your child/rens doctor must accompany your enrolment forms. You will also be required to complete a short/long term medication form.

ILLNESS

The service does not have facilities to care for sick children so children who are ill should not be sent to OSHC. If your child becomes ill whilst at OSHC we will contact parents/caregivers to pick them up immediately. Please advise the service if your child/ren has an infectious disease and educators will manage this information discreetly and confidentially. If the service is informed of an infectious disease being present in the OSHC community, a note will be attached to the sign in/out area, in the OSHC journal and an email will be sent to all families. There is information on display regarding exclusion periods for illnesses.

DIETARY NEEDS

Please inform the Director of your child/ren's dietary needs including any cultural considerations. You will be required to complete a Medical Management Plan (MMP) if your child has a dietary need, this will be displayed in our kitchen area for all staff to be aware of.

THE SERVICE IS A NUT AWARE ZONE!

PERSONAL BELONGINGS

It is not advisable to bring personal belongings from home to OSHC. This includes mobile phones, electronic games and other special toys. Educators will not take responsibility for these items if brought to OSHC.

SUN-SAFETY

Bucket, legionnaires or broad-brimmed hats must be worn when outside. Please ensure your child/ren has a hat for outside play, these can be placed in the labelled hat pockets for safe keeping and access. NO HAT, NO PLAY. Sunscreen is available at OSHC and will be issued to every child for self-application upon arriving at OSHC.

Behaviour Policy – refer Charles Campbell College Behaviour Policy

Grievance Policy – refer Charles Campbell College Grievance Policy

Ratified by Council 20/05/2019. This handbook will be reviewed in 2021.