



Parent Information Book

**Your leadership**

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**Service details**

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OSHC is located opposite the front office via Hampton Street South

***We acknowledge that we live, learn, and play on unceded Kurna Yerta, which are the lands, skies and waterways of Kurna Miyurna, and a place of learning since time memorial***

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This handbook has been designed to provide parents/carers with more information about the service policies and procedures. This handbook will be reviewed annually and updated as necessary.



## OUR PHILOSOPHY

We believe that Goodwood Primary School Out of School Hours Care (OSHC) is a valuable and integral part of the Goodwood Primary School, Preschool, and the local community.

Goodwood OSHC aims to provide high-quality care for all children while supporting the care provided within their families, and the values of the school and community.

Our service provides a safe, healthy, and fun environment for children while embedding the standards of the National Quality Framework, My Time Our Place Framework, and Early Years Learning Framework. All educators value the importance of learning through play and are responsive to children's needs, interests, and choices that challenge and contribute to their ongoing growth.

## OUR GOALS

At Goodwood OSHC we aim to:

- Provide a safe, nurturing, and stimulating environment.
- Foster positive self-esteem and a strong sense of identity.
- Meet the individual needs of all children and their families.
- Engage children in a range of meaningful learning opportunities whilst caring for the social, physical, and emotional well-being of each child.
- Support families and carers.

To provide quality care, educators will:

- Contribute and follow the service pedagogy.
- Recognise children as individuals and understand their needs.
- Provide a stimulating and safe environment through play-based meaningful learning experiences.
- Be sensitive to the needs of families and be able to respond with open communication.
- Be a role model and a prominent part of the OSHC and school community.
- Be involved in decision-making processes.
- Take part in a range of professional development opportunities.

## CHILDREN

Each child is important, with individual needs and rights. We believe children have a right to:

- Always feel and be safe.
- Express ideas, feelings, and creativity freely.
- A learning that fosters and extends their individuality.

We aim to embed in children:

- A sense of self-worth.
- Independence and personal responsibility.
- An inclusive mindset that allows all children to thrive and grow.



## **FAMILIES**

We aim to:

- Be welcoming and friendly.
- Encourage their involvement and participation.
- Consistently provide updates about their children.
- Be respectful of their culture and background.

## **COMMUNITY**

To keep OSHC as a core part of the Goodwood community, we will:

- Inform the community of the range of services we provide.
- Be inclusive of the diverse social and cultural backgrounds of the community.
- Remain aware and respond to the changing needs of our community.
- Participate with other community groups and services to share resources and develop a support network.
- Incorporate Indigenous perspectives in our planning and consult with local Indigenous community members on the implementation of Indigenous Perspectives



## **NATIONAL QUALITY STANDARDS**

The National Quality Standards accreditation process is completed by the Australian Children's Education and Care Quality Authority (ACECQA).

Goodwood Primary School OSHC is committed to obtaining high levels of quality in each of the 7 quality areas to ensure the best service is provided for your children.

The Quality Standard areas that OSHC is rated on are as follows

Quality area 1: Education Program & Practices

Quality area 2: Children's Health & Safety

Quality area 3: Physical Environment

Quality area 4: Staffing Arrangements

Quality area 5: Relationship with Children

Quality area 6: Collaboration Partnerships with Families & Communities

Quality area 7: Leadership & Services Management

[www.deewr.gov.au/Earlychildhood/Policy\\_Agenda/Quality/Pages/QualityStandards.aspx](http://www.deewr.gov.au/Earlychildhood/Policy_Agenda/Quality/Pages/QualityStandards.aspx)

## **MY TIME, OUR PLACE FRAMEWORK FOR SCHOOL AGE CARE IN AUSTRALIA**

The implementation of Australia's first National Framework for school Age Care which is the educators guide to extend and enrich children's wellbeing and development in a school age care setting (OSHC).

My Time Our Place – Framework for School age children in Australia acknowledges time and place as children engage in a range of play and leisure experiences that allow them to feel happy, safe, relaxed and where they can interact with friends, practice social skills, solve problems, try new activities & learn life skills. The Framework is also devised from the Early Years Learning Framework (EYLF).

