

**Ingle Farm East**  
**Out of**  
**School Hours Care**  
**& Vacation Care**  
**FAMILY INFORMATION**  
**HANDBOOK**

**Address:** *(Located Straun Road)*

18 Halidon Street,  
Ingle Farm, SA, 5098

**Director:** Emma Lyon

**Phone:** 8264 0665

**Mobile:** 0401 717 090



## **Introduction:**

This handbook has been prepared by the educators and Out of School Hours Care (OSHC) Advisory Committee of Ingle Farm East Primary School (IFEPS) OSHC. The OSHC Advisory Committee is represented by parents, OSHC Director and a member of the IFEPS Senior Leadership team. Our OSHC Service is sponsored by the Ingle Farm East Primary School Governing Council Inc., and as part of the school community we aim to maintain the School's standards and policies.

## **Access to the service:**

The IFEPS OSHC Service is open to all students from Reception to Year 7. We also cater to the greater community during Vacation Care, which includes 4 year olds. 4 year olds can access Ingle Farm East Vacation Care with limitations on water excursions. Enrolment forms must be completed and returned to the Service before Care commences.

## **Service Philosophy:**

### **INGLE FARM EAST SERVICE PHILOSOPHY**

We believe that OSHC (Out of School Hours Care) is a valuable and integral component of the Ingle Farm East School and the local community. We provide the community with a quality school aged program guided by the National Quality Standards, the National Law and regulations, including the approved school age framework, My Time Our Place.

### **IN RELATION TO EDUCATIONAL PROGRAM AND PRACTICE:**

We accomplish this by highlighting children's involvement in the program through a family sharing app that provides a snapshot of each individual child's participation in the program. The educational program engages all children's learning processes such as: creating, problem solving, communication, cognitive skills, physical skills, social interaction and life skills. Educators enhance children's learning and development by incorporating the following:

Educators support children in their individual development

Children are supported and encouraged to develop respectful and caring relationships

We provide a warm and supportive environment to feel safe, secure and valued

### **IN RELATION TO CHILDREN'S HEALTH AND SAFETY:**

We offer a stimulating, safe environment and Educators encourage positive health and hygiene practices and ensure that each child is protected by ensuring that all Educators have the relevant required qualifications and have current first aid, DCSI screening and RAN E-C training.

Educators conduct regular emergency evacuation and evacuation drills in line with the National Law and Regulations

Conduct annual Australian food safety assessments conducted by the City of Salisbury Council

Child:Staff ratios are adhered to at all times to enhance children's learning

### **IN RELATION TO PHYSICAL ENVIRONMENT:**

We believe that children learn best through play based, nature play resources and Educators stimulate learning by encouraging social interactions by promoting positive relationships with their peers. We strive to teach all children the importance of our natural environment and surroundings, which we believe have a substantial influence on children's brain development and well-being which impacts through to adulthood.

Exploration and play based learning is embedded in the program

Children are identified as competent and unique individuals with rich ideas and encouraged to construct their own understandings of the World

Our program includes opportunities for children to learn about cultures through craft, cooking and programmed experiences

### **IN RELATION TO STAFFING ARRANGEMENTS:**

All Educators are respected and considered to be positive role models for the children. We believe adults within our service should model caring, respectful behaviours that provide positive interaction and learning opportunities for all children.

All Educators have relevant certificates required for employment with Ingle Farm East oshc. We conduct regular educator appraisals to reflect and improve overall expectations

### **IN RELATION TO RELATIONSHIPS WITH CHILDREN:**

Educators are committed to creating a caring, stimulating, fun, safe and supportive environment that recognises and respects the diversity in all children. Educators encourage them to reach their optimal potential, to be the best that they can be.

Through positive encouragement, guidance and choices we aim to give children every opportunity to enhance their self-esteem and independence

We promote and build positive relationships with children and their peers by encouraging positive behaviour expectations.

Each child is supported and respected to build on interests and abilities and are provided with open opportunities to play, make choices and express themselves.

### **IN RELATION TO COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES:**

We value the critical role of families and caregivers in children's lives and encourage adults to share in children's experiences. Families are valued and supported and with this enhances Children's inclusion, learning and well-being. We access local community resources and local businesses which enhances our sense of belonging to the Community.

Educators collaborate with children, family members, Governing Council, other professionals and all Stakeholders of the oshc community

We utilise community resources such as Inclusive Directions, Gowrie, Economic Outlook and Human Services (Centrelink).

