



**KINGSGROVE OSHC CENTRE**

# **Centre Information Book**

**2018**

## KINGSGROVE OSHC CENTRE

Phone 0484 546 474 e:[koshc@primaryoshcare.com.au](mailto:koshc@primaryoshcare.com.au)

# Centre Information Book

### PHILOSOPHY/STATEMENT OF PRINCIPLES

We seek to develop a partnership with and co-operation between parents, Centre and school staff; to build relationships where trust and mutual understanding can develop between the home, the Centre and the school. These relationships seek to be secure, respectful and reciprocal.

#### **Our values are clear and simple:**

- Greet and treat every child and carer with warmth and respect
- Build responsive, positive and harmonious working relationships
- Create a stimulating, warm, secure and organised environment
- Offer great programs and consistent high-quality service
- Take ownership, be accountable, and build trust

Our Centres are unique in meeting the needs of children, parents, the school and the community by:

- providing programs and experiences relevant to children's individual needs and interests in before, after and vacation care situations (see NQF reference below)
- ensuring equity of access for all children to opportunities to succeed, regardless of diverse circumstances and abilities;
- recruiting, training and managing staff who are committed to meeting the diverse needs, interests and capabilities of children; who promote and facilitate children's learning through play, collaboration, decision making, autonomy and leadership;
- developing partnerships with schools and communities to accommodate the needs of all involved;
- recognising and promoting the importance of a shared management structure which allows for parental involvement and contributions;
- employing effective systems for recruiting, managing and developing high quality teams of staff, including the development of professional knowledge and critical reflection;

### **National Quality Framework Reference – My Time, Our Place Learning**

*“School age children experience learning in a wide range of settings. Family, school and the community (including school age care settings) provide diverse opportunities for children to explore relationships and ideas, and build competence and skills. The diversity in family and community life means that school age children experience belonging, being and becoming in many different ways. They bring their diverse experiences, perspectives, expectations, knowledge and skills to their learning.*

*Children's learning is dynamic, complex and holistic. Physical, social, emotional, personal, spiritual, creative, cognitive and linguistic aspects of learning are all intricately interwoven and interrelated.*

*Play is a context for learning that:*

- *allows for the expression of personality and uniqueness*
- *enhances dispositions such as curiosity and creativity*
- *enables children to make connections between prior experiences and new learning*
- *assists children to develop relationships and concepts*
- *stimulates a sense of wellbeing.*

*Children actively construct their own understandings and contribute to others' learning. They recognise their agency, capacity to initiate and lead learning, and their rights to participate in decisions that affect them, including their learning.*

*Leisure time experiences constructed by children and supported by informed educators promote children's dynamic, complex and holistic learning. Children's happiness, optimism and sense of fun are dispositions that are significant to their emotional wellbeing and resilience. In school age care settings, children's sense of responsibility for their learning is co-determined and skills and attitudes towards life-long learning are consolidated. Children actively involved in community building develop common interests and learn about citizenship.*

### **Educators' role**

*Viewing children as active participants and decision-makers opens up possibilities for educators to move beyond pre-conceived expectations about what children can do and learn. This requires educators to respect and work with children's unique qualities, abilities and interests. When children are given choices and control they experience connections between actions and consequences.*

*Educators' practices and the relationships they form with children and families have a significant effect on children's sense of identity and wellbeing which impacts on children's involvement and success in learning.*

### **Partnerships**

*Children thrive when families, educators and the wider community (especially schools) work together in partnership to support children's wellbeing and learning."*

***This Centre is dedicated to the welfare of its children and to provide a reliable and accessible service for families***

## **GENERAL INFORMATION**

### **Management**

The Centre is managed by Primary OSHCare, a company whose mission is to provide families and communities with access to high quality Out of School Hours Care services.

### **Staff**

A trained and experienced teacher is employed to manage the Centre at a local level. The Coordinator is assisted by specially selected and experienced Educators.

The Centre seeks to provide a service which caters for the unique needs of the community it serves; as such parents are welcome to participate in the operation by way of contributions to Newsletters, attendance at meetings, suggestions, questionnaires and surveys.

### **Hours of Operation**

- The Centre is open between the hours of 7.00 and 9.00am and 3.00 and 6.00pm during the school term. Children are generally signed out of OSHC at 8.30/8.45am so that they can participate in school playground play with the other children. (with the exception of Kindergarten Children who will be held until 9.00am and escorted to lines) The playground is supervised by school staff from 8.30am.
- Vacation Care is offered between 7.00am and 6.00pm each week day during the school holiday period dependent on enrolment requests
- The Centre is closed on Public Holidays
- The Centre will be open between 7.00am and 6.00pm on Pupil free days

## Provisions

Breakfast is provided from 7.30 to 8.30am and afternoon tea at around 3.30pm. In addition, fresh fruit, drinking water and milk are available at all times.

