



# FAMILY HANDBOOK

## Gumeracha Primary School Outside School Hours Care And Vacation Care Program

Gumeracha Primary School  
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Government  
of South Australia  
Department for Education

## **Welcome**

The Advisory Committee and OSHC educators 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, Government funding changes, National Standards implemented, single staffing, qualification requirements, the introduction of the Child Care Management System (2009) and in 2012 the National Quality Standards and My Time Our Place were introduced. We were also 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.**

### **Reference numbers you may need:**

for Child Care Subsidy  
Provider ID : 190005593C  
Service ID : 190015863C

## **Policy**

We have all policies required by the National Quality Standards, available for your perusal. These include policies relating to.....

Cleaning & Sanitising	Food & Nutrition
Collection of Children	Head Lice
Complaints	Hygiene & Infection Control
Confidentiality	Medical Conditions
Enrolment & Orientation	Medications
Environmental Sustainability	Staff related policies
Evacuation / Emergency	Sun Protection
Excursions & Children Leaving the service	Volunteers
Fees	

and many more

Policies are reviewed regularly, or as the need arises, in line with changes in legislation etc.

## **Advisory Committee**

Gumeracha OSHC Advisory Committee operates under the schools' constitution, and consists of: the school Principal (Line Manager), OSHC Staff, and Parents. School Council is the Governing Body. Parent participation in the Advisory Committee is greatly encouraged. All interested parties are welcome to attend at any time. Notification of upcoming meetings is scribed on the OSHC blackboard, and in the newsletters, and minutes from previous meetings are distributed to those who attend.

## **Management**

Gumeracha PS Governing Council is our sponsor. "Together We Achieve the Extraordinary." 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. The Nominated Supervisor, also known as the Director, is responsible for the day-to-day running of the service. In the absence of the Nominated Supervisor, a qualified Supervisor assumes responsibility.

## **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 administrative duties in relation to the care of your child. This fee is not covered by Child Care Subsidy. Families must now update their details on their Centrelink account (linked to MyGov) in order to receive Child Care Subsidy. The service provides weekly accounts (in arrears) once CCS has been advised by the Child Care Management team (online linked government system). Enrolment forms are available from the OSHC staff, or the school front office.

The service is available to all primary school age children.

## **Fees**

Fees reflect the cost of consumables / resources used by your child, and to provide a safe level of staffing. Families are strongly advised to access and update their details online (Centrelink/MyGov) to access the Child Care Subsidy. The Child Care Subsidy reduces the amount of the base fee that you must pay to the service. A Materials Fee is paid twice yearly. 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	\$ 12.00 per child
After School	\$ 22.00 per child
Vacation Care	\$ 50.00 per child

## **Accounts**

Accounts are issued weekly, usually every Thursday. In the interests of sustainability / best practice, the preference is to issue your account via email. If this is not possible, please advise staff. Please attempt to make payment at least fortnightly; being such a small service, we need to have a regular cash flow to be viable. On enrolment you will be asked to read and sign a Finance Agreement, which also states that you agree to pay at least fortnightly.

## **Absences**

Under the Child Care Subsidy, families are entitled to 42 absence days per child, per financial year, and may be entitled to additional absence days in certain circumstances (including illness of the child, a parent or sibling). In shared care arrangements, the allocation of 42 absences per financial year relates to the child, not each individual claimant. Enrolments will automatically end if your child does not attend care for 8 continuous weeks, including vacation care. If your child returns to care with us after a previous enrolment has ended, we must submit a new enrolment notice to Centrelink. *You* will need to confirm the new enrolment through your Centrelink online account or Express Plus app for Child Care Subsidy to continue.

## **Bookings**

Permanent bookings are to be recorded on the appropriate **Booking Form**, available 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. Casual bookings will be accommodated where possible. We will also provide care for your child/children in an emergency.

1 weeks written notice of cancellation is required for Permanent and Vacation Care bookings. Casual bookings require 24 hours' notice of cancellation. Cancellation forms are available, or you may cancel via email.

## **Staffing**

Single staffing was originally introduced to make small services viable. However, under the current Education and Care Services National Regulations introduced in January 2012, there is no legal provision for single staffing. The current permissible educator to child ratio is 1:15, and as a small service, on days when expected attendances are 15 or less, we maintain our Single Staff status. When expected attendances are above 15, a second educator is engaged, with a ratio of 1:10 if children are taken off site for an excursion. The ratios are also increased when a child with additional needs is present, to maintain a safe level of staffing. At all times there must be on site, at least one educator who holds an approved qualification, and who has had training in the approved (ACECQA) courses for Provide First Aid (Senior 1st aid), Anaphylaxis, and Asthma Management. NB – As we provide care for 11 hours in Vacation Care, we have a changeover of Supervisors after 6 hours. We believe this provides a more stimulating level of care for all concerned.

## **National Quality Standards**

In 1997 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.