The service is working through the Framework and is implementing the Principles & Practices to achieve the set of 5 Outcomes for children. Children are involved in the planning process. We do need to dive deeper into each area to seek & source new ideas, parents/care-givers are encouraged to assist us with their idea. We are looking for new excursion ideas, craft, cooking recipes sporting, multicultural and any kind of new ideas to help us assist to move the service forward for the children.

The outcomes that we work with to provide Quality Care are as follows:

Outcome 1: Children and young people have a strong sense of identity

Outcome 2: Children and young people are connected with and contribute to their world

Outcome 3: Children and young people have a strong sense of wellbeing

Outcome 4: Children and young people are confident and involved learners

Outcome 5: Children and young people are effective communicators

<http://education.gov.au/my-time-our-place-framework-school-age-care-australia>



## EDUCATORS

The educators that work at Goodwood Primary School OSHC consist of permanent part time staff and casual educators in accordance with the EECRSB SA requirements.

All educators are trained in the following:

- Working with Children's Check (WWCC)
- RRHAN-EC
- First Aid/Asthma/Anaphylaxis
- CPR (Cardio Pulmonary Resuscitation)

## ENROLMENTS

Enrolment forms are available from the OSHC building, the school office and on the schools/OSHC website. Please fill them out and return them to an OSHC educator. This service follows the Commonwealth Government 'Priority of Access Guidelines'.

It is essential we keep our enrolment form details up to date for emergencies. It is the responsibility of the parent/carers to notify the Director of any changes to the enrolment form. If your child has an **allergy or special dietary needs**, please include this information on the enrolment form. An Allergy or special dietary health form will need to be filled in by your child's medical practitioner.

## CONFIDENTIALITY

All information on your child and family is kept strictly confidential. We protect the privacy of individuals by ensuring all records are kept in a secure place and are accessed by or disclosed only to those people who have responsibility at the service or have the legal right to know.

No educator can disclose any information on matters relating to children to anyone other than the custodial parent/carers. Confidential information may be discreetly exchanged between educators of the service during the normal course of work.

Educators will protect the privacy and confidentiality of their colleagues by not relating personal information about another educator to anyone either within or outside the service.



## OPERATING HOURS

Mon-Fri (excluding Public Holidays)	
Before School Care	7:00 - 9:00am
After School Care	3:15pm - 6:00pm
Vacation Care	7:00am - 6:00pm

## OUT OF SCHOOL HOURS CARE FEES

BEFORE SCHOOL CARE	
BSC Permanent Booking	\$15.50
BSC Casual Session	\$20.50
AFTER SCHOOL CARE	
ASC Permanent Booking	\$23.00
ASC Casual Session	\$28.50
VACATION CARE	
Vacation Care Early Bird Fee	\$59.50
Vacation Care Non-Early Bird Fee	\$64.50
PUPIL FREE DAY	
Pupil Free Day	\$59.50

## BOOKING PROCEDURES

Permanent bookings can be made by completing a permanent booking form. These are available from the OSHC room, front office, or on the Goodwood Primary School website.

Casual bookings incur an additional charge per booking and can be arranged by contacting the centre via email on [oshc.goodwood627@schools.sa.edu.au](mailto:oshc.goodwood627@schools.sa.edu.au), via phone on 83735302 or booking via the **childcare app** (link is on invoices).

In Vacation care, booking forms must be completed and signed. Bookings can also be done via the **childcare app** (link is on invoices).

**Permanent bookings:** are best suited to families who can ensure a consistent routine booking of the same sessions each week.

**Casual bookings:** are for families/parents who cannot commit to a consistent booking due to work or study commitments. Casual bookings still operate under the same Cancellation Policy.

## PUPIL FREE DAY/SCHOOL CLOSURE DAY BOOKINGS/PUBLIC HOLIDAYS

Any bookings that fall on a pupil free day, school closure day or a public holiday will automatically be deleted with no charge applicable.

**CANCELLATION OF OSHC BOOKING:** To allow the OSHC Program to run smoothly and to ensure appropriate staffing, 1 weeks' notice in writing is required for any cancellations.

Parent/carers are required to notify the service if their child/ren will not be attending the session. Please call the service and talk to an educator or email the service on [oshc.goodwood627@schools.sa.edu.au](mailto:oshc.goodwood627@schools.sa.edu.au)



## LATE COLLECTION

If children are not collected by 6.00 pm, a late collection service fee of \$25.00/15 minutes will apply. After 6.05pm, phone calls will be made to locate parent/carers however, should parent/carers not be able to be located by 6.30 pm, Crisis Care or the Police will be called.

