



FAMILY HANDBOOK

Gumeracha Primary School Outside School Hours Care And Vacation Care Program

Gumeracha Primary School
Albert Street
GUMERACHA SA 5233

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Welcome

The Advisory Committee and Staff welcome you to our OSHC and Vacation Care programs. We hope to provide the quality care your family requires, and extend an invitation to discuss with us, any issues you may have regarding the service. We also encourage parents to take an active interest in the management of the service, by attending committee meetings on a regular or casual basis. This is another opportunity for you to voice your opinions.

History

After great foresight by some community members in recognising the need for a service to provide quality child care to school aged children, the Gumeracha PS Outside School Hours Care was established in July 1994. The service has undergone many changes over the years, from site location, to Government funding changes, National Standards implemented, single staffing, and qualification requirements for staff and the introduction of the National Child Care Management System (2009). We were also one of the first services in the state, the first rural service in the Hills and the first Hills service to gain Accreditation for Quality Assurance. Although a small service, we are strongly supported by the Gumeracha Primary School, and the wider community.

Operating Times

Monday to Friday (not Public Holidays)

- Before School 7.30am – 8.30am
- After School 3.20pm – 6.30pm
- Vacation Care and Gumeracha Primary School
Closure Days 7.30am – 6.30pm

We close between Christmas and New Year for 2 weeks. **Please check for dates.**

Client Reference Numbers (CRN's):

Before School 555 009 487K
After School 555 009 351J
Vacation Care 555 009 556A

Philosophy

Philosophy Statement

The Outside School Hours Care Service is a Child-Focused place where:

- Children, families, and staff, are treated as equal and valued individuals.
- The value of play is important, and children have opportunities for challenge, choice, and their opinions to be respected.
- Children are encouraged to develop to their full potential, within a safe, caring, and supportive environment.
- Relationships with the school are fostered to promote continuity of the service, and open communication.

The service operates according to a philosophy of open management, and aims to reflect the local community, by encouraging participation and discussion about all issues relevant to the running of the service.

Philosophy Outcomes

- Equal opportunity is promoted in all aspects of operating the service.
- Play is valued, recognised and promoted, along with children's choices, and opinions being respected.
- A caring environment is established, where children and staff can be confident, and where parents, staff and children, feel secure.
- Children develop socially, emotionally, and intellectually, at the service.

- The service reflects school policy, and promotes open communication.
- Parent participation in the management and activities of the service, is effective, encouraged and valued.
- Local community needs are recognised and met.

Enrolment

Each child must be enrolled into the program. This is regulation, but also provides us with essential medical and emergency information.

A \$5.00 non-redeemable fee is charged upon enrolment. This is a once off payment, which covers administration duties in relation to the care of your child. This fee is not covered by Child Care Benefit. Enrolment forms are available from the OSHC staff, or the school front office. Please apply to the Family Assistance Office to claim your Child Care Benefit. The service provides weekly accounts (in arrears) once CCB has been advised by the Child Care Management System (Canberra).

The service is available to all primary school age children, although this may be extended under certain circumstances and with consultation and approval from the Director, Line Manager and Advisory Committee.

Fees

Fees reflect the cost of consumables / resources used by your child/children, and to provide a safe level of staffing. The OSHC Committee encourages all parents to apply for Child Care Benefit, thereby reducing the amount of the base fee. Fees are to be paid promptly every 2 weeks. Please do not hesitate to contact the Director to discuss payment, if you are having difficulty.

Before School \$7.00 per child
 After School \$15.00 per child
 Vacation Care \$40.00 per child

Bookings

Permanent bookings are to be recorded on the appropriate **Booking Form**, available only from OSHC staff. Parents have the option to place bookings for a whole school year, and/or for Vacation Care. It is your responsibility to advise staff of any changes required. Your permanent booking will only be carried over to subsequent terms if you have requested this on the form. Casual bookings will be accommodated if possible. We will also provide care for your child/children in an emergency.

2 weeks written notice of cancellation is required for Permanent bookings. Casual bookings require 24 hours notice of cancellation. All Vacation Care bookings are billed after the designated "Book By" date.

Accounts

If you register your child as a permanent booking, you will be given a pocket with your family name. If using the service casually, or in an emergency, your account will go to the front office, or be posted. Accounts are issued every Thursday. Please attempt to make payment at least fortnightly; being such a small service, we need to have a regular cash flow to be viable.

