

## Welcome

Our Family Handbook explains important information to assist you and your child's transition into care at Flagstaff Hill Primary Out of School Hours Care.

Flagstaff Hill Primary School Out of School Hours Care only accepts enrolments of children who currently attend Flagstaff Hill Primary School.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how the Service operates.

We have an open-door policy and you and your family are welcome to visit our Service at any time.



### Contact Information:-

Telephone: 08 8358 6666  
Fax: 08 8370 5748  
Email: [flagstaff.oshc49@schools.sa.edu.au](mailto:flagstaff.oshc49@schools.sa.edu.au)  
Website: [flagstaff.sa.edu.au](http://flagstaff.sa.edu.au)

## Statement of Philosophy

We aim to provide our community with high-quality childcare. We are an inclusive and welcoming care environment where children are valued individuals with unique personalities, differing needs, capabilities and backgrounds. We are child focused and aim to provide a fun, flexible and culturally inclusive program which allows free choice and is sensitive to the rights of all children. OSHC embraces the school values of Be Brave, Be Curious, Belong.

### Children and Education

We value the importance of play and encourage all children to participate in a range of learning experiences and activities which are child initiated, spontaneous and intentional activities. Educators base their decisions on reflective practice and children's interests and wellbeing, and we encourage and promote an inclusive and diverse program, considering children's cultural, linguistic and family backgrounds. We strive for children to connect to their natural environment and learn about sustainable practices. We recognise that children are individually unique and learn best through play and in a fun environment where they feel safe, secure, valued, free to express themselves, take risks, challenge themselves, problem solve, explore, build resilience and persistence. We also encourage children to have 'down time' through rest and relaxation.

Our program is guided by the My Time Our Place V2.0 Learning Framework and the National Quality Standards for Early Childhood and values the input from the children as well as from families, educators and the community.

### Rights of the Children

Each child has the right to be an active member of the community in which they live; to have their individual and cultural identity recognised and respected; to express their opinions and have their views considered in any decisions that may affect them. The National Quality Standard reflects Australia's commitment to the United Nations Convention on the Rights of the Child and the obligation of all those who work with Children to protect Children from harm, respect their dignity and privacy and safeguard and promote every Child's wellbeing.

### Our Practices

We collaborate and connect with a range of Children's Service bodies for guidance and expert knowledge. We believe that connecting and implementing practices in line with Flagstaff Hill Primary School will provide children with a care environment that is predictable, nurturing and consistent with experiences at school.

### Sustainability

Our service values and understands the need for sustainability and environmental awareness and aims to implement strategies that connect the children to their

world around them. Children partake in gardening, recycling and sustainability practices in everyday routines. By planning activities that focus on the environment we provide the children with the opportunity to be competent, efficient and mindful individuals.

### Staff

The OSHC Educator Team is highly skilled who are sensitive, warm, caring and aware of the developmental needs of the children. Continuity of Educators is significant, and we aim to achieve this by providing a friendly, supportive work environment. OSHC Educators model positive behaviour, respect and manners, focussing on care and empathy and whilst guiding children's play.

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### Families

Families are welcomed and respected. Building relationships, communication and partnerships with families creates a strong sense of belonging and connectedness and we believe children respond and learn best when there is a positive and collaborative relationship between Educators and families. We encourage positive and open communication, respect families' beliefs, customs, language and culture. We encourage partnerships between families and the service and welcome families' participation and feedback in the operation of the service.

### Physical Environment

Our service is designed to provide children, Educators and families with a sense of belonging where they feel comfortable, safe and valued. We encourage all children to be creative, challenge themselves and support them to take risks in their learning within the indoor, outdoor and nature play learning environments. We believe play benefits children to develop their learning of imagination, curiosity, confidence, persistence, resilience, concentration, as well as developing their skills in problem solving, self-regulation, resourcefulness, collaboration and ability to self-assess risk.

### Acknowledgement of Country

Flagstaff Hill OSHC acknowledges the Kaurna peoples as the Traditional Custodians of the land and their native title rights to country. We honour their spiritual relationship with Country and respect Elders past, present and emerging.

## Service Information

### Management Structure

Approved Provider:	Flagstaff Hill Primary School Council Inc
Approval Provider Number:	PR-00006100
Service Approval Number:	SE- 00010347
Nominated Supervisor:	Cathy Morallee
Director:	Cathy Morallee
Assistant Directors:	Kayla Aplin/Jordan Ashman
Educational Leaders:	Jordan Ashman/Kayla Dinsdale

Flagstaff Hill Primary School Out of School Hours Care (FHPS OSHC) has been approved by the Education and Early Childhood Services Registration and Standards Board of South Australia and must comply with relevant legislative requirements.

