



HILLCREST PRIMARY SCHOOL
OUT OF SCHOOL HOURS CARE

PARENT

HANDBOOK

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HILLCREST PRIMARY SCHOOL

OUT OF SCHOOL HOURS CARE

Dear Parents / Caregivers,

Our team are delighted to welcome you and your child/ren to Hillcrest Out of School Hours Care (OSHC). Our team look forward to working with you and your children in providing this service for your family. Hillcrest Primary School OSHC operates a Before School, After School and Vacation Care Service in the STEM room.

Out of School Hours Care (OSHC) provides quality care and recreational activities specifically for primary school children (5 to 13 years of age) in a relaxed and safe environment.

Our service provides care during the following periods:

• Before school	7:00AM – 8:30AM
• After school	3:00PM – 6:00PM
• Pupil free days	7:00AM – 6:00PM
• School closure days	7:00AM – 6:00PM
• Vacation care	7:00AM – 6:00PM

Our service offers a range of age appropriate activities and experiences that encourage children to interact with friends, learn life skills, solve problems, practice social skills, try new experiences and feel happy, safe and relaxed. These are offered during excursions, incursions and throughout the term program.

Activities and experiences provided are games, art and craft, sport, cooking, reading, drama, science, homework, electronic time, music and movement.

Approved play spaces our service has access to include:

- OSHC/STEM area
- GLA (Music Room)
- Library (Homework club)
- Community Hall
- School Oval
- School Yard
- Nature Play

Fees:

Before School Care - \$12.50 per session per child.

After School Care - \$22.00 per session per child.

Vacation Care/ Pupil free days/ school closure - \$45.00-\$60.00 per session per child.

OUR PHILOSOPHY:

Hillcrest Primary school OSHC and Vacation care is committed to providing a rich learning environment for school age children, where children are free to play, investigate, find adventure and be challenged in a safe and supported environment.

We believe that all children have the right to be treated as individuals and can develop to their maximum potential in a rich learning environment which has been created to encourage their ability to play freely, investigate, explore, enquire and be challenged.

We aim to provide quality teaching and relevant, rich learning experiences for each child. We provide a balanced education within a caring, supportive, safe and challenging environment.

We recognise the value of social interactions and recreation and believe that all children should have the opportunity to participate in a program that includes stimulating and positive experiences, which foster self-esteem and confidence.

ENSURING THE HEALTH AND WELLBEING OF ALL OSHC USERS:

- Educators will respond to children showing signs of illness and begin monitoring the symptoms of the child, and recording as appropriate. Educators will contact the child's authorised person to inform them of the illness signs, or to request the collection of the child.
- Parent/caregivers are encouraged to keep child/ren home and not visit the OSHC service if their child/ren is showing any signs or symptoms of illness.
- Educators are not permitted to administer medication, unless a prescribed medical plan is supplied from a health practitioner in relation to the child's specific health care need, allergy or relevant medical condition.
- Medicines must be in their original packaging and display the dosage of medicine required when administered.

NATIONAL QUALITY FRAMEWORK:

Our service abides by the **National Quality Framework and Regulations** which outline the legal obligations of approved providers, nominated supervisors and educators. We follow the legislation of the *Education and Care services National Law Act 2010*.

The two Approved Learning Frameworks we implement within our service are *'The Early Learning Framework for Australia'* (EYLF) and *'My Time, Our Place: Framework for school age care in Australia'*.

For more information on the **National Quality Framework and Regulations** relating to Out of School Hours Care services refer to: www.acecqa.gov.au

ENROLMENT PROCESS:

In order to attend Hillcrest Primary School OSHC, an enrolment form must be completed before the first session your child attends. The enrolment form is located at OSHC or on the Hillcrest Primary School website. Please submit the form to the Director or Educator of OSHC. For further information refer to *'Enrolment and Orientation Policy'*.

Enrolment of children with medical conditions:

If your child/ren is/are diagnosed with a medical condition/s, please ensure that an updated Medical Action Plan completed by a Medical Practitioner is provided alongside the enrolment form.

Medical Action Plans need to be reviewed annually by your child's Medical Practitioner. A Risk Minimisation Plan may be provided in conjunction with the OSHC director if you require.

OSHC Educators are trained in senior first-aid with valuable knowledge on how to reduce the risks of a medical emergency for your child. For further relevant information please refer to *'Dealing with medical conditions Policy'*.

PAYMENT OF FEES:

Invoices are emailed to families on a weekly basis.