In January 2012 the new Education and Early Childhood Services Act, and Education and Care Services National Quality Standards and Regulations were introduced, bringing **ALL children's services** under the same guidelines. Like all children's services, Gumeracha OSHC is participating in the new process of accreditation, with a Quality Improvement Plan produced in consultation with all stakeholders. This is a working document, continually changing to meet the needs of children, and maintain best practice in line with My Time Our Place (for school aged children) and the National Quality Standards. The service consistently seeks feedback from parents and children about the service.

## **Priority of Access Guidelines**

One of the main reasons the Australian Government funds child care is to meet the child care needs of Australian families. However, the demand for child care sometimes exceeds supply in some locations. When this happens, it is important for services to allocate places to those families with the greatest need for child care support.

- 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
- Priority 3 — any other child.

Within these main Priority 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 adjusted taxable income does not exceed the lower income threshold \*\*(see web listing for latest \$ value) or who or whose partner are on income support
- children in families with a non-English speaking background
- children in socially isolated families
- children of single parents.

## **External Grievance Procedure Option**

Should a parent not be satisfied with the outcome following the usual procedures, they have the option of contacting the Education Standards Board (ESB) to further pursue their complaint, (see contact details below). Parents may wish to access the web links listed below.

Education Standards Board ~ Website: [www.esb.sa.gov.au](http://www.esb.sa.gov.au)

E-mail: [EducationStandardsBoard@sa.gov.au](mailto:EducationStandardsBoard@sa.gov.au)

GPO Box 1811  
ADELAIDE SA 5001  
Phone: (08) 8226 0077 or 1800 882 413 (toll free)  
Fax: 8226 1815

Or DECD : <https://www.decd.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool>

## **Confidentiality / Privacy**

Information about your child/ren collected during their time with us, is stored appropriately and remains confidential. Such information may be collected from the enrolment form, through observations or any other means whilst the children are in our care. This information is used for program planning, preparing statistics, reporting and evaluation. It may be disclosed to and used by Commonwealth and State Government departments and their agencies. It may otherwise be disclosed *without consent* where authorised or required by law (as per the SA Government's **Information Sharing Guidelines** and the National Privacy Principles (Privacy Act 1988 Schedule 3).

## **Treasures from home**

Occasionally children wish to bring in personal "treasures" to share with friends, and educators. It is *recommended* that all electronic items be left at home. The service will not accept responsibility for *any* item brought from home.

## **Transition to and from school**

**Arrivals** - On arrival at the service, please record the time of arrival and sign where stated on the Attendance Sheet

### **Before School Care**

Children are dismissed from Before School Care when the bell sounds at 8.30am and school staff begin yard duty. Educators are happy to escort Reception children to their class, but this is generally unnecessary as most children have already had transition time at the school and know their way around. In addition to this, older children often volunteer to "buddy" young children - assisting them when required.

### **After School Care**

All children are expected to come straight to the service when dismissed from class at 3.20pm, and are signed in by an educator. If a child listed on the attendance sheet does not arrive with the other children, the school will be contacted to ascertain their attendance at school, and to locate them. All efforts will be made to locate the child with contacting Police being the last resort if the child cannot be located. **Ask educators for a copy of the "Collection of Children" Policy.**

**Departures** - At departure time, please come in and greet your child and the Supervisor in charge for the day (listed at entrance to room). It is a requirement that you sign the Attendance Sheet, recording the time of departure and your signature.

*As educators can often be busy with children it is essential that you make educators aware that you are on site and are collecting your child. **Do not leave the service without advising educators you are leaving with your child.***

Please note that children will only be released into the care of those you have listed as authorised on the Enrolment Form.

## **Lost Property**

Named and unnamed clothing can be found in one of the blue baskets. It would be appreciated if parents could check this regularly as the amount frequently builds up (particularly in the holidays). Every effort will be made to locate the owners of other lost property; however, we cannot store these items indefinitely due to limited storage available. Please check with staff.

## **Educational Program and Practice**

Gumeracha OSHC & Vacation Care is guided by the School aged Care Framework "My Time Our Place" and promotes children's learning by providing opportunities to maximise their potential that will support them in their future learning. Through critical reflection and thinking, and in partnerships with families, children's learning will be promoted across the following best outcomes.....

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

*We promote and support an inclusive program*, catering for children with additional needs, and foster cultural awareness. Staff and children plan together to create a diverse program that reflects their interests in recreational activities and promotes each individual's learning and overall development. The children are given multiple opportunities to broaden their skills and experiences; discover and practice leadership, and basic life skills. Homework is encouraged, and supported. We encourage positive social interaction and teamwork, fostering increased confidence.

The weekly program is recorded on the whiteboard, and a copy posted on the OSHC room door. We encourage parents /guardians to contribute any ideas.

We provide and promote nutritionally balanced snacks during After School Care, and also provide a platter of fresh raw vegetables and/or fruit every afternoon, in addition to the programmed snack.