FHPS OSHC provides care for primary school aged children (Reception to Year 6). We aim to provide a nurturing and inclusive environment for all children. We adopt a play-based approach to learning that enables meaningful opportunities for the development of children's autonomy and agency.

FHPS OSHC was established in 1988 as a non-profit organisation. Our service is operated by Flagstaff Hill Primary School Governing Council, meeting all requirements and standards in compliance with National Quality Standards, National Quality Framework, National Law and National Regulations. Our educators are positive in their approach, and are continually ensuring children have stimulating, positive experiences and interactions that foster their self-esteem and confidence.

FHPS OSHC provides Before and After School Care on school days and full day care on Student Free Days as well as Holiday Care during the school breaks, excluding two weeks at Christmas/New Year. We are closed on public holidays. The service is available to working families and recreational users on a regular basis.

Please contact the Director or Assistant Director, by phone on (08) 8358 6666 or by drop into the Service for further information, help with Child Care Subsidy, enrolment forms, medical care plans and/or any questions you may have.

### Approved Provider

Flagstaff Hill Primary School Governing Council is the Approved Provider of Flagstaff Hill Primary School Out of School Hours Care service. The Governing Council is the employer of OSHC educators and is comprised of volunteer families who have children attending the school. Governing Council work closely with school leadership and OSHC Director supporting the management of the service. Governing Council are responsible for approving legislative, financial and staffing changes within the service. If a grievance with OSHC staff cannot be resolved, the Governing Council Chairperson often becomes a mediator.

### Location of OSHC

The OSHC room is based in the Upper Blue Unit (adjacent to Activity Hall and COLA area). OSHC has use of other school facilities including the gymnasium, activity hall, undercover areas, school oval, courts and gully.

## How is OSHC Funded?

FHPS OSHC is a non-profit organisation and is self-funded. The service is wholly supported by fees charged. Costs and fees are kept as low as possible to maintain a financially viable program.

## Licensed Places

FHPS OSHC is approved for maximum of 120 of childcare places determined by the Commonwealth Government. If the service receives booking requests greater than our number of available places, a wait list is utilised.

Please be aware limits are set on our approved places depending on staff availability and excursion logistics.

## Our Educators

Our Service is made up of a team of high-quality professional educators that are committed to, and passionate about, school aged care. Our educators promote the human rights, safety and wellbeing of all children and young people and consider and respect the diverse backgrounds and needs of children. We create an environment that promotes and enables children and young people's participation and is welcoming, culturally safe and inclusive for all children and their families.

All educators hold valid Working with Children Checks and all Responsible Persons (placed in charge of the day-to-day running of the service) have current ACECQA approved First Aid, Emergency Asthma and Emergency Anaphylaxis qualifications.

Our educators take into account children's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All educators are encouraged and supported to attend professional training and development to further their knowledge and skills. For further details on the qualifications of the educators, please see our Nominated Supervisor.

## Enrolment Information

Prior to your child commencing at our Service, you'll be required to complete an enrolment form, provide any information regarding the needs of a child with a disability or with other additional needs, any specific healthcare needs of the child, including allergies and intolerances or dietary restrictions. Payment of family registration fee. If you require assistance completing the enrolment form, please contact our Director or Assistant Director. Please note, the names written on the enrolment form must match the names on your child's birth certificate. Enrolment Records will be required to be updated annually or whenever your circumstances change.

## Educator to Child Ratios

We comply with the National Regulations for educator to child ratios across our Service to ensure adequate supervision is provided for all children and young people. Our Service meets the prescribed educator-to-child ratio of 1:15 at all times.

## Family law and access

Our Service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans relating to your child as part of the required enrolment documentation and request that if situations change, a

copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child. All documentation relating to custody and access are held and maintained securely in accordance to our *Record Keeping and Retention Policy*.

### Inclusion of all children

If your child has a disability or learning, behavioural difficulty, please speak to our Nominated Supervisor at least 6 weeks prior to enrolment. We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care.

We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

Our Service may be able to apply for additional support through the Inclusion Support Program (ISP) to assist your child's access.

### Our Commitment to Child Safety

Our Service is committed to ensuring the safety and wellbeing of children and young people is maintained at all times whilst being educated and cared for by educators and staff at FHPS OSHC. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply with both the Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young People (Safety) Act 2017 and maintain up to date with knowledge of child protection law.

Our staff are recruited through a robust screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to children in addition to holding validated Working With Children Checks.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our Nominated Supervisor if you have any concerns.