## ENROLMENT

To enroll in the service, families will need to follow the steps below:

<b>COMPLETE</b>	Enrolment process via <a href="http://www.primaryoshcare.com.au/find-a-centre">www.primaryoshcare.com.au/find-a-centre</a>
<b>PROVIDE</b>	Return printed enrolment forms. Any health/allergy information which is relevant. This includes immunisation records for each child.
<b>PAY</b>	<p><i>A bond Fee of 2 weeks' full fees, without CCB entitlements is held until the child's enrolment is ended, then used to pay the last two weeks of fees – the bond is waived if families elect to use our weekly direct debit facility through “Ezidebit” or pay fees a term in advance.</i></p> <p><i>All fees are payable in advance – “Ezidebit” direct debits are processed and billed every Friday for the following week. Vacation Care fees where applicable are billed along with the last week of the term fees to qualify for the “Early Bird discount”. Internet banking is available for parents who prefer not to use “Ezidebit” the first payment must include the bond as described above along with the first week's fees and be at least one week in advance thereafter.</i></p>

A fees schedule is available which details sessional, daily and weekly fees. In addition, parents are requested to:

- Notify staff of any extra curricular activities which will be attended during booked OSHC sessions by completion of our *Additional Activities Form*.
- Complete application for the Homework Club if children are required to complete homework.

An **Orientation visit** is recommended to all families to assist in the familiarisation of families and children to the service. This can be planned with the Co-ordinator directly and may take place within session times or separately with the Co-ordinator as appropriate.

## IMPORTANT PROCEDURES FOR PARENTS

### ***Sign in and out***

Parents must sign their child in and out accurately on drop off and collection each day.

### ***Permanent Bookings***

Bookings for enrolment must be made at the beginning of each school year or upon enrolment. Any changes to booked sessions must be given in writing with two weeks' notice. This is done using a “My Family Lounge” App

### ***Casual Bookings***

Casual bookings can be made provided that there are vacant spaces available. Parents can book in for a casual session via the “My Family Lounge” App. Casual bookings are charged at a slightly higher rate and payment should be made on the day of attendance.

### ***Childcare Benefit***

Subsidised places are available to all families and can be allocated by application to the Family Assistance Office. Please see the following notes in relation to these entitlements:

### ***Provision of accurate and consistent information***

*If you do not provide the correct CRN or date of birth details for yourself and your child, the attendance (usage) data which we submit weekly to DEEWR will not be processed and you will not receive CCS entitlements.*

*The provision of your CRN, date of birth and all details is YOUR responsibility, not that of the Centre. If the details you provide to us do not match with the details which you have supplied to DEEWR, you will not receive CCB. If you are advised by the Family Assistance Office that we have not submitted usage data, it is likely that there is inconsistency in the details supplied, so please confirm these details are correct as the first point of call.*

#### **Immunisation Status**

*It is the responsibility of parents, when applying for Childcare Benefit, to notify the Family Assistance Office of their child's immunisation status.*

#### **Absences**

*The Centre is mandated to maintain a record of any absences from the Centre as each child is granted 42 "Allowable absences" each year. After the 42 absences are used, CCB cannot be applied to fees on any days where the child is absent. Parents are required to authorise all attendances by signing the sign in/out sheets.*

#### **Cessation of care**

*If your child does not attend the service after notice of withdrawal/cancellation has been given, fees are charged at the full rate – you are not eligible for CCB for absences during the notice period.*

*Please see the Co-ordinator for further information relating to these issues.*

#### **Absent children**

Parents must notify the Centre if their child will not attend the Centre on one of their booked days. This assists staff in accounting for all children who are booked in, and ensures children's safety. A non-notification fee will be charged when notification of absence is not given on a regular basis.

#### **Collection of children**

Only authorised persons will be able to collect children from the Centre. Provision is made to nominate authorised people on the enrolment form. If this information changes it is the responsibility of the parent/guardian to notify the Centre staff.

On occasions where last minute or casual arrangements are made between families (e.g. playdates or alternative pick up plans) children will ONLY be released into the care of authorised persons. **Families will need to authorise in writing these pick-up arrangements before children are released from our care.**

#### **Children with allergies / Additional Health needs**

Parents should notify Centre staff of any allergy so that the correct provision can be made. Our detailed Medications and Asthma and Allergies Policies are supplied to all families for their information along with an Individual Health Management Plan These must be signed off and returned to the Centre prior to commencement. In some cases, an Action Plan, created in consultation with the family GP or allergy specialist, will be required.