### In an Emergency parents are asked to:

- Telephone the service if you are unable to collect your child by closing time
  - Keep all emergency contact numbers up to dates
1. Educators will attempt to contact the parent/caregiver via telephone.
  2. If the parent/carers cannot be contacted, the emergency contact person will be contacted and asked to collect the child/ren.
  3. If the emergency persons are unavailable and suitable arrangements cannot be made within 15 minutes of the advertised closure time, the police will be contacted to ascertain whether the parent/carers may have been in an accident. Should this not be the case then the child will accompany the police until parent/carers is contacted.
  4. This is our procedure due to Crisis Care not being available after hours.

### Contact numbers for these organisations are listed below:

Netley Police Station: (08) 8463 7200

After Hours Crisis Care: 131 478

Family and Youth Services: (08) 8304 0120

### Child Care Subsidy (CCS) - Family Assistance Office (FAO) phone number 1361 50

Child Care Subsidy (CCS) is available through the Department of Human Services - Centrelink. The Child Care Subsidy (CCS) is a subsidy to assist families with the cost of child care. Apply via your myGov account.

For further information contact Centrelink (13 6150) or visit the website [humanservices.gov.au/childcare subsidy](https://humanservices.gov.au/childcare-subsidy)

The actual cost to families will vary, depending on a number of factors. These include:

- The percentage of Childcare Subsidy you are entitled to.
- The number of children in care in your family.
- Your income status
- Your work/study/training hours status





## ACCOUNT

Invoices will be emailed on Mondays (except for public holidays). On Wednesdays (after 11 am), a direct debit run will occur.

All accounts still receive an invoice regardless if you have registered for direct debit.

Please refer to our Fees policy for further information.

Payments are made via Direct Debit weekly on Wednesdays.

## OUTSTANDING ACCOUNTS

Any family who has outstanding fees from previous care must ensure these are paid in full or your child/ren will not be allowed to attend the service.

Families not complying with this arrangement will not be eligible to book further care until suitable arrangements to pay the account have been made with the OSHC Director. Any outstanding fees that fall into 28 days plus will receive a payment reminder email. If payment still has not been made within 1 week of the email, families may be sent to the debt collector.

Bookings can recommence once fees have been paid in full.

## ARRIVAL/DEPARTURE

All children **must** be signed in, and signed out, by their parent/carers. All parent/carers will receive a code to sign their children in/out via the OSHC iPad. The OSHC iPad is located inside the OSHC room door.

Parent/carers must accompany their child/ren to and from the Service. Children will not be allowed to meet parent/carers outside the facility. This procedure is to ensure the safety of your child and to meet government safety requirements.

Only people listed on the collection authority list on your child's enrolment will be allowed to collect your child unless the parent informs the Director or an educator that someone else will be collecting their child. This will need to be in writing and the person collecting will be required to show a form of ID to an educator and be over 18 years of age.



## PROGRAM DETAILS

### Before School Care

Parent/carers are to sign children in upon arrival. Children are provided with breakfast between 7:00 am – 8:15 am and are offered a choice of toast, cheese toastie, cereal or porridge.

Activities are available for the children. If the weather permits, children have the choice of a game outside before being signed out starting at 8.30 am by an educator and going to school.

### After School Care

OSHC	PAC
Sign-In and Meeting 3:15 – 3:30	Sign-In and Meeting 3:15 – 3:30
Snack 3:30 – 3:45	Snack 3:30 – 3:45
Free Play	Free Play (Includes homework if required)
Outside Activity 3:45 – 4:30	Outside Activity 3:45 – 4:30
Hands on Activity 3:45 – 4:30	Hands on Activity 3:45 – 4:30
Group Game 4:30 – 4:45	Group Game 4:30 – 4:45
Fruit time 4:45 – 5:00	Fruit time 4:45 – 5:00
Late Afternoon Activities 5:00 – 6:00	Late Afternoon Activities 5:00 – 6:00



## **PRESCHOOL**

### **Before School drop off**

- OSHC Opens at 7:00 am
- Parent/carers & children arrive from 7 am and parents sign children in using the iPad.
- When needed, an educator can assist children with hanging their bag on the hooks after which they ensure that children have put on a vest and/or a hat and have settled.
- Breakfast is between 7:00 am – 8:15 am.
- Activities include: Reading, Lego, Magnets, Cubby building & Playground and the Cozy Cove
- At 8:30 am, the children will remove their vest, collect their bag and are walked over to the Preschool by an OSHC educator.
- Children hang up their bag while the OSHC educator signs the children in and informs a Preschool teacher of their arrival.