### Code of Conduct

The Code of Conduct establishes the standards for all employees of our Service. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

### 'Catastrophic' Fire Danger Days

Flagstaff Hill Primary School is rated as a '**HIGH FIRE RISK SCHOOL**'. Flagstaff Hill OSHC will be **CLOSED** when the Fire Danger Index in Mt. Lofty District is **CATASTROPHIC** or as directed by Department for Education Security & Emergency Management (SEM). It is the families responsibility to keep yourself informed. Where possible **ADVANCED** warning will be given to schools and parents up to 48 hours before a **CATASTROPHIC** day. Parent Bushfire Information Hotline **1800 000 279** will operate the day before and throughout school closures.

## Christmas, New Year

FHPS OSHC is closed for two weeks over the Christmas/New Year period. The dates vary from year to year depending on the day of the week Christmas is celebrated. The closure dates will be on display in the service and communicated to families.

## Service Fees

**All fees are stated as full fees BEFORE Childcare Subsidy entitlement**

<u>SESSION</u>	<u>TIME OF SESSION</u>	<u>FULL FEES</u>
Before School care	7:15am to 8:45am	\$12.75
After School Care	3:15pm to 6:15pm	\$25.50
Student Free Day/ School Closure Day/ Holiday Care (in house)	7:15 am to 6:15pm	\$65.50
Special Activity Day/ Excursion	7:15am to 6:15pm	\$on cost basis
Early Finish Session (last of of term/ nominated events)	2:15pm to 3:15pm	\$8.50
Not Notified Fee (no CCS entitlement) (cancellation not rec'd for ASC)		\$5.00
Late Pick-Up Fee (no CCS entitlement)	after 6:15pm closing time	\$10.00 for every 5 minute block
Annual Family Registration Fee \$15.00 (no CCS entitlement)		\$15.00

FHPS OSHC fees are reviewed half yearly and are subject to change with approval of the OSHC Committee and Flagstaff Hill Primary School Governing Council.

## Child Care Subsidy (CCS)

Child Care Subsidy offers assistance to families to help with the cost of child care aged 0-13 years.

There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [myGov](#) website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the '*gap fee*'.

On enrolment we will need the date of birth and Customer Reference Number (CRN) of the person linked with the child, along with the child's date of birth and CRN, so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

To claim CCS and for further information, go to: [www.servicessaustralia.gov.au/child-care-subsidy](http://www.servicessaustralia.gov.au/child-care-subsidy) All CCS claims will cease if OSHC is not utilised within 26 weeks of care and a new Child Care Subsidy claim will need to be established.

### Additional Child Care Subsidy (ACCS)

To receive this you must be eligible for Child Care Subsidy. And you need to be one of the following:

- An eligible grandparent getting an income support payment
- Transitioning from certain income support payments to work
- Experiencing temporary financial hardship
- Caring for a child who is vulnerable or at risk of harm, abuse or neglect.

Families or caregivers wishing to access ACCS will need to provide the required documentation outlined by MyGov.

### Invoices and Payment of Fees

FHPS OSHC tax invoices are emailed to families. You will be invoiced each week on a Wednesday for care provided the previous week (billed week in arrears). Fees must be paid on a **WEEKLY** basis unless alternative arrangements have been negotiated and approved with the Director. Failure to pay your fees may result in refusal of care and the outstanding fee passed on to debt collection.

The OSHC Committee reserves the right to terminate enrolment and engage a Debt Collection Agency if fees are not paid within a negotiated timeframe. The Approved Provider will be informed of termination of enrolment.

### Payment methods

Methods of payment are:

- BPoint secure online credit card payment via school website ([flagstaff.sa.edu.au](http://flagstaff.sa.edu.au))  
*select OSHC payment and ensure child's name is written in description*
- Direct Payment into OSHC bank account (details on tax invoice)
- EFTPOS in person at school front office or phone 8270 1744
- Cash payments ARE NOT accepted

### Cancellations and Allowable Absences

Parents are required to notify OSHC via email [flagstaff.oshc49@schools.sa.edu](mailto:flagstaff.oshc49@schools.sa.edu) if their child/ren will not be attending the session. Before School Care and After School Care fee applies to any booked session that a child does not attend unless OSHC receives email notification of cancellation **7 DAYS OR MORE PRIOR TO SCHEDULED BOOKING**. Cancellations received after that time will be claimed as an absence and full session fee will be charged, minus your child care subsidy entitlement. Under childcare subsidy, families are allowed 42 absence days per child, per financial year. These absences can be taken for any reason.

After School Care - an additional Not-Notified Fee of \$5.00 will apply for instances when a child is booked into After School Care session and fails to arrive (without OSHC being notified of the absence). This fee is in addition to the session fee and is not subject to child care subsidy.