We create a welcoming environment where all children and families are respected and supported. The School community are informed by oshc events through the oshc Newsletter, Skoolbag alerts and the oshc Facebook page and school newsletter.

## **IN RELATION TO GOVERNANCE AND LEADERSHIP:**

The Director has a strong connection with School Leadership and the Line Manager. With an ongoing cycle of planning, documenting and evaluating of children's learning we comply with all required Laws and Legislations. The ongoing assessment of the service against the National Quality Standards and the Quality Improvement Plan underpins the overall program which involves all stakeholders.

The Director meets regularly with the Principal for oshc Executive meetings and have regular performance and development plans with the Principal.

We collaborate ideas and discussions at oshc Advisory Committee meetings and discuss all aspects of the service delivery with families and Leadership and inform the Approved Provider, Governing Council with all relevant reports.

An effective and positive attitude, connections between all stakeholders builds positive, happy relationships between Leadership, Governance, Educators, families and children

## **Australian Government Priority of Access:**

Oshc Services must comply with the guidelines outlined by the Australian Government regarding priority of access. At times when the demand for oshc and Vacation Care places exceeds the available places, the priority of access guidelines are set out in the following three levels:

**Priority 1** – a child at risk of serious abuse or neglect or a child under the Guardianship of the Minister

**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 on lower incomes
- Children in families which include a disabled person (*Disability Unit*)
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents

Further details can be found in the Child Care Services handbook or online at [www.facsia.gov.au](http://www.facsia.gov.au)

## **Hours of operation & Location:**

**Before School Care:** 6:30 - 8:30am

**After School Care:** 3:05 - 6:00pm

**Early School Closure Day:** 2:05 - 6:00pm

**Pupil Free Days:** 6:30 - 6:00pm

**Vacation Care:** 6:30 - 6:00pm

*(The service is based in the Northern building of IFEPS.  
Main entrance is via Straun Road, Ingle Farm.)*

**Contact numbers:** 8264 0665 or 0401 717 090

**E-mail address:** [rachael.hutchens589@schools.sa.edu.au](mailto:rachael.hutchens589@schools.sa.edu.au)

### *Cost of Care:*

- ✓ **Before School care:** \$15.00 per child per session (Breakfast included).
- ✓ **After School care:** \$21.00 per child per session (Snack included).
- ✓ **School closure/Pupil free day/Vacation day, Incursion or home day:** \$55.00 per child per session (*Breakfast & Snack included*).
- ✓ **Vacation care day excursion:** \$60.00 per child per session (snack included)
- ✓ **Early close/ last day of term:** \$25.00 per child per session (*Snack included*).
- ✓ The above fees are the full fee charged per session, per child. Families may be entitled to Child Care benefit and/or Child Care Rebate which will reduce the full fee, if applicable
- ✓ All accounts must be settled within 14 days of care provided; a due date will be added to accounts. If accounts are not paid within a reasonable time any future care will be cancelled.
- ✓ All accounts must be settled prior to any Vacation care bookings taken; families that have paid their account will be given preference over an unpaid account. The Director will still consider Priority of Access
- ✓ A \$20 deposit per families is required upon booking for Vacation Care
- ✓ If a family is experiencing difficulty paying an account a payment plan can be organised

### *Child Care Subsidy:*

Families who have enquiries regarding their eligibility and entitlements for Child Care Subsidy (CCS) or a Customer Reference Number (CRN) should contact Centrelink (Human Services) on 136150. Further information can be found at: [www.humanservices.com.au](http://www.humanservices.com.au) CCS may reduce the cost of care for eligible families.

It is the enrolling parent's responsibility to organise CCS.

### *About The Program:*

IFEPS oshc offers Before School Care, After School Care, Vacation Care, School Closure Days and Pupil Free Days. **The Service is closed on Public Holidays.**

***The Service closes for two weeks during the December/January school holidays.***

The My Time, Our Place learning framework guides the development of the programming and supports decisions made through an ongoing cycle of planning. Educators have implemented a

range of strategies to get to know each child's knowledge, strengths, interests and culture through the information provided by their families through questionnaires, surveys and everyday conversations.

Observations and Seesaw learning stories are completed on each child during before school care, after school care and vacation care which are based on the child's interests, ideas and abilities. The observations include snippets of the child's session in oshc with evaluations on the child's learning against the outcomes. This is documented in each child's seesaw journal, in the daily reflections folder and observation sheets for children and families to view and discuss. The daily reflection folder includes the children's day in oshc, children's feedback, comments and records photographic evidence.