Payment options:

Direct Bank Transfer– Internet banking payments are accepted, please ensure your child or family name is in the payment description.

Cash – To be paid directly to the administration officer of Hillcrest Primary School.

Outstanding account fees:

Families with overdue fees will be encouraged by the OSHC Director to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay, including the option of a payment plan to suit families.

If there is no further settlement of the account after three requests, the account will then be handed to the School Finance Officer. Families who use the service on a casual basis are required to keep their accounts up to date.

Should payment arrangements not be kept, the following procedure will apply:

- Reminder texts sent to follow up forgotten arrangements.
- Reoccurring broken arrangement may result in cancelation of bookings until satisfactory payments have been made.
- Broken arrangements with no payments, will be directed to our Finance officer. Any further action may entail a debt collector if deemed necessary.

SESSION ROUTINE:

BEFORE SCHOOL CARE:

7:00am OSHC opens

7:00-7:30am Breakfast served & inside activities available

7:30-8:00am Final call for breakfast, inside activities & electronic time

7:45-8:20am Inside activities, electronic time and 1 outside play space (**hall or weather box, weather permitting**)

8:20-8:30am All children inside for pack up

8:30-8:40am Roll call

8:40-9:00am Children are able to play in the yard if a school teacher is on duty.

AFTER SCHOOL CARE:

3:00-3:30pm Sunscreen (if required), roll call & group quiet time

3:30-4:00pm 1st snack served, quiet indoor activities, movie & homework club

4:00-4:30pm 2 outdoor play spaces available, inside activities & electronic time

4:30-4:45pm 1 outdoor play space available

4:30-5:00pm 2nd snack (fruit platter), quiet indoor activities & a movie

5:00-6:00pm inside activities, electronic time, xbox or a movie

6:00pm OSHC closes

REQUEST FOR BOOKINGS:

In order to enrol in and access our service, a completed booking form is required. Our service has implemented this system along with the priority of access guidelines stated on the booking form to ensure places are allocated to families with the greatest need for childcare support.

Permanent Bookings (ASC, BSC)

Request for booking forms are accessible on the Parents Desk and the Skoolbag app for all families. Booking forms are available once a semester, these will go out for access during Week 5 of Term 2 and Week 5 of Term 4. This allows families to have consistent and permanent bookings for the sessions requested on the booking form.

Casual Bookings (ASC, BSC)

Request for booking forms are not required for casual bookings. However, when requiring care families need to notify an educator within period specified below; this ensures we are within ratio to provide the best care for your child.

Before School Care: by 6pm of the previous day.

After School Care: by 9am on the morning of.

CHILDCARE SUBSIDY:

Hillcrest Primary School OSHC is an approved care provider, providing families with 0 – 13 - year-old children to access Child Care Subsidy. The Child Care Subsidy provides financial support for families who are either working, training, studying or volunteering. The level of subsidy received is determined by the combined family income, activity level of both caregivers and the type of childcare service.

Our service provides each child's attendance records to Centrelink for approval on a weekly basis. Parents / Caregivers must register with Centrelink to obtain a Customer Reference Number (CRN) for the parent claiming CCS, and for all children for which CCS is to be claimed if eligible.

The Child Care Subsidy is paid directly to the childcare provider (OSHC). Families are then required to pay the financial difference between the subsidy and the fee charged. Any concerns regarding child care benefit, families are to contact Centrelink directly or refer to the MyGov website for further information:

<https://www.servicesaustralia.gov.au/individuals/online-help/centrelink>.

BEHAVIOUR POLICY:

Our service recognises the wide range of age groups that access our sessions as well as the differing developmental needs of individual children and the variety of diverse backgrounds. Behaviour support and management strategies are critical in providing a safe and happy environment and are approached by:

- applying appropriate measures (behaviour step chart, support plans, reflection tools)
- using consistency and compassion
- having regard at all times to the respect and dignity and individual uniqueness of the child

The Behaviour step chart of Hillcrest Primary School OSHC will form the basis for behaviour management. The five stages of the behaviour step chart are as follows:

- 1) Warning – redirection.**
- 2) 5 minutes thinking time – withdrawal and sent to appropriate area of the room.**
- 3) 10 minutes thinking time – loss of electronics for the day, withdrawal and sent to appropriate area of the room.**
- 4) Child’s parent/caregiver informed with a letter sent home with description of behaviour.**

Severe Behaviour – removal from OSHC, referred to Principal