

OUT OF SCHOOL HOURS CARE

Family Handbook



Contact Information

Location:	Flagstaff Hill Primary School 145 Black Road, Flagstaff Hill SA 5159
Telephone:	08 8358 6666
Fax:	08 8370 5748
Email:	flagstaff.oshc49@schools.sa.edu.au
Website:	flagstaff.sa.edu.au

Management Structure

Approved Provider:	Flagstaff Hill Primary School Council Inc
Approval Provider Number:	PR-00006100
Service Approval Number:	SE-00010347
Nominated Supervisor:	Cathy Morallee
OSHC Director:	Cathy Morallee
Acting Assistant OSHC Director:	Jordan Ashman
Educational Leaders:	Jordan Ashman Kayla Dinsdale
Program Leader:	Sammy Shields

We provide care for primary school aged children attending Reception to Year 6

Introduction

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 and Holiday Care during the school breaks, excluding two weeks at Christmas/New Year. The service is available to working families and recreational users on a regular basis.

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

Location of OSHC

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.

OSHC Educator Team

Our educators have current Working with Children Check and Responding to Risks of Harm, Abuse and Neglect – Education and Care training. Qualified educators have Apply First Aid, Asthma Emergency Management and Anaphylaxis Management training, and either an Australian recognised Diploma in Children's Services or equivalent, or a Teaching degree. Our team is comprised of a mix of qualified and unqualified educators who meet regularly as a team to share our skills, knowledge, training needs (addressing National Quality Standard and My Time, Our Place framework) and service provision. 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.

National Standards require that services have a qualified educator for every 30 children, with an educator:child maximum ratio of 1:15. At Flagstaff Hill OSHC, we endeavour to aim for a ratio of 1:12 when possible to provide a better quality of care. A risk assessment is carried out for each individual excursion, determining educator:child ratio to ensure adequate supervision depending on the type of activities and excursion location.

Service Information

<u>Session</u>	<u>Opening Hours</u>	<u>Full fees before child care subsidy entitlement</u>
Before School Care	7:15am to 8:45am	\$12.25 per session
After School Care	3:15pm to 6:15pm	\$24.50 per session
Student Free Day, School Closure Day, Holiday Care	7:15am to 6:15pm	\$63.00 per day
Excursion Days/Special Activity Days	7:15am to 6:15pm	\$TBA depending on costs per day
Early Finish Session (last day of school term and nominated events)	2:15pm to 3:15pm	\$ 8.00 per session
Yearly Family Registration Fee		\$15.00
Not-Notified Fee	Absence without notice (After School Care)	\$5.00 (not subject to child care subsidy)
Late Pick-Up Fee	After 6:15pm closing time	\$10.00 for every 5-minute block

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

'Catastrophic' Fire Danger Days

On days rated 'Catastrophic' fire danger in the Mt Lofty Ranges district the site will not be open. Families will be notified by the service the night before.

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.

National Quality Standard

The National Quality Standard (NQS) sets an Australian benchmark for the quality of education and care services. This enables families to make informed decisions about the services providing education and care to their children. The NQS is a key aspect of the National Quality Framework (NQF).

The NQS was informed by research about best practice and the way in which high quality education and care contributes to positive outcomes for children. It comprises quality areas, standards and elements. The seven quality areas in the NQS are:

- . Educational program and practice
- . Children's health and safety
- . Physical environment
- . Staffing arrangements
- . Relationships with children
- . Collaborative partnerships with families and communities
- . Governance and Leadership

The NQS is linked to national learning frameworks that recognize children learn from birth and outline practices to support and promote children's learning.

These are:

- . Belonging, Being and Becoming: The Early Years Learning Framework for Australia
- . My Time, Our Place: Framework for School Age Care in Australia
- . The Australian Children's Education and Care Quality Authority (ACECQA) provides oversight of the National Quality Standard across the country to ensure that services are meeting the requirements.

National Quality Framework

The National Quality Framework (NQF) includes:

A National Legislative Framework that consists of: -

- The Education and Care Services National Law ('National Law')
- The Education and Care Services National Regulations ('National Regulations')

A National Quality Rating and Assessment process through which services are assessed against the National Quality Standard by Regulatory Authorities and provided with a rating from one of the five rating levels.

A Quality Improvement Plan (QIP) has been developed and is an ongoing process against the National Quality Standard.