Program plans are completed weekly by the Director with feedback from all educators and include play-based experiences which have come from the children's current interests and ideas. The program is created by parent and student suggestions, themes such as STEM (Science, Technology, Engineering and Maths) or Sensory play, up and coming events such as Harmony Day, Book Week and Reconciliation Week, planned community involvement. It is also based on learning opportunities that educators have observed, ideas and cultural needs families have discussed with educators and play based ideas the children spontaneously develop.

During Vacation Care family members are requested to provide their children with healthy recess and lunch unless otherwise stated on the program. The IFEPS OSHC Program will encourage and promote the health and wellbeing of children through a healthy nutritious diet and in particular, through providing positive learning experiences during snack times where good nutritional foods and habits are developed in a happy, social environment.

### Enrolling Your Child:

An Enrolment Form MUST be completed by all parent/caregivers for each child wishing to use the service. For safety reasons children are not permitted to attend unless an Enrolment Form has been completed. Enrolment Forms are available from the oshc room or at the front office.

Please speak to the Director about any information concerning oshc and Vacation care.

*If your child requires extra support via ISS Funding, please see the Director to organise paperwork.*

### Bookings:

Sessions must be pre-booked, and the service cannot accept a child that does not have a completed Enrolment Form.

Parents must notify oshc if their child is not attending a booked session. If your child is absent on any booked day please notify the Director on the oshc mobile as soon as possible. If your child will be absent from school please also advise the service.

## Cancellations:

Cancellation of a booking for **Before School Care and After School Care** must be made by **5pm** the previous day.

An absent booking will be applied to the session if cancellations are made outside of these times.

**Vacation Care cancellations** must be made prior to the closing date as listed on the Vacation Care booking sheets. Please refer to the Vacation Care Program for further information.

## Payment Procedure:

Fees may be paid by cash and placed in the payment envelope located in the oshc room or through the Finance Officer of IFEPS. Credit cards can be used at the Finance Office.

Payments can also be made via internet banking.

**BSB: 105 137**

**ACC: 060539040**

## Arrival and Departure Procedure:

It is a legal procedure that each child is signed into and out of Care by their family member or legal guardian, over the age of 18 years.

Children attending After School Care must be signed OUT and children attending Before School Care must be signed IN. Parents/family members will be supplied with a code for electronic signing.

All children must be accompanied to and from the Service by a family member or authorised person as stated on each child's Enrolment Form. If for some unforeseen circumstance, another person other than one stated as an authorised collection for your child is to collect your child, the Director must be notified by phone as soon as possible. If a person that is not stated as an authorised person arrives to collect the child, the Enrolling Parent will be contacted for verbal confirmation before they can take the child from the Service. Any new person that has been advised to collect a child will be required to show photo identification to verify their identity as stated by the Enrolling Parent.

## Dismissal / Late Collection Procedure:

Children are dismissed from Before School Care at 8:30am and leave the Service to the schoolyard where a teacher is on duty. Children attending After School Care arrive at the Service after the 3:05pm dismissal bell. These children are signed into Care by the Director. If a child has not arrived to the Service within five to ten minutes, the Director will contact the Front Office or classroom teacher to confirm if the attendance or absence of that child. If the child cannot be located the Enrolling Parent will then be contacted. If the child still cannot be located then SA Police will be contacted.

All children are required to be collected from the Service by 6:00pm. A late fee of \$1.00 per minute per child will be charged to your account for collection after 6:00pm. In the event of unforeseen circumstances or knowledge that you will be late collecting your child from the Service please contact the Director as soon as possible. If a family member is late and has not contacted the

service by 6:10pm, every effort will be made to contact all authorised people on the child's Enrolment Form. In the event that no one is contactable and the child is still in Care by 6:30pm, Crisis Care will be notified and the children will be collected by them.

## Staffing:

*The service maintains the following ratios:*

**These ratios can change depending on the dynamics of the group and if ISS funding is required.**

Before school care: **1:15**

After school care; **1:10**

Vacation care, home or incursion days: **1:10**

Vacation care, excursion days: **1:8**

Vacation care, swimming excursions **1:5**

## Sun Protection Policy:

Ingle Farm East out of Hours Care provides a balanced approach to UV exposure. The service understands that too much exposure leads to sunburn, eye damage and cancer, and that too little exposure leads to lack of Vitamin D which is vital for healthy bones, muscles and teeth. As such, an appropriate level of exposure to the sun is vital to maintain our health.