A separate program is formulated for Vacation Care prior to the holidays by our staff in consultation with the children, giving parents the opportunity to plan their child care needs. Vacation Care programs are focused on the children's current interests, and learning needs, providing a variety of activities. This may include arts and crafts, drama, cooking, construction, sports, computer (internet access), Wii, Playstation, DSi, games, cooking, interesting visitors, special lunch days, and much more. As Gumeracha PS promotes a sun protection policy, children attending OSHC and Vacation Care are required to wear hats during the appropriate months with consideration given to Vitamin D intake during winter months. We don't encourage sharing hats. Acceptable hats are broad brimmed, legionnaires, or bucket hats. During summer months, appropriate clothing to cover up for sun safety is mandatory. The Vacation program is usually distributed in week 6 of the term. **Please read the program carefully.**

## **Complaint Procedure**

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 and they will have the option of remaining anonymous in providing written information.

### **Parent and educator conflict**

- The parent should discuss the problem with the relevant educator.
- If, after discussion with the relevant educator, 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 educator 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 express their concerns.
- 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 advise them of the final decision.

The parent's complaint is to be recorded and dated indicating the issue of concern and how it was resolved.

If any complaint cannot be resolved internally to the parent's satisfaction, external options will be offered such as an unbiased third party.

## **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.

## **Late Fees**

All children are to be collected by 6.30pm when the service closes. A fee of \$1.00 per minute applies after 6.33pm (by the OSHC clock) for the late collection of children. There is no CCS applicable to this fee, and reflects the costs involved to pay educators working overtime to care for your children. Please be on time as our educators have commitments also.

## **Behaviour Management**

We encourage children to take responsibility for their own behaviour. 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. See Behaviour Management policy.

## **Work Health and Safety**

The school has an appointed WH&S 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 SA Work Health and Safety Act 2012. 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.

In addition to the above, the Director is the Responsible Officer for the service, and shall ensure that policies and procedures relating to WH&S are maintained, and reviewed as necessary.

We ask that Parents note the emergency exits, take particular attention to toys and other tripping hazards on the floor, and comply with any reasonable instruction from educators.

In the unlikely event of an emergency, please follow the directions of our educators.

## **Your Responsibilities**

Please address any concerns with the staff, and **advise of any relevant changes, such as health issues, phone numbers, addresses etc.**

### **Immunisation**

- Parents are 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. Children need to be immunised to be eligible for Child Care Subsidy.

### **Exclusion**

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

### **Medication**

- \* Educators 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 educators are to assist with a child's medication, it should be given directly to the Certified Supervisor in charge, not left in the child's bag.

It is expected that parents/guardians make themselves familiar with the contents of this Family Handbook.

## **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, educators 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 contact details up to date - we may need to contact you in an emergency.**

# **Philosophy**

## **Philosophy Statement**

Our Statement of philosophy outlines the principles under which the service operates. The philosophy reflects the principles and the National Law and the Framework for School Age Care. It underpins the decisions, policies and daily practices of all staff, and assists in planning, implementing and evaluating quality experiences for children. It reflects a shared understanding of the role of the service with children, families and the community, and reflects the agreed values and principles of the school/site, Approved Provider, advisory committee, educators, children and families.

## **Philosophy Outcomes**

The Outside School Hours Care Service is committed to the provision of a rich learning environment, where children are afforded opportunities to play, investigate, be challenged, within a safe, caring, and supportive setting. The value of play is recognised and promoted, along with the children's right to choice, and spontaneous play. We believe that the best interests of the children and their right to play, learn and develop, is the primary consideration in all decision making at the service and is visible in the actions, interactions and daily work with the children.

We believe that each child has the right to be an active member of their local community, to develop a sense of belonging and the ability to function effectively as a group member, to be dauntless in their approach and express their opinions, and have their views considered in decisions that may affect them.

Staff encourage, support and foster each child to develop socially, intellectually, physically and emotionally, in accordance with the guidelines within "My Time Our Place", incorporating and reflecting family values including: respectfulness, togetherness, kindness and consideration.

Children are empowered with skills for life such as, negotiation, cooperation, honesty and integrity, self-confidence, courage and resilience, as well as general daily living skills, with independence and problem solving skills being promoted.

Children, families, and staff are treated equitably with respect, regardless of culture, gender, disability or economics, and acknowledged as valued

and unique individuals, further enriching the program by sharing different skills, values and beliefs.

The service endeavours to provide care in a way that respects the child's dignity and privacy, promotes the child's wellbeing, provides positive experiences to the child, and to assist in the development of a confident, compassionate and respectful individual.

The service values and endeavours to maintain the environment, materials, and resources, through sustainable practices.

The service operates according to a philosophy of open management, and aims to reflect school policy, family values and the local community, by encouraging participation and discussion about all issues relevant to the running of the service. (7.9.15 – Reviewed August 13th 2018)