Holiday Care and Student Free Days bookings are final. All cancellations or non-attendance will be charged and recorded as an allowable absence. This is due to the costs, planning, venue and/or hire bookings that must be undertaken in advance.



Ceased Child Care Subsidy – families who use OSHC intermittently experience having their CCS ceased due to non-attendance. If a child does not use OSHC for 14 continuous weeks, the CCS is automatically ceased by Centrelink. Furthermore, if a child is absent for their last session prior to this 14-week period, Centrelink will reclaim the CCS paid for those absent sessions. The next time you attend OSHC you will have a prompt from myGov asking you to confirm your child’s attendance at OSHC and the CCS will be applied to the account again. If your child does not attend OSHC for a period of 26 weeks, you will be required to initiate a new CCS claim with Centrelink.

### Authorised Drop Off and Collection Authorities

The safety of your child/ren is of utmost importance to us. Consequently, we will not permit your child/ren to be released to someone else’s care without written permission or notification from the enrolling family member. It is the responsibility of the legal guardian to inform FPHS OSHC educators if someone different is collecting your child, even if you have provided written approval for this person. Please call OSHC on 8358 6666 to inform us. OSHC Educators will ask for identification for all unfamiliar people picking children up from OSHC.

### Authorised Drop Off and Collection Authorities in an Emergency

A phone call will only suffice in an emergency, and then only by authority of the on duty Responsible Person. If staff have not received this instruction, we will not be able to release your child. Families must ensure they communicate to OSHC educators by phone call if an emergency contact or another person is to pick up a child from OSHC.

### Extra-Curricular Authorisation Form

This form needs to be completed and signed by parents/guardians to provide FPHS OSHC with the exact details of your child’s commitments, eg sports, music, extra study. All children are to report to OSHC educator to be electronically signed in, and a designated OSHC educator will escort children to extra-curricular activity. Representative from extra-curricular activity (or their delegate) will walk children back to OSHC room and verbally hand children over to an OSHC educator.

### Arrival and Departure

#### Electronic Signing Children In & Out of OSHC

It is a legal requirement that children are signed in when they are dropped off and signed out when they are picked up from OSHC. Failure to do so may result in your bookings being suspended or cancelled. An iPad device is located on sign in table, or parents can choose contactless signing in and out by using their mobile phone app to scan the QR code.

OSHC educators will sign the children out at end of Before School Care session, at which time the children will walk to their classroom, unless in transition where our educators will take children to the classroom. After School Care, OSHC educators will sign children as they arrive at OSHC from school dismissal or their arrival from other school activities, eg sport, choir.

Please notify OSHC if your child needs to leave a session earlier/arrive later due to excursion, camp, choir etc. Children may not go home unaccompanied unless there is a signed written permission from a parent/guardian that identifies and qualifies such expectations. A Safe Travel Agreement form is required to be completed and signed.

### Early Arrivals and Late Collection of Children

FPHS OSHC is licensed and governed by Australian Children’s Education and Care Quality Authority. As part of this agreement our service is licensed to open at 7:15am and close at 6:15pm. Educators in attendance before 7:15am must complete several tasks prior to opening service at 7:15am. Children and parents must not enter the service before that time.



Early Arrivals – OSHC opens at 7:15am. Children are not to be left unsupervised by parent or guardian before opening hours.

Late Collections – OSHC closes at 6:15pm. Children must be picked up by closing time. Late fees apply when children remain after 6:15pm. **A late fee of \$10.00 for every 5 minutes** or part thereof will be charged per family. If parents/guardians know that they are going to be late, they must notify the Service and should make arrangements for someone else to collect their child. In cases of unforeseen emergencies, the service must be notified. If a child has not been collected by 6.15pm and there is no message from the parent, every effort will be made to contact a parent/guardian or an emergency contact person. Due to licensing and insurance purposes, if by 6:30pm neither the parent or any of the authorised contacts are available or contactable, the Service will contact the police or the Department for Child Protection for guidance on the appropriate action to take. OSHC educators will wait with the child at OSHC until either the Police or the DHS Child Protection Social worker arrives. The Duty Social Worker will plan arrangements for the child until the parent/guardian can be traced.

Child Care Subsidy (CCS) is not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS is not paid for any period after the child's last physical attendance at the service. There are some circumstances where CCS may be paid in these situations. Please speak with the Nominated Supervisor for further information.

### Excursions/Incursions Holiday Care

Our Service provides Holiday Care during the school term breaks. Our program is developed towards the end of term and includes a variety of activities including excursions, themed and special visitor days. The program and booking form will be distributed to parents 3 weeks before end of term. Bookings open 2 weeks before holiday care commencement. Parents/guardians will need to complete and return holiday care booking forms early in order to secure your child/ren's position.