The service will act to ensure appropriate levels of exposure by:

- Encouraging the use of sun smart techniques.
- Accessing current predicted UV index rating.
- Staff will model sun safe practises.
- Follow school policy of hats when the UV rating index in 3 or above.
- Encourage children to take responsibility for their own sun protection.
- Create an environment that allows access to both sun and shade.
- Ensure families are informed about sun smart policies.

## **POLICY**

Outdoor programmed activities will be adapted when UV exposure is above acceptable levels, especially between the months of September to April. Children will be required to wear hats outside when UV levels are 3 or above.

If sunscreen is provided by the service, families must inform service staff of any allergies to brands and provide alternate sunscreen where necessary. Sunscreen must be broad spectrum 50+ water resistant and be within its use-by date. Younger children will be supported by Educators to apply sunscreen.



Hats need to be broad brimmed, legionnaire or bucket style. A legionnaire hat will be provided for each child but remains the property of OSHC. The service will not promote the sharing of hats.

Children who are not appropriately dressed in sun smart clothing e.g. covered shoulders, hat or not willing to apply sunscreen will not be permitted to play outdoors during September to April.

The service will provide appropriate sun exposure during the safest seasonal period between May – August and when UV levels are below 3.

### *Parent Involvement:*

The IFEPS OSHC Advisory Committee always invites and welcomes parents to actively participate in the service, as a volunteer and/or on the Committee. If you are interested in assisting as a volunteer, you must be registered with the School, and have a current Child Related Employment Screening and have completed the Volunteer Training provided at IFEPS. Applications for Child Related Employment Screenings can be made through the School. Please contact the Finance Officer for an application form. If you have any ideas or skills you can share with the children, please feel free to speak to our educators.

oshc Advisory Committee meetings are held monthly and parents are welcome to join at any time. You do not need to be a Committee Member on the Governing Council to join the oshc Advisory Committee. If you would like more information please see the Director.

### *National Quality Framework:*

The National Quality Framework aims to raise quality in all Child Care Services. It also seeks to drive continuous improvement in education and care services throughout Australia. The National Quality Standard sets national benchmarks for the quality of education and care services and is divided into seven quality areas:

**Quality Area 1:** Education program and practice

**Quality Area 2:** Children's health and safety

**Quality Area 3:** Physical environment

**Quality Area 4:** Staffing arrangements

**Quality Area 5:** Relationships with children

**Quality Area 6:** Collaborative partnerships with families and communities

**Quality Area 7:** Leadership and service management

The National Legislative Framework is established through an Applied Laws system that consists of the Education and Care Services National Law and the Education and Care Services National Regulations. Approved services will be assessed and rated against each of the seven Quality Area Standards and the National Regulations. The rating and assessment process exists to facilitate continuous quality improvement for services and provide families with better information. At the time of publication, IFEPS OSHC is currently rated 'MEETING' under the National Quality Framework.

## Grievance Procedure:

### STATEMENT

The Ingle Farm East OSHC Service takes complaints about the service, its staff, educators, practices and procedures seriously. Procedures are in place to ensure all grievances and complaints are addressed, investigated fairly and documented in a timely manner.

### POLICY

The Service will address complaints by:

- Ensuring that complaints are dealt with promptly
- Maintaining confidentiality
- Ensuring the process is fair to all parties
- Ensuring a clear, accessible and documented complaints procedure is made available to all families, educators and children
- Maintaining records of complaints, processes and outcomes
- Notifying the regulatory authority of any complaint that alleges the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached.

An effective complaints and grievance management system confirms to educators, staff members, children, families and the community that complaints and grievances are taken seriously and investigated promptly. Under the Education and Care Services National Law, the approved provider has a legal responsibility to notify the Regulatory Authority of certain matters within the stated time frame. One of these matters is where a complaint is made in relation to either of the following:

- a complaint alleging that the safety, health or wellbeing of a child was or is being compromised
- that the law has been breached

Complaints of this nature are to be identified at a site as 'notifiable complaints' and the approved provider must inform the Regulatory Authority within 24 hours. The following details are required in the notifiable complaint report:

1. Date the complaint was received
2. Complainant's name and contact details
3. Name of child/children to whom the complaint relates (if relevant)
4. Copy of written complaint and any other relevant documentation required
5. Steps that have been taken or actions planned by the site in response to the complaint

As Ingle Farm East OSHC is a service operating on a school site, the school Principal or nominee, as line manager of the OSHC Director, should be informed when there are complaints. Please note: for services operated by a DECD school, the Governing Council must follow the DECD Parent Complaints Policy by contacting 1800 677 435 or emailing [DECD.ParentComplaint@sa.gov.au](mailto:DECD.ParentComplaint@sa.gov.au).

