



# Out of School Hours Care

QUALITY CARE FOR CHILDREN IN THE HILLS

## Family Information Booklet



**Government of South Australia**

Department for Education and  
Child Development

# Welcome to Aldgate OSCH!

Aldgate OSHC is a small service with our sessions ranging from 5-40 students. We have a dedicated team of 6 educators who are passionate about caring for children.

At OSHC our focus is on play, relaxation and building relationships. We view the time we have with your children as THEIR time. We want OSHC to feel like a safe space for them to be and endeavour to build our program and activities around the interests and needs of your children. We hold a flexible space where children can relax, learn and play.

We are always excited to welcome new families into our OSHC. We look forward to learning about your children and offering them a fun comfortable space to be, when they can't be at home.

## Meet the team

### Leadership

**Jess** Director



**Ailish** Assistant Director



### Qualified Educators

Mackenzie



Teagan



Sophie

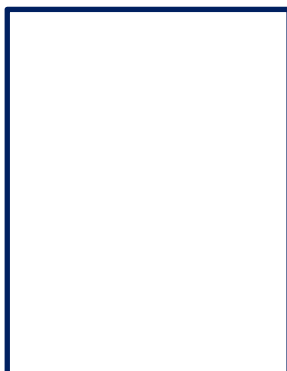


### Educators

Carol



John



Liz



Denny



## **Our Philosophy**

Our philosophy, at Aldgate Primary School OSHC, is grounded in the concept of play. We have chosen play as our medium for learning as we believe play exposes children to the core outcomes of Australian Framework: *My Time Our Place* in a context they are familiar with allowing them to become lifelong attributes. We view OSHC as an extension of the home environment – home for those children who cannot go straight home – and we believe play encompasses the learning children would otherwise receive at home, for example sharing, cooperating, managing emotions, and being responsible. Furthermore, we see high levels of engagement and enthusiasm while at play, therefore believe that play at OSHC allows children to feel as much as ‘going home’ as possible. At Aldgate Primary School OSHC we allow each child the opportunity to play actively and creatively, both indoors and outdoors, to ensure they achieve every outcome.

## **Our Mission**

Our mission, at Aldgate Primary School OSHC, is to provide a safe and secure environment for all children. We believe that children thrive in an environment where they feel safe, valued, secure, supported and cared for. Our team of professional staff watch out for the physical and emotional safety of each child while at OSHC. Our