As part of our program, we, on occasion will plan excursions within the local community and special visitors at the Service. These activities enhance the program, children's learning experiences and involvement in the community. Safety is an essential part of all excursions and they are only undertaken after risk assessments have been conducted and risk management strategies implemented.

Written authorisation will be requested from parents prior to any activity and must be received by the Service before any child can participate in the excursion. During any excursion, attendance records are maintained accurately, a qualified first aid educator is always present, staff ratios based on the risk assessment are strictly adhered to as a minimum and children are supervised at all times. For further information, please refer to our *Excursion/Special Visitor/Extra-Curricular Activities Policy*.

### Communication

At FHPS OSHC we encourage positive and open communication with families. We feel it is essential that educators and families work together to develop a positive and trusting partnership to provide high quality care to children. We will help to achieve this by being warm, friendly and approachable with families at drop-off and pick-up times, by sharing information in a variety of ways, by getting to know families and their diverse parenting styles in a relaxed and informal way.

We have many types of communication we use for families, including:

- Totally OSHC Newsletter (fortnightly)
- Telephone calls
- Emails
- School Website

- Parent Surveys
- Notice Board Information
- Face to face conversations
- Sharing book
- Formal meetings

### National Quality Framework

FHPS OSHC complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the School Aged Care Learning Framework-*My Time, Our Place v2.0*.

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at [ACECQA/nqf/about](https://www.acecqa.gov.au/nqf/about)

### Regulatory Authority

Our Service is regulated by the national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the Education Standards Board. To contact our Regulatory Authority, please refer to the contact details below:

South Australia Education Standards Board  
 Email [educationstandardsboard@sa.gov.au](mailto:educationstandardsboard@sa.gov.au)  
 Phone (08) 8226 0077  
 1800 882 413 (toll free)  
[www.esb.sa.gov.au](http://www.esb.sa.gov.au)

### Educational Program

Our educational program at FHPS OSHC offers a rich variety of play-based learning experiences that are both structured and non-structured. These experiences are carefully designed to be stimulating, challenging, and inclusive, ensuring they cater to the diverse needs and interests of all children and young people who attend our service. We believe that learning in school-age care settings should seamlessly complement what children learn at home, at school, and within their broader community contexts.

Central to our approach is the active collaboration between our educators and the children and young people in our care. Together, we create an environment that fosters meaningful play and leisure opportunities, which not only support their immediate wellbeing but also promote their long-term learning and holistic development. We prioritize giving children and young people autonomy and agency in their play, leisure activities, and learning experiences, empowering them to make choices and take ownership of their developmental journey.

The development and refinement of our program are guided by the principles outlined in the My Time, Our Place Framework v2.0 for School Age Care in Australia. This framework serves as a cornerstone, informing our practices through continuous observations, evaluations, and ongoing dialogue with

children, families, and relevant stakeholders. Whether it's before and after school care or programs during holiday care periods, our flexible program format is tailored to meet the evolving needs and interests of the children and young people we serve.

The My Time, Our Place Framework v2.0 underscores our commitment to ensuring that every child and young person feels supported, celebrated, and connected to their community. It embraces a holistic view of children and young people's lives, emphasizing the importance of belonging, being, and becoming. This perspective acknowledges that children's identities and understandings of the world are shaped by their relationships, experiences, and interactions from an early age. It recognizes childhood as a time of exploration and self-discovery, where children and young people actively engage with life's complexities, build relationships, and develop their interests and capabilities.

My Time Our Place 5 Learning Outcomes -

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

In essence, our educational program is not just about providing care; it's about creating a nurturing environment where children and young people can thrive socially, emotionally, and intellectually. It's about supporting them in becoming confident and creative individuals who are well-prepared for lifelong learning and active participation in their communities.

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families; children's first and most influential educators.

## Nutrition

Breakfast and afternoon tea is supplied each day and falls within the guidelines of Department for Education Right Bite Food and Drink Supply Standards as a basis for our policy and practices regarding nutrition. We are compliant with the food handling practices contained in Australian Food Safety Standards. Nutritionally balanced foods are offered. Our menu is varied, balanced and nutritious and is selected in consultation with children. Please note we are a NUT AWARE service, not nut free.

Cereal, toast, yoghurt, fruit and milk is served for breakfast and available 7:15am to 8:10am.

Afternoon tea is served at 3:15pm, either on arrival to after school care or during student free and holiday care days and comprises of platters of in season fruit and vegetables, breads and spreads and our 'special' for the day. Children arriving later in the session (eg after sport) will be offered a snack upon their arrival. A late afternoon snack is offered at approximately 5:40pm.