Parents of children with allergies must notify Centre staff of the allergy via the enrolment form. If allergies require an action plan, Epipen or any other medical treatment to be administered by staff, parent must complete a Consent form, supply and update an Epipen, and ensure that the child's health details and requirements are regularly updated.

#### **CENTRE POLICY**

The service is governed by a comprehensive set of policies which staff and service users are encouraged to use, review and revise regularly. The policies are divided into six sections as follows:

Management and Administration; Staff; Health, Safety and Nutrition; Program, Facilities and Equipment, Child Protection

A set of Policies is available for parents to read on request.

#### **Particular attention should be paid to:**

##### ***Behaviour Management***

Staff implement the following techniques in setting and maintaining appropriate standards of behaviour.

- use strategies which enhance children's self esteem;
- model and encourage the development of self control;
- respect children by communicating with them in a manner which is appropriate to differing individual and developmental levels;
- model and foster positive behaviour;
- teach children to respect other people's rights and feelings;
- encourage children to feel positive about themselves;

In addition, children are regularly invited to participate in creating Agreements and Codes of acceptable conduct which are applicable to the individual and group.

### **Communication**

Staff communicate with families in a variety of ways. There is a Parent Noticeboard which contains up to date information about the program, menu, events and other relevant issues. Email is the preferred method of communication and parents are requested to ensure current email addresses are recorded and maintained. Primary OSHCare has an active and current website, as well as an App which gives access to Vacation Care programs and Centre Newsletters as well as all written notices. Parents are welcome to informally discuss any issues with the staff and also to participate more formally in parent meetings, surveys and questionnaires. A suggestion box is permanently situated near the sign in desk.

### **Fees**

Fees must be paid in advance of the service used and kept up to date throughout the child's enrolment. Overdue fees will incur a late fee penalty. There are several methods of payment available. Ezidebit is the preferred payment method. Accounts are deducted on a weekly basis to cover current fees owing and the following week.

Any queries about fees should be directed to the Co-ordinator or Administrator. In the event that any disputed Ezidebit charges are found to be unsubstantiated, the full administration costs including third party costs will be passed on to the family's account.

Fees will apply at the normal rate whether or not a child attends a pre-booked session.

A late fee will be charged when children are collected after 6.00pm. Please see the Fees Schedule.

### **Sun Protection**

In accordance with current Cancer Council recommendations, children are required to bring and wear a wide brimmed hat for outdoor play.

Sunscreen is provided by the Centre and children encouraged to apply it with staff assistance.

### **Health and Hygiene**

Contagious illnesses must be reported to the Centre and exclusion periods will apply in specified cases.

### **Medication**

Staff will only administer medication which is appropriately labeled, current and prescribed for the child by a medical practitioner. Parents must sign an authorisation form for medication to be given at the Centre.

### **Feedback/Grievance**

Parents are encouraged to bring their feedback to the attention of the Co-ordinator without delay. In this way, staff can address issues quickly and openly as they arise and the Centre can



continually review and improve its practice. More detailed information is provided in the attached Feedback Policy.

## **PROGRAM**

**Under the National Quality Framework, our Program is designed to promote the following outcomes for children:**

- ***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.***

The program is therefore designed with these outcomes in mind. Educators observe and interact with the children to meet their individual social, emotional and educational needs. As such, some of the daily activities are spontaneous, whilst some are planned collaboratively between staff, parents and children.

We invite you to complete a survey (Child Profile) about your child's home background, interests and any special considerations on enrolment and regularly thereafter. Staff maintain regular observations on each child, record their play and conversations and facilitate their ideas and suggestions wherever possible.

Our daily timetable and program is displayed on the Noticeboard.

Children are offered many opportunities to participate in structured activities such as Dance, Science, Gardening and Cooking Clubs, complete Homework and go on occasional excursions in the local community.

During Vacation Care a program of excursions into the City, to local parks, cinemas and bowling clubs is offered. Children are also offered in-house experiences such as cartooning, Lego and percussion workshops, craft and movie days, cooking, photography and visiting shows.

## **VACATION CARE**

Vacation Care is available each school holiday period dependent on minimum enrolment requests, our Christmas closure period is determined after community feedback gained via surveys issued early in Term 4. Staff plan a varied program which aims to provide children with experiences and opportunities distinct from their usual routine. Parental and child input is valued in creating an interesting and stimulating program both during the planning stages and in evaluations after each Vacation Care period.

**We look forward to a positive and meaningful association with your family. Please do not hesitate to ask if you have any questions, comments or concerns.**