#### **GENERAL GRIEVANCE PROCEDURE**

1. Talk to a person about the problem. Discuss the question or concern directly with the person involved stating the problem clearly and objectively seek to resolve it in any way that respects the needs of those involved
  2. Allow a reasonable timeframe for the issue to be addressed
  3. If the grievance is not resolved speak to:
    - The OSHC director
    - A nominated grievance contact
    - A member of the leadership team
    - OSHC advisory committee (where appropriate)Ask their support in addressing the grievance by:
    - Speaking to the person involved on your behalf.
    - Monitoring the situation
    - Investigating your concerns
    - Acting as mediator
  4. If you are unsatisfied refer to the Department Complaint Resolution for Employees Policy
- Is there a code of conduct

#### **PROCEDURE FOR FAMILIES LODGING A COMPLAINT**

Families are requested not to discuss complaints in front of children. An appointment with the Director can be made.

- Complaints regarding an aspect of the service should be addressed with the Director in the first instance.
- In the event that you feel you are unable to discuss your complaint with the Director or you feel the discussion with the Director proves unsatisfactory, your complaint can be directed to the School Principal or a member of the Governing Council.
- Ingle Farm East OSHC Service welcomes your feedback and suggestions at all times. These will help us continually improve our service.
- Families have a right to lodge a complaint directly to the Regulatory Authority.

#### **PROCEDURES FOR EDUCATORS LODGING A COMPLAINT**

From time to time staff conflicts arise. In the interest of the children and the professional operation of the service, these grievances are investigated promptly, thoroughly and confidentially.

- If the complaint is of an industrial nature, the requirements of the relevant Award must be addressed and followed. External advice may need to be sought through Fairwork Australia.
- Some complaints may be resolved by presenting the matter for discussion at a team meeting.
- In the event that an educator feels that they have a problem with any aspect of the service, they would be encouraged to make a time to speak to the Director.
- Staff may have a Union representative or other person present at any meeting or interview and may withdraw from the process at any time.
- If the educator feels the Director has not dealt with your complaint satisfactorily, they may approach the Approved Provider.

### **PROCEDURES FOR CHILDREN LODGING A COMPLAINT**

The opportunity for children to make a complaint should be fully explained to them. Such complaints may be relation to incidents with other children, issues with educators or complaints of a general nature.

- Complaints relating to educators, educator conduct or aspects of the program are to be directed to the Director. Children may have a family member or other representative to assist them to raise their concerns.
- Educators will take any children's complaints seriously and attend to them as a matter of priority whilst maintaining confidentiality. Where educators are unable to take appropriate action regarding a child's complaint, educators will inform the Director.

### **COMPLAINT HANDLING PROCESS**

The Nominated Supervisor will be responsible for ensuring that any complaint alleges a breach of legislation or a serious incident is reported to the Approved Provider. The Approved Provider will be responsible for ensuring the Educations and Early Childhood Services Registration and Standards Board is notified within 24 hours of any complaint that alleges a breach of legislation or where the safety, health or wellbeing of a child was or is being compromised. The Approved Provider and or Director will:

- Investigate complaints promptly and thoroughly with the understanding that the complainant will not be disadvantaged through the process.
- Seek further information, to clarify the issues and investigate the complaint, including speaking to other parties involved as required.
- Listen/read the complaint and document the exact details of the complaint.
- Assess the complaint fairly and determine the best possible outcome.

- Inform the complainant of the outcome in writing or verbally, as required in a timely manner.
- Ensure the complaint process and its outcome are documented and that all documentation is treated and stored confidentially.
- Refer to any State or National Regulations or organisational policy that may provide clarity to the complaint, as required.
- Seek additional advice from Line Manager and other agencies, including legal advice as required.

Complaints that are not resolved at this level may be referred by either the complainant or the Approved Provider to the external agency identified by the Approved Provider to investigate the matter. Families have a right to lodge a complaint directly with the Regulatory Authority.