Parents must ensure any food allergies, special dietary requirements and strong dislikes are recorded on enrolment form and discussed with OSHC educators. If your child has special dietary needs, please let us know and we will cater for them. Our menu is displayed on the sign in table inside the OSHC room.

During Student Free days and Holiday Care, parents are required to provide a piece of fruit, first lunch, second lunch, extra snacks if needed and a drink bottle.

## Sun Protection

FHPS OSHC is an accredited SunSmart service. We provide a balanced approach to ultraviolet radiation exposure. This approach will follow the current scientific advice on UV exposure and provide children and educators with the opportunity for safe and protective UV exposure related to the UV index and will be seasonal in nature. The service will act to ensure the appropriate level of UV exposure by:

- 1st August to 30th April - all children and educators will be required to wear either a wide brimmed hat, legionnaire, or bucket hat when they are outside
- encouraging the use of sun-smart techniques as outlined in the Cancer Council SA Sun Smart policy
- accessing the current UV index on the Sun Smart App.
- encouraging the use of a combination of sun protection strategies when the UV index is 3 and above
- encouraging children to take responsibility for their own sun protection
- providing an environment that allows children and educators to access areas of both sun and shade
- OSHC will provide SPF 50+ broad spectrum sunscreen for children who attend the service
- friendly reminder - if your child has sensitive skin please provide supply of sunscreen to be kept at OSHC

### Wellbeing and Celebrating Diversity

Educational Leaders and the OSHC team support the development of children's social and emotional wellbeing as well as their health and physical wellbeing. Social and emotional wellbeing is facilitated through provision of sensory tools to assist in emotional regulation, discussing emotions, responses to events, emotional regulation and self-control and supporting children's decision making and efforts. Access to physical activities such as sports and group games, resources to develop fine and gross motor skills and the promotion of healthy lifestyles and nutrition through conversation and routines are ways Educators facilitate children's health and physical wellbeing.

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language and celebrations with our Service. Your involvement greatly assists us to enrich the lives of all our families and children.

### Family Involvement

We welcome parents, guardians, carers and family members to contribute to the programming process by sharing their ideas on global activities/experiences with educators. We encourage participation from parents, guardians, carers and family members on all aspects of our program. As you know your child best, we would like you to share your child's strengths, capabilities, culture, interests and experiences with us so we can work together to develop a program for your child.

Other ways families can be involved include sharing a sport, game or craft activity; joining in with your child's activity or game when you pick them up; sharing interesting aspects of your life or culture with a small group; contributing recycling materials for craft activities, participating in fundraising initiatives, and completing feedback forms or surveys.

### Community Links

We openly invite and welcome members of our community to come into OSHC to share their skills and areas of expertise with us. OSHC continues to build solid links with the local community and the extended community.

### OSHC Sub-Committee and Governing Council

The role of the OSHC Sub-Committee is to: -

- o Assist the Governing Council to meet the relevant Australian and South Australian Government legislation and standards (National Quality Standards).

- Support and assist the Governing Council, Principal and OSHC Director to ensure the quality of the care being offered is in keeping with the values, principles and policies.
- Advocate for, represent and ensure that children, families and staff have a voice in the management of the OSHC service

The OSHC Sub-Committee includes a School Governing Council representative, School Principal (or delegate), Finance representative, OSHC Director and no less than one parent of a child who attends the OSHC service. The OSHC Sub-Committee meets twice a term to discuss the OSHC service operation. If you are interested in being a part of the Committee, please contact OSHC Director for further information.

### Service Policies and Procedures

Copies of our service's policies and procedures are available from OSHC office by request and many are accessible on the school website. It is an expectation that our educators and families always adhere to our policies and procedures to ensure we maintain compliance and abide by the National Law and Regulations. We are constantly reviewing our policies and procedures and ask for family participation to ensure our policies and procedures adhere to family's needs and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

### Technology, Television and Devices (including mobile phones)

Our Service encourages the use of technology to assist with the implementation of our program, activities and research. Children and young people are able to access a range of technologies at the service to facilitate their homework and other areas of interest. This will always be carried out under educator supervision. On occasion we may program a movie during quiet/rest time or inclement weather. Consideration is made of the content and the suitability to the age of the children involved. All permitted media (films, music and games) are classified G or PG.

Mobile phones are not permitted to be used in our Service as we provide a balance of activities for children where a mobile device is not required. Some children and young people with a disability or health condition, may rely on the use of a mobile device for support needs will be exempt from this restriction. Exemptions must be made to Management or the Approved Provider and clearly documented in the child's enrolment record.