### **After School pick up**

- A designated educator picks up the children Monday to Thursday.
- Upon arrival at the Preschool, the OSHC educator will give the teacher the names of those children who are attending OSHC that particular day. Children will be asked to stand.
- Only children on the list will be accepted by the OSHC educator.
- Once the list has been completely read out, the children will go outside to collect their belongings. The OSHC educator will sign the children out.
- Once a child has collected all of their belongings, the OSHC educator will direct them back inside to wait by the kitchen door. The children will be supported by Preschool staff until all OSHC children are ready to leave and the OSHC educator is with them at the kitchen door. A head count will then be conducted and the children will exit via the Preschool kitchen with the OSHC educator.
- Children whose name is not on the list, but believe they are 'supposed to be' attending OSHC, will be left at the Preschool and the parent will be contacted by phone by the Preschool staff
- Children whose name is on the list, but have parent/carers on the Preschool site to collect them, will need to go to OSHC and sign the children out from there.

## **OSHC**

The educator assists children with hanging their bag on a hook, put on a vest &/or a hat, get signed in & go into the sensory/quiet room where they will be reminded of OSHC expectations/boundaries, toileting & run a short meeting talking about what activities are planned for the day.

The educator will then run a short program which is governed by the Early Years Learning Framework (EYLF). Once the Reception to Year 2's has concluded their meeting, all children meet together for snack & continue with the main program.



### **CHILD RATIO (with preschool children included):**

- 1 - 10 children: 1 Qualified / 1 Unqualified
- 11 - 25 children: 1 Qualified / 1 Unqualified
- 26 - 40 children: 2 Qualified / 1 Unqualified
- 41 - 55 children: 2 Qualified / 2 Unqualified
- 56 - 70 children: 3 Qualified / 2 Unqualified
- 71 - 85 children: 3 Qualified / 3 Unqualified
- 86 - 90 children: 4 Qualified / 3 Unqualified

### **VACATION CARE**

Goodwood Primary School OSHC provides a Vacation Care service to families during each school holiday period. The Vacation Care program is emailed to parent/carers prior to each holiday period which contain the program, booking and consent forms. Vacation Care forms are available from the OSHC room, front office or emailed.

During Vacation Care, breakfast will be offered between 7:00 am – 8:00 am and afternoon snack is provided. It is advisable that you provide your child with extra snacks in case they get hungry throughout the day.

### **CANCELLATION OF VAC CARE BOOKING**

Vac Care fees will still be charged for cancelled bookings unless a medical certificate is provided. Once bookings are made they are final, and unfortunately, we cannot delete or transfer days without a medical certificate. Credit will only be given if a child is away sick, we are notified AND a medical certificate is provided.

### **MEDICATION**

It is the parent/carers responsibility to ensure that any medical needs are disclose on the enrolment form or to notify the service if a medical condition develops.

If your child requires medication, please ensure that one of the educators has a written request to do so. No medication can be administered without documentation including; doctor's prescription, original packaging, and doctor's detailed instructions on how to administer medication.

Medication will be checked by two educators and also be signed off by both educators.

### **ILLNESS/ACCIDENTS**

If your child has an illness that is contagious, they must not be sent to the service. In the event of a child becoming ill whilst attending the program, the parent/carers will be contacted to make arrangements for the collection of their child. All accident forms must be read and signed by the parent/carers.

In the event of an accident the educator will take immediate action, (e.g. First aid). Parent/carers will be responsible for all medical expenses incurred on behalf of the student.

In emergency situations the service may seek immediate medical assistance. This will be performed without hesitation.  
**Your child is our first priority**



## SUN SMART POLICY

All children who are participating in outdoor/water activities must apply sunscreen. Children who have an allergy to sunscreen (as written on their enrolment form) must supply their own if they wish to participate in the outdoor activities.