Flagstaff Hill OSHC - Our Program – My Time Our Place Framework

We offer a diverse program using the My Time, Our Place framework created by collaboration between educators and children. Children are actively involved in the decision-making process at OSHC. We are proud to promote play as a very big part of our program. We value and encourage play and leisure experiences because we believe children naturally learn about the world and develop life skills when they are relaxed, feel they belong and are happy and having fun with their peers.

Our program will endeavor to reflect a relaxing friendly atmosphere, interesting and enjoyable activities which are planned or spontaneous, opportunities to do and try new activities, time to play with friends and socialize, homework time and the chance to be creative and imaginative.

Programming/Evaluation/Critical Reflection

FPHS OSHC is committed to providing a quality program where the children's physical, emotional and social needs are met in a safe, caring and supportive environment. OSHC provides a program where children have access to a wide variety of safe and stimulating age and developmentally appropriate activities including indoor and outdoor opportunities. Activities are developed to cater to the social, intellectual, physical and emotional need and interests of all children present.

Our program reflects the importance of play and leisure in childhood, cultural diversity of the community, abilities of the children, individual uniqueness whilst incorporating the views of parents and the children attending the service.

Programs are non-gender, culture or age specific and are developed to reflect the service's philosophy. Children contribute to the program planning. The program is child centered and will allow them the opportunity to pursue their own interests. Information collected from parents via the enrolment form is taken into consideration in programming. Depending on resources available there may be alternative choices when a child does not choose to participate in a particular activity.

Children with special and/or additional needs are encouraged to participate in all activities. These activities may be modified by educators to ensure that all children are treated with dignity and their uniqueness and individuality respected.

Our weekly program is displayed on our noticeboard. Our programs are evaluated regularly and include feedback, suggestions, comments and views from children, parents and educators.

Statement of Philosophy

Flagstaff Hill Primary School OSHC aims to provide our community with high-quality childcare. Our OSHC is an inclusive care environment where children feel safe, valued and supported. We are committed to providing a rich learning environment for school aged children (Reception to Year 6) where children have opportunities to learn from meaningful activities with a focus on establishing positive relationships based on mutual respect. The service adopts the school values of Be Brave, Be Curious, Belong.

The Children

At Flagstaff Hill Primary School OSHC, the children are paramount to our work. We aim to provide children with opportunities to foster their interests and well-being. 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. Our model of mixed-aged grouping gives children opportunities to be part of a diverse group and, with educator support, become tolerant of others. We also encourage children to have 'down time' through rest and relaxation.

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.

Our Relationships

In OSHC we base our relationships on openness and mutual respect. 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 aim to provide a happy, calm, positive and engaging atmosphere where children and families are the focus of our work and interactions. The OSHC Educators endeavour to model positive behaviour, respect and manners focussing on care, empathy and respect whilst guiding children's play. OSHC Educators promote best practice in everything they do in a professional, skilled, proactive, caring, respectful and approachable manner.

The Educational Program

We recognise that children have different needs and levels of development therefore we provide experiences for children to engage in a balance of child initiated and intentional activities. We provide opportunities for children to make choices and decisions and for them to learn and refine skills at their own rate and in their own time. We consult with children regularly and plan together to ensure the educational program is tailored to their interests and nurtures their social, emotional, behavioural and cognitive needs. In conjunction to this, we aim to provide an inclusive and diverse program, considering children's cultural, linguistic and family backgrounds. We strive to find ways for children to connect to their natural environment and learn about sustainable practices.

Our program is guided by the My Time Our Place 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.

The Environment

Flagstaff Hill Primary School OSHC is designed to provide children, educators and families with a sense of belonging where they feel comfortable, safe and valued. We believe it is only when children feel safe that they will take risks to investigate their physical environment. 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 nature 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.

Our Business

Flagstaff Hill Primary School OSHC aims to meet the ever-changing needs of families who require care in out of school hours. We provide a safe, nurturing, caring and supportive childcare service to families during Before School, After School, Student Free Days and School Holiday periods.

Acknowledgement of Country

At Flagstaff Hill Primary School OSHC, we acknowledge the Kurna people as the Traditional Custodians of the land on which we live, work and play every day. We pay respect to Elders past, present and emerging. We honour their spiritual relationship to the land and the knowledge they share.

How is OSHC Funded?

FHPS OSHC is a non-profit organisation and a self-funded program. 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 a limited number of childcare places determined by the Commonwealth Government. If the service receives booking requests greater than our number of approved places, a wait list is utilised or the booking is refused.
- Please be aware limits are set on our approved places depending on staff availability and excursion logistics.