### Personal Items from Home

OSHC has an abundance of toys and resources and we ask that children do not bring in items from home. Due to the risk of damage, loss, theft and arguments, the following items cannot be brought into OSHC unless it has been scheduled into the program as part of an activity:- mobile phones, smart watches that have phones/cameras features, game consoles, expensive jewellery, trading cards, toys etc are not permitted. Skateboards, scooters, bikes, rollerblades, and skates are welcome only on days specified as 'Wheels Day' on the program. OSHC educators have no responsibility in any lost or damaged personal items.

### OSHC Equipment

OSHC has a wide variety of equipment and resources suitable for children of all ages. The equipment is regularly maintained and updated. When a child has willfully caused the destruction or loss of equipment, the service will request the child's parent replace the item.

### Homework

We understand that some children may need to complete homework whilst in care. Whilst we do not offer a one-to-one homework/tutoring program, we support children and young people by providing them with the space and resources to complete their homework.

If you would like your child to be encouraged to complete their homework, please notify the Responsible Person. Please note that educators will not force your child to do homework while in care.

A homework agreement form is to be signed by parent/guardian if your child requires access to their iPad during OSHC session for completion of homework.

### Behaviour Guidance

Educators follow a *Behaviour Guidance Policy* that extends across the whole Service giving consistency of expectations. We aim to keep OSHC a safe and happy environment and are committed to providing a positive approach in managing children's behaviour. Children are expected to adhere to the behaviour rules, expectations and consequences and we ask that parents support these. OSHC educators promote encouragement and acknowledgement of positive behaviour. Children are expected to show a sense of responsibility and respect towards other people, property, themselves and take responsibility for their actions. When conflict arises, we offer guidance to support children work out difficulties, differences and to understand positive ways of responding to negativity. Children who exhibit unacceptable behaviour may be suspended or excluded from OSHC as per the Behaviour Management Policy. Flagstaff Hill OSHC follows the 'Above/Below the Line' behaviour management plan. If you require further information on this policy, please ask educators and refer to the Policy manual.

### Children's Responsibilities

As participating members of our service children have clear responsibilities:

- to be courteous and respectful to other children, educators, parents and visitors to our service
- to participate in activities with an attitude aimed towards learning and having fun
- to show care for belongings whether their own, others, or belonging to the service
- to co-operate with educators and peers to further improve the quality of time shared together
- to remember, follow and respect OSHC and school rules and boundaries whilst at the service

### Health and Hygiene

Our Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

### When should I not send my child to the Service?

Our Service cares for children and young people before or after a busy and demanding day for the bodies and minds of our children at school and during holiday care. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying Healthy in Childcare*. Our policies and procedures for *Illness* and the *Control of Infectious Diseases* are available for all families to view. Please monitor your child's health and do not bring your child to the Service if they are suffering from an infectious disease/illness or are generally unwell.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator which includes information about your child's illness, their

symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record. If your child becomes ill whilst at school and returns home, please ensure our Service is aware.

Your child should not attend the Service if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been vomiting, they will be excluded for 24 hours or had diarrhoea, they will be excluded for 48 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

## Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform staff if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

**Recommended exclusion periods- Poster Staying Healthy: Preventing Infectious diseases in early childhood education and care services**

CONDITION	EXCLUSION
Fever	At least 24 hours after the fever has reduced
Diarrhoea/Giardia	Excluded until at least 48 hours after the diarrhoea has ceased.
Hand, Foot and Mouth Disease	Until all blisters have dried
HIB	Exclude until medical certificate of recovery is received.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
Herpes/Cold Sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
Influenza and flu-like illnesses	Colds with fever, nasal discharge, coughing, wheezing are excluded for the period of acute illness
Measles	Exclude for at least 4 days after onset of rash
Meningitis (Bacterial)	Exclude until well.
Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed.
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner).
Chicken Pox	Until all blisters have dried
Poliomyelitis	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
Rubella (German Measles)	Exclude until fully recovered or for at least 4 days after the onset of rash.
Salmonella, Shigella	Exclude until diarrhoea ceases.
Streptococcal Infection (Including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment.



Worms (intestinal)	Exclude if diarrhoea present.
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## Medication

Children who require individual support from educators need a MEDICAL MANAGEMENT PLAN completed by their doctor/treating health professional. Health issues that require Medical Management Plans include:

- Anaphylaxis
- Asthma
- Diabetes
- Severe allergies (anaphylaxis)
- Epilepsy or Seizures
- Special aids or equipment
- Mental Health Issues
- Personal Care support (eg assistance with continence, care or eating and drinking)

To meet regulation 90 in the Education and Care National Regulations each child with a **DIAGNOSED MEDICAL/HEALTH CONDITION** must have 3 plans in place and prescribed medication (in date) supplied to OSHC before a child can attend OSHC sessions.