Staff

Children's Services Employee Director: **Mary Vivian**
 Children's Services Employee: **Sharen Randell**

Our staff have qualifications recognised by the Department of Education and Children's Services. The Governing Council employs staff who have a strong commitment to our service and community. Staff are

enthusiastic, observant and caring; they strive to build meaningful, trusting relationships with the children in their care.

- **Single Staffing**

Was introduced to make small services viable. A maximum of twelve children to a single staff member is regulation. This staff member, along with approved qualifications, must hold a Senior First Aid Certificate.

NB – As we provide care for 11 hours in Vacation Care, we have a morning and afternoon staff. The Committee and staff believe this provides a more stimulating level of care for all concerned. Staff employed by the service have a range of qualifications and experiences in the children's service and health professions.

Program

Inclusive Directions (Additional Needs) / Multicultural incorporated. Staff and children plan together to create a diverse program that reflects their interests in recreational activities. The children are given multiple opportunities to broaden their skills and experiences; discover and practice leadership and basic life skills. Homework is encouraged. We encourage positive social interaction, resulting in teamwork and confidence. The weekly program is recorded on the whiteboard, and a copy posted on the OSHC room door. Parents/Guardians are welcome to have a copy of the program, and are encouraged to contribute any ideas.

Gumeracha OSHC provides, and promotes nutritionally balanced snacks during After School Care. Breakfast can be provided for children attending Before School Care. Fresh fruit is available at all times. As the Gumeracha PS promotes a sun smart policy, children attending OSHC and Vacation Care are required to wear hats during the appropriate months (consideration given to Vitamin D intake during winter months – therefore hats off). We don't encourage sharing hats.

Vacation Care

A separate program will be formulated prior to the holidays by our staff, giving parents the opportunity to plan their child care needs. Vacation Care programs are focused on the children's current interests, providing a variety of activities. These range from arts and crafts, drama, cooking, construction, sports, computer (internet), Playstation2, Gameboys, DSI, movies and much more. Also interesting visitors and special lunch days. Children are required to bring their own lunch, morning and afternoon snacks, as they do during the school term. The only exception to this is when the Vacation Program states a specific food day. Please read the program carefully. Suitable clothing and footwear are also a requirement for Vacation Care.

OSHC Standards / Quality Assurance

National Standards were the first step towards achieving Australia-wide consistency in the provision of Outside School Hours Care. They represented baseline standards for the provision of child care for primary school age children, across all states and territories. The implementation of the National Standards improved the capacity of the community to protect the health, well being, and rights of all children attending OSHC services, in response to industry demand. The Department for Education and Children's Services introduced the OSHC Standards in September 97.

Gumeracha OSHC meets the Accreditation Standards required by DECS, and has a high quality rating under the **Quality Assurance Accreditation**. A Continuing Improvement Plan ensures our service strives for excellence in each of the 8 Quality Areas. Quality Assurance is now an ongoing process, and Validation is required every 2 years. For parents interested in the National Standards and QA documents, OSHC staff are more than happy to make them available to you. Quality Assurance is a further step towards ensuring nationwide standards of quality care.

Transport

Buses are available before school to Birdwood PS and Lobethal Lutheran PS. After school, the above buses return to Gumeracha PS. Arrangements for this can be made by contacting the relevant school.

Arrival and Departure

It is essential that parents sign the attendance sheets when leaving or collecting their child/children. All children are to be collected by 6.30pm when the service closes. A fee of \$10.00 per 15 minutes applies for the late collection of children.

Behaviour Management

This is consistent with the Behaviour Management Policy of the Gumeracha Primary School. The Advisory Committee reserves the right to terminate the enrolment of any child if disruptive behaviour persists, after reasonable efforts have been made to involve the child in the program, and after parental involvement and counselling for the child. We encourage children to take responsibility for their own behaviour.

OHS&W

The school has an appointed OHS&W officer. Outside School Hours Care facilities meet this commitment by ensuring that work practices and procedures throughout the facility; comply with the regulations governing the Occupational Health, Safety & Welfare Act No. 125 of 86. All staff members are expected to take practical measures to ensure a safe and healthy working environment, in keeping with the defined responsibilities as outlined by the OSHC and School policy.

