

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

18 Halidon Street
Ingle Farm SA 5098
For Enquiries contact
Directors: Racheal Aikman
 Joylene Burford

Ph: 8264 0665 or Mob: 0401717090



Introduction:

This handbook has been prepared by the staff 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 only. Any child that is school aged is allowed to attend the service. The same first day policy states that the start date for school is the first day of Term 1. With the same day start, a child that is 5 years of age on or after 1st May of that year will begin school on the first day of Term 1 the following year. A child cannot attend the service before this time until January of the year they are enrolled to start school. Enrolment forms must be completed and returned to the Service before Care commences.

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
- 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

Hours of operation & Location:

Before School Care:	7:00 - 8:30am
After School Care:	3:05 - 6:00pm
Early School Closure Day:	2:05 - 6:00pm
Pupil Free Days:	7:00am - 6:00pm
Vacation Care:	7:00am - 6:00pm

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

Contact numbers: 8264 0665 or 0401 717 090

E-mail address: racheal.aikman373@schools.sa.edu.au

Cost of Care:

- ❖ **Before School care:** \$10.00 per child per session (*Breakfast included*).
- ❖ **After School care:** \$19.00 per child per session (*Snack included*).
- ❖ **School closure/Pupil free day/Vacation day, Incursion or home day:** \$45.00 per child per session (*Breakfast & Snack included*).
- ❖ **Vacation care day excursion:** \$55.00 per child per session (snack included)
- ❖ **Early close/ last day of term:** \$21.00 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
- ❖ Casual users will be charged and additional \$1.00 per child per session, OSHC only
- ❖ 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 Directors will still consider Priority of Access
- ❖ If a family is experiencing difficulty paying an account a payment plan can be organised

Child Care Benefit:

Families who have enquiries regarding their eligibility and entitlements for Child Care Benefit (CCB) or a Customer Reference Number (CRN) should contact the Family Assistance Office on 136150. CCB will reduce the cost of care for many families, with an additional 50% rebate for out of pocket expenses, known as the Child Care Rebate (CCR). There are four payment options for CCR:

- Paid to your Child Care Service / OSHC Service to reduce your fees

- Paid into your nominated personal account weekly/fortnightly
- Paid to you quarterly
- Paid to you annually

It is the enrolling parent's responsibility to organise the most suitable payment option for them. The payment method you choose for CCR will be applied for that entire financial year. Your rebate will be paid into your nominated bank account according to the option chosen. Further information can be found at: www.humanservices.com.au

About The Program:

IFEPS OSHC offers Before School Care, After School Care and Vacation Care. We also operate on School Closure Days and Pupil Free Days. The Service is closed on Public Holidays. The Service generally closes for two weeks during the December/January school holidays.

Children are given opportunities to participate in various activities throughout all programs such as, craft, cooking, dress-ups, card and board games. There are also two areas for quiet zones for reading and role play. IFEPS OSHC also has four computers on which the children can complete homework and play, in addition to a Wii console for children to access. There are also self-help areas for the children to access at any time for creative drawing, construction making, Playdough and colouring in sheets. We have access to two basketball courts, a tennis court, two playgrounds, activity hall and an oval. Children are required to wear their hats and the Service provides each child with their own hat to use when at the Service or when we are on excursion.

The program is displayed in the OSHC room and a nutritious snack is provided at approximately 3:15pm each day. Examples of some of these snacks that we provide are: Nachos, pancakes, wedges, yogurt, fruit salad, mixed platter, mixed sandwiches in addition to a fresh fruit platter is served every day. The menu is displayed as part of the Program and any ideas or suggestions for snack options are most welcome. We also cater to children with dietary requirements. Ingle Farm East OSHC is an egg and nut aware service.

The service uses the Right Bite Healthy food and drink supply strategy to support children to make better choices about what they eat and drink.

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 is completed.

Enrolment Forms are available from the OSHC room.

Please speak to the Directors about any information concerning OSHC and Vacation care.

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** must be made by **5pm** the previous day, and **After School Care** by **10am** of care required.

A Cancellation Fee will be applied to the account if cancellations are made outside of these times. A Cancellation Fee of \$5 per child for Before School Care and \$10 per child for After School Care.

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 or cheque made payable to 'Ingle Farm East Primary School Out of School Hours' and placed in the payment envelope located in the OSHC room or through the Finance Officer of IFEPS.

Payments can also be made via internet banking. Please contact the Director for further information and banking details.

Receipts will be issued and returned to OSHC via the Finance Officer of IFEPS.