Sunscreen should be re-applied every 2 hours. When purchasing sunscreen, 30+ SPF Sunscreen is recommended. Children are encouraged to apply their own sunscreen with the supervision of educators.

Children are required to wear hats. OSHC can & will provide red hats for use.

## FOOTWEAR

For the safety of all children attending the OSHC/Vacation Care Program we ask that all children wear shoes that are appropriately secured with straps. On excursion sneakers or covered in shoes must be worn.

No thongs please (thongs are exempt on excursions to pools and waterslides.)

## LOST PROPERTY

Any lost property including clothing, hats, etc are kept in the basket located near the OSHC door. Items of Goodwood Primary school uniform are taken to the lost property located in the PAC.

## TOYS OR PERSONAL BELONGINGS

Due to risk of damage, loss or theft, we discourage children bringing the following items to the OSHC Service:

- Mobile Phones
- Game Consoles
- Expensive Jewellery
- Trading Cards
- Toys

These items cannot be brought to the OSHC Service unless it has been scheduled into the program as a part of an activity. **All items brought to OSHC Service is at the owner's own risk.** Educators have no responsibility in any lost or damaged items. The amount of time children spends playing electronic hand-held games will be monitored.

## PARENT/CARERS INVOLVEMENT

Parent/carers are encouraged to spend time with the children and educators at OSHC. Families are encouraged to share their culture, beliefs and traditions with the service. We also encourage parent/carers to join our OSHC Management Committee.



## **POLICIES**

The Policies Folder can be found next to the sign-in folder. Please look at the policy folder as it contains important information that may affect you or your child.

## **BEHAVIOUR MANAGEMENT**

We strive to keep the Goodwood Primary School OSHC service a happy and safe place for all children. Children attending are expected to show care and consideration for other people and their property. Children who frequently exhibit unacceptable or dangerous behaviours may be excluded from the program. Violent behaviour will not be tolerated at all.

Educators encourage positive behavior at all times. The expectations are mutually created by the children and educators and are to be respected at all times. Educators adhere to the following behavior guidelines.

### **Reminder**

- A formal reminder of the OSHC expectations
- A discussion about their behaviour Children to identify and discuss inappropriate behaviour and ways to rectify it.

### **Redirection**

- The child is Redirected to a different area
- This could be a different room or even going outside
- If on excursion they could be placed in a different group
- A restorative chat is conducted again
- The aim is to have a change of environment and change of people around the child
- Discuss with the child the next step if behavior continues.

### **Restricted Play**

- The child is placed on Restricted Play, and can only play in select supervised areas
- An area each day will be chosen as the restricted play area
- The child can be placed on Restricted Play multiple days if the behaviour warrants it
- On excursion the restricted play section will be decided on the day
- A discussion with director/qualified educator and parents/guardians are informed at collection time.

### **Removal**

- The child is removed from the service
- If the child is still showing disruptive behaviour in restricted play they will then be removed
- This is NOT done lightheartedly
- If a child is a danger to the children and staff around them, they will be removed.
- If the behavior is serious, regularly repeated and or considered dangerous or harmful to other children or educators then an immediate suspension at the director's discretion may be enforced.



## MANDATORY REPORTING

Goodwood Primary School OSHC educators have an obligation to all children that attend the service to defend their right for care and protection. To support this right, the service will follow the procedures set down by the Department of Family and Community Services under the Children's Protection Act 1993 Section 11(1) & (2) when dealing with any allegations of abuse or neglect of children, to ensure the child's and other children's protection. The service also has a responsibility to its employees to defend their right to confidentiality unless allegations against them of abuse are proven.

## GRIEVANCE PROCEDURES

Goodwood Primary School OSHC fosters positive and harmonious relations within the program and the school community. Solutions are sought for all disputes, issues and concerns. Our grievance policy is available to all parent/carers & is located by the entrance to OSHC.

Principles of the Grievance policy are:

- Everyone is to be treated with respect.
- Meetings to discuss grievances will be suspended if any person(s) behaves in an insulting or offensive manner.
- All discussions and outcomes will be documented at each stage.

Grievances can be written and submitted to the OSHC Management Committee or Director by email or in person at the next management meeting.

## NUT AWARE

Please Note that Goodwood Primary School OSHC is a **NUT** aware service so please be mindful of this when packing your child's lunchbox.