Illness / Accident

Children who are ill should not attend OSHC. Alternative care should be arranged. All attempts to contact parents will be undertaken if your child becomes ill during a session. In the event of an accident, the staff will take steps to provide First Aid, and to seek medical assistance as soon as possible. This is in accordance with OSHC policy. Please keep your contact numbers up to date.

Your Responsibilities

It is expected that parents/guardians make themselves familiar with the contents of this Family Handbook. Please address any concerns with the staff, and **advise of any relevant changes, such as health issues, phone numbers, addresses etc.**

Immunisation

- Parents will be encouraged to immunise their child against all diseases appropriate to the child's age. In accordance with the National Health and Medical Research Council exclusion guidelines, children who are not immunised may be excluded from care during outbreaks of some infectious diseases, even if the child is well.

Exclusion

- Children and staff with infectious diseases will be excluded from the service in accordance with departmental Administrative Instructions and Guidelines (AIGs) and National Health and Medical Research Council guidelines.

Medication

- * Service staff will assist with children's medication if:
 - it is prescribed by a doctor and has the original label detailing the child's name, required dosage and storage requirements and expiry date
- and

- the parent has completed and signed the service's **Medication Authority** form. **This must be filled in by the child's GP before assistance can be given.**
- * When staff are to assist with a child's medication, it should be given directly to the staff member in charge, not left in the child's bag.

NATIONAL STANDARDS FOR OUTSIDE SCHOOL HOURS CARE

-ACCESS-

Where demand for places exceeds the available supply, services should accept or reject enrolments in a consistent policy-based manner.

STANDARD 4.6.1

The OSHC service shall ensure that its policy includes priority of access procedures. These procedures must ensure that the organisational arrangements and activities undertaken as part of the program are inclusive of all groups in the community in which the service operates.

PRIORITY OF ACCESS GUIDELINES

The Australian Government resources child care with a major purpose of meeting the child care needs of Australian families. However, it is recognised that demand for child care sometimes exceeds supply. In such cases it is important for services to allocate available places to those families with the greatest need for child care support.

The Australian Government has determined Priority of Access Guidelines for allocating places in child care services. These guidelines set out the following three levels of priority:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies,

or of parents who both satisfy, the work / training / study test under section 14 of the Family Assistance Act

- Priority 3 – any other child

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families which include an individual whose taxable income per cent under clause 7 of Schedule 2 to the Family Assistance Act is 100 per cent
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents

This service refers to the Priority of Access Guidelines primarily when we have a waiting list, with a number of parents competing for a limited number of places.

GRIEVANCE PROCEDURE:

Parents

- * Parents will be provided with information about the service's philosophy, policies and procedures.
- * All confidential discussions with parents will take place in a quiet area away from others.
- * Parents' names remain confidential. Parents will have the option of remaining anonymous in providing written information.

Parent and staff conflict

- * The parent should discuss the problem with the relevant staff member.
- * If, after discussion with the relevant staff member, the parent feels action is necessary, they should take the matter up with the Director.
- * If the parent still feels the problem is not resolved, the director may offer to take the matter to the Advisory Committee for guidance, or the parent may write directly to the Committee to explain the problem.
- * The Committee will advise the director of its decision and the director will convey that decision to the parent and staff member concerned, or the committee will write directly to the parent concerned.

Parent and management conflict

- * The parent should discuss the problem with the Director.
- * If the parent still feels, after discussion with the director, action is necessary, they should ask the director to raise the issue at the next management meeting. Alternatively the parent may write directly to the Advisory Committee to explain the problem.
- * The Advisory Committee will notify the Director of its decision and the Director will convey that decision to the parent concerned, or the Committee will write directly to the parent concerned to advise of the decision. If the parent still feels the problem is not resolved they can request a meeting with the Committee to discuss the matter further. The Committee will discuss the issue further at the next meeting, or call a Special Meeting for this purpose, at which time the Committee's final decision will be made. The Committee will write directly to the parent to inform them of the final decision.

External Grievance Procedure Option

Should a parent not be satisfied with the outcome following the appropriate procedures, they have the option of contacting the District Co-ordinator of Schools (DECS) who is quite separate from the OSHC service and the School, to further pursue their complaint. The name and phone number of the current District Co-ordinator can be obtained from either OSHC or School Staff members. Parents also have the option of contacting a DECS OSHC Advisor.



**Government
of South Australia**

Department of Education
and Children's Services



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