

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

**Address:** 18 Halidon Street,  
Ingle Farm, SA, 5098

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**Phone:** 8264 0665

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## **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 1<sup>st</sup> 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.

## **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
- ✓ We conduct regular staff 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
- ✓ Be 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, Human Services (Centrelink) and we are members of OSHCSA

- ✓ 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
- ✓ Vacation We provide care for families from the local community in the vacation care program

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

The Directors have strong connections 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.

- ✓ Directors meet 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:*

<b>Before School Care:</b>	6:45 - 8:30am
<b>After School Care:</b>	3:05 - 6:00pm
<b>Early School Closure Day:</b>	2:05 - 6:00pm
<b>Pupil Free Days:</b>	6:45 - 6:00pm
<b>Vacation Care:</b>	6:45 - 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:** [racheal.aikman373@schools.sa.edu.au](mailto:racheal.aikman373@schools.sa.edu.au)

### *Cost of Care:*

- ✓ **Before School care:** \$13.65 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
- ✓ 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.

The new Child Care Subsidy commenced on 2nd July 2018 and ALL families MUST be transitioned before this date or they will not receive any Child Care Subsidy. Under the current system there are two payments, Child Care Benefit (CCB) and Child Care Rebate (CCR). From July 2nd 2018, these will be replaced by a single, means tested subsidy. There are changes that families need to be aware of:

- ✓ The payment will now be **PAID DIRECTLY TO THE SERVICE**
- ✓ **Any children commencing secondary school next year and using care in January 2019, the subsidy will not be applied and full fees will be incurred**
- ✓ **The subsidy received will be a percentage of the fee charged**
- ✓ **The number of hours families can claim for the subsidy depends of the number of hours they undertake in the activities listed**

**HOW MUCH FAMILIES RECEIVE WILL DEPEND ON:**

Families combined income, this determines the percentage of the subsidy

The type of care your child/ren is attending

The number of hours they are undertaking in the activities hours per fortnight - this tells you the number of hours each family can claim the subsidy for

**TO BE ELIGIBLE:** Families need to earn less than \$351,248 in combined family income

***Be undertaking one or more of the following activities for at least 8 hours a fortnight:***

- ✓ Paid work (includes if you are on leave)
- ✓ Self-employment
- ✓ Unpaid work in a family business
- ✓ Looking for work
- ✓ Volunteering
- ✓ Training or studying

There are exemptions for parents who cannot meet these activity requirements.

**ALL** families will need to update their details through your Centrelink MyGov account. The enrolling parent will need to provide the following:

- ✓ Combined family income estimate
- ✓ Hours of recognised activity
- ✓ The type of care that your children are in

#### **FOR MORE INFORMATION:**

The Department of Education has detailed information on the Child Care Subsidy, please visit [education.gov.au/childcare](http://education.gov.au/childcare)

### **About The Program:**

IFEPS OSHC offers care for Before School Care, After School Care and Vacation Care, 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. OSHC also has four computers on which the children can complete homework and play, in addition to an XBOX 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 all year 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. A variety of snacks and fresh fruit platter is served every day. 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 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 card can be used at the Finance Office.

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**

### *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 holders. Hats are washed regularly 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 'MEETING' 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.