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 must initial and record the time on each occasion.

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 is currently a single staff service where a second staff is only required once bookings are 15 and over. The roster is based on anticipated bookings. *The service maintains the following ratios:*

Before school care: **1:15**

After school care; **1:15**

Vacation care, home or incursion days: **1:15**

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

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

The Educators working at Ingle Farm East OSHC and Vacation care are:

Racheal Aikman – Diploma in Children's Services (Early childhood education and care).

Joylene Burford – Diploma in Children's Services (OSHC based).

Marg Scott – Diploma in Children's Services (OSHC based).

Lauren Withey – Studying Bachelor of Education (Early Childhood), OZ swim swimming instructor, Certificate III Allied Health, Certificate III Business.

James Withey – Bachelor of Human Movement, currently studying Masters in Secondary Education.

Behaviour Support and Management:

IFEPS OSHC recognises the wide range of age groups that access the Service as well as the differing developmental needs of individual children. Behaviour management is designed to encourage children to behave in a way that is sociable, peaceful and safe towards other children, adults and staff. The children have developed group norms which are displayed in the room. Children are encouraged and expected to respect and care for others, take responsibility for their actions and to make responsible choices. We encourage the children to respect each other, themselves and their surroundings.

Behaviour rules for the program are in line with School and Department Policy and are designed to encourage children to be responsible for their own behaviour. Please refer to the IFEPS OSHC Behaviour Policy for further information.

Sun Protection Policy:

Ingle Farm East OSHC is recognised by the Cancer Council SA as a SunSmart service. It is important that all children in our care must be protected from excessive exposure to the sun so that the risk of skin cancer is reduced. As outdoor activities are an integral part of any child's day, skin protection measures are put in place. We provide children with a sun safe hat throughout the year. Hats are clearly named and are placed in an individual zip lock bag and remain the property of Oshc.

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 the staff.

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 'PROVISIONAL – Not Yet Assessed under the National Quality Framework'.

Grievance Procedure:

The IFEPS OSHC Service fosters positive and harmonious relations with all children, staff and parents/caregivers. Good relationships between our Centre and its community are paramount to its success of the program.

To raise any concerns, please see the Director. If the Director feels that the issue raised requires discussing with IFEPS management, IFEPS Senior Leadership and/or the IFEPS Governing Council (as appropriate) will undertake further discussions and/or investigation as required. All information given is confidential.

Please refer to the Ingle Farm East Primary School Grievance Policy for further information.

Service Philosophy:

We believe that Out of School Hours Care is a valuable and integral part of IFEPS and the local community. It is a time and place for children to have fun, enjoy playing together and develop friendly relationships and useful skills.

Children

We believe that experiences, relationships and environments have a great influence on children's brain development and well-being which impacts through to adulthood. Through positive encouragement, guidance and choices we strive to give children every opportunity to enhance their self-esteem and independence.

We believe children should:

- Feel safe, secure and valued
- Be provided with a warm, supportive environment
- Be seen as competent and individuals who are rich in ideas
- Be supported in their individual development
- Be encouraged to construct their understandings of the world
- Be provided with open opportunities to play
- Be encouraged and supported to develop respectful and caring relationships

Parent, family members

We value the crucial role of families and caregivers in children's lives and encourage adults to share in children's experiences. We believe adults within our Service should model caring, respectful behaviours that provided positive interactions and learning opportunities for all children.

AIMS

The OSHC Service aims to provide high quality recreational care for primary school aged children, in a warm, comfortable and safe environment while their parents work, study or have respite time.

OBJECTIVES

To support our Philosophy we will ensure that the OSHC Service:

1. is safe, stimulating and caring by providing

- appropriate supervision
- relaxing and comfortable surroundings
- a range of challenging, rewarding, relaxing and alternative activities for children
- good facilities and equipment, which will be continually improved in order to meet changing requirements

2. encourages communication and social interactions by

- promoting group activities while recognising individual needs
- encouraging responsible behaviour
- encouraging children to listen and respect the opinions and feeling of others
- encouraging children to respect the values and cultural differences of others

3. is affordable, accessible and addresses the needs of all families in the community by

- encouraging all parents to participate in the service
- respecting all families' rights to have input in the decision making
- endeavoring to make responsible decisions about income, expenditure and quality
- being accountable and open in all management, financial and administrative matters

4. employs appropriately qualified and skilled Educators who also

- are caring and supportive in their interactions with the children and families
- have the ability to develop exciting and stimulating age appropriate activities
- continually develop their professional skills