1. MEDICAL MANAGEMENT PLAN – for any DIAGNOSED medical/health condition, it is mandatory that a Medical Management Plan which has a start and review date, and is within date, is submitted to OSHC. Plans will not be accepted if your doctor has not written both a start date and review date and completed all sections on the form. Medical Management Plans are required to be reviewed every year (or earlier if change to condition or treatment). If your Medical Management Plan is due for review, please ensure you plan a timely visit to your medical practitioner and provide OSHC with an up-to-date medical management plan (asthma, anaphylaxis, allergies, diabetes, seizures etc).
2. RISK MINIMISATION PLAN and COMMUNICATION PLAN is to be completed in a meeting with parent and Nominated Supervisor or Lead Educator to discuss triggers, strategies and course of action if condition occurs.
3. MEDICATION AGREEMENT for medication to be administered while attending OSHC (except if this is listed in an Asthma, Diabetes or Anaphylaxis/Allergies Action Plan). Prescribed medication (within date) is to be supplied to OSHC in pharmacy packaging with correct pharmacy label, in date, with the name of child matching the medication agreement and dosage required.

## First Aid/Illness/Incidents/Accidents

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children. If a child is injured at the service, first aid will be administered by a qualified educator (first aid certificate). A first aid slip will be completed and given to child to take home. In the event of a child becoming ill during school hours or suffering from a contagious infection, the child will not be permitted to attend the service. If a child becomes unwell during the OSHC session, they will be comforted and cared for, and the parents or emergency contact person will be asked to collect the child as soon as possible. In case of an incident/accident, a form will be completed and shown to parent who then signs the form. If the injury is of a concern, an ambulance may need to be called and the parent will be contacted straight away. If the parents are not contactable, the emergency contact numbers will be rung.

## Safety in our Service

### Emergency and Evacuation Procedures

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation rehearsals. These may occur at any given time throughout the Before/After/Holiday care session. Emergency and evacuation rehearsals are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or evacuation. Procedures are displayed in the OSHC room by the exits and will be implemented in the event of any emergency in the service. If you hear a whistle being blown, follow the direction of the qualified educator or responsible person in charge.

### Workplace Health and Safety

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding Workplace Health and Safety. Our educators conduct safety checks of the indoor and outdoor environment and will alert the approved provider of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

### Privacy and Confidentiality

We are committed to protecting the privacy and confidentiality of children, young people, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law.

We do not ask for personal information about you or your child from other professionals or organisations without your consent.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*.

Our Service is required to keep and maintain detailed records about children, young people, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping is available in our *Record Keeping and Retention Policy*.

## Sustainability

Our Service is passionate about sustainability. We believe in supporting children and young people to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching.

In order to empower our sustainability program, we emphasise children and young people's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, developing an appreciation of the natural world, encouraging them to participate in a recycling program and reducing energy and conserving water. We aim to provide children and young people with the skills and knowledge required to take an active role in caring for the environment and to think about ways they can contribute to a sustainable future.

## Recyclable items

We are always on the lookout for recyclable items for OSHC. Empty cereal/food boxes, ribbons, wrapping paper, towel tubes, paper or anything interesting from your work is much appreciated. In addition to this we also have a Recycling Trolley where we work with different recycling collection/drop off areas in the community and have a different focus each month for families to be involved in.

## Grievances and Complaints

FHPS OSHC fosters positive and harmonious relations between within the program and the school community. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner. If you have a concern or grievance, please follow the process outlined here to enable us to effectively deal with your concerns:

- Concerns relating directly to children, behaviour, educators or specific aspects of the program should be directed to the OSHC Director. If you have a problem with a specific child or OSHC educator, you should not approach that person directly.
- Concerns relating to your OSHC account should be forwarded to OSHC Director.
- Concerns relating to the Director should be forwarded to the School Principal.
- Concerns relating to OSHC policies or procedures should be forwarded to OSHC Director who will advise OSHC Committee.
- Raise any grievance involving suspected or actual unlawful activity with the OSHC Director or School Principal immediately and privately.

Discussions should remain private, confidential, respectful, open-minded, will not involve other educators, staff, parents or visitors and will take place away from children. Be confident that their concerns will be thoroughly investigated, but aware that the outcome may not result in the action requested. If you have a concern relating to a specific incident it is very useful to put it in writing, if possible, with as much detail as you can. This enables us to more effectively work with you to resolve the issue.