Child Care Subsidy (CCS)

Families who meet the Australian Residency Requirements may be eligible for Child Care Subsidy (CCS) via the Commonwealth Government. You can apply for this payment which will reduce your childcare fees. CCS is means tested on family's employment activity and income. CCS is a payment (discount) applied to your childcare account and is paid directly to the service. You will have to pay any gap in outstanding fees. To claim CCS and for further information, go to: www.servicesaustralia.gov.au/child-care-subsidy All CCS claims will cease if OSHC is not utilised within 26 weeks of care and a new Childcare 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.

Enrolment Process

Enrolment is a legal requirement. All families wishing to use OSHC **must complete an enrolment prior to commencing care**. The forms must list emergency contacts and information about regular medication, health conditions, disabilities or medication provided for allergies such as bee strings must be recorded on the enrolment form so that staff are able to provide appropriate care. Supporting documentation (eg medical action plans, risk minimisation plan, communication plan (to be completed in a meeting with Nominated Supervisor or Responsible Person), medication authorisations and required medication) **must be received at OSHC before care can commence**. A child can be refused enrolment if the family does not provide appropriate documentation and medication which is required for specific medical conditions. Forms are available from OSHC or school website flagstaff.sa.edu.au

Families must update OSHC with any changes to children's health/medical information, family care arrangements/circumstances, change of address, telephone numbers or emergency contacts.

A new OSHC enrolment form is to be completed prior to the commencement of each new year. An annual enrolment fee of \$15 is charged per family and debited to your OSHC account upon submission of your enrolment form.

Orientation

Families and children are welcome to visit our OSHC service prior to commencing care with us. If you would like to arrange a visit, it is essential that you contact the OSHC Director to arrange an appropriate time. Families are required to stay with their child during an orientation visit. This orientation offers you and your child the opportunity to see the OSHC environment and meet the OSHC Educators.

Bookings

OSHC - A booking slip notifying expected ongoing/regular attendance is to be completed. Bookings can also be made by emailing flagstaff.oshc49@schools.sa.edu.au If your booked times vary, please notify OSHC by email. Please refer to Cancellation of Bookings for late notice of cancellation or non-attendance.

Separate and advanced bookings for Holiday Care and Student Free days are essential, as numbers for these programs are strictly limited and it may not be possible to accept children at the last minute. Holiday Care Programs are available three weeks before the end of term and bookings are taken two weeks before. This will be communicated through Audiri app.

Cancellation of Bookings

Parents are required to notify OSHC via email 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.

Invoices and Payment of Fees

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 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) 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

No cash payments accepted.

Early Arrivals and Late Collection of Children

FHSP 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. 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. A telephone call to the OSHC on 8358 6666 to notify of late pick up is greatly appreciated. If you are unable to collect before closing time, please arrange for someone else to pick up your children and call OSHC on 8358 6666 with the details. 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. If this proves unsuccessful, Police will be contacted, who will work to locate a parent/guardian.

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. An OSHC Release Form is required to be completed and signed.

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 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.

Settling Children into OSHC

Please be assured that you may call whenever you wish to discuss your child. If a child becomes upset after their parent has dropped off, we will try to distract them with an activity. We are aware that your child may or may not have had previous experience in multi-aged group settings and younger children may need time to settle and feel secure. We will encourage the children to feel at home and make new friends and to ensure that children of all ages treat each other with care and respect.

Child Concerns

FHPS OSHC respects and supports all children's rights to express their concerns and grievances. Educators actively listen to and encourage the children to express their likes, dislikes, concerns or feedback regarding any aspect of OSHC's operation during planned and spontaneous activities.

OSHC employs educators who have a sound knowledge of child development. They are encouraged to continuously update their skills through professional development, ensuring they can support children to express their ideas and opinions by guiding.

Confidentiality

OSHC protects the privacy of individuals by ensuring that all records and information about individual children, families, educators and management are kept in a secure place and are accessed by those people who need the information to fulfil their responsibilities at the service or have a legal to know.

OSHC Routines

The activities conducted at the service are built around daily routines. The routines include arrival, signing in, hand washing, breakfast/afternoon snack. Where possible the activities take into consideration the developmental needs of children, children's attendance patterns, children's interests, climate and physical environment, numbers and ages of children and new children entering the group.

Breakfast and Afternoon Tea

Is supplied each day and falls within the guidelines of Eat for Health and Right Bite. The service uses the Dietary Guidelines for Children and Adolescents, developed by the National Health and Medical Research Council, 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 on arrival to after school care 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.

First Aid/Illness/Incidents/Accidents

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.

Health Care Plans

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

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

Medication

Children who attend our service are able to self-medicate and manage medical conditions and, where possible, educators will encourage and support this. A MEDICATION PLAN is to be completed by parent/guardian before medication can be administered at our service.

Upon receipt of a MEDICATION PLAN, educators will assist with children's medication if:

- It is prescribed by a doctor and has the original label detailing the child's name, required dosage and storage requirements.
- It is an over-the-counter medicine that has been authorised in writing by a doctor/treating health professional and sighted by the Director or Responsible Person. A copy of this written authorisation will be placed with the medication.
- If a Medication Plan form is not completed, a letter from a doctor on original letterhead will suffice.
- When children are to take medication, the medication is to be given directly to the Director or Responsible Person, not left in the child's bag or locker. Such medication will be kept in storage out of reach of children.
- Before medication is given to a child, an educator will verify the correct dosage with another educator. After giving the medication both educators will complete details on the Medication Sheet. The parent is to initial this sheet when picking up their child.
- Any medication provided to OSHC needs to be labelled and in original packaging.

Sun Protection Policy

Flagstaff Hill Primary School 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

Inclusion and Diversity

Our service provides an inclusive and open program where all children are considered unique individuals and diversity is valued.

We aspire to:

- provide a variety of activities that encourages the participation of all children
- be aware of the children's home environment and individual social needs
- cater for children from all cultural backgrounds who may have special dietary and/or communication requirements
- encourage children to co-operate and to help each other with activities and routines
- provide a wide variety of materials (appropriate to developmental stage) in sufficient amounts to ensure any child is not waiting for long periods of time for their turn
- cater, where possible, for children with special and/or additional needs, including staffing changes and special requirements associated with their care

Staff Interactions and Relationships with Children

FHPS OSHC aims to provide a responsive and inclusive environment for children where educators relate to them in a friendly and respectful manner. Educator interactions with children are further enhanced through program implementation and daily communication.

Respect for Children

Our OSHC is a place where children, educators and parents are treated as individuals and respected for their cultural and gender differences. We endeavour to include all children in programmed activities and to meet the needs of each child and family within the parameters of equipment, resources and facilities available. The dignity and rights of the child are always respected. The service promotes the use of positive behaviour support techniques when guiding a child such as encouragement, appreciation and modelling appropriate behaviour.

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

Behaviour Guidance

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, acknowledgement of positive behaviour. Children are expected to show a sense of responsibility and respect towards other people, property and 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 Flagstaff Hill Primary School 'Above/Below the Line' behaviour management policy.

Screen Time

At FHPS OSHC screen time is used for relaxation. Children are encouraged to be active, creative, crafty and social. Making friends and taking part in educational activities, exploring their interests. However, to encourage relaxation, especially after a big day in the classroom or on excursion, we do allow a movie or documentation to be viewed at OSHC.

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, 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

Whilst homework is a parent/child responsibility we endeavour to create a time and place whereby homework may be started on/completed before getting home. Educators will only encourage independent learners and readers will not be part of homework at OSHC. Educators cannot mark or correct the child's homework. 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.

Emergency/Evacuation/Lock Down Procedures

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. Throughout the year evacuation and lock in procedures will be practiced. This is to ensure all staff and children are aware of the procedure and can provide best practice in the event of needing an evacuation or lock down.

Participation of Parents/Guardians and Families

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, engaging with our community cart by the sign in table or simply 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: -

- . 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.

Educators and Family 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. Communication methods include face to face conversations, telephone calls, emails, Totally OSHC News magazine, Audiri posts, sharing book, school website, parent communication book, surveys/feedback sheets, notice board notices, suggestion box, surveys and feedback sheets.

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 Sub-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.

Non-Smoking Policy

Smoking *is not* permitted in buildings or on school grounds, on excursions or anywhere within sight of the children.

Service Policies and Procedures

Paper copies of our service's policies and procedures are available from OSHC office by request and 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.

Regulatory Authorities

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the My Time, Our Place learning framework and the National Regulations (Education and Care Services National Regulations). 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 state licensing department in South Australia.

Contact Details:

South Australia Education Standards Board
1800 882 413 (toll free) or (08) 8226 0077
ESB.EarlyChildhoodServices@sa.gov.au
www.esb.sa.gov.au

Phone: 1800 882 413 (toll free)
(08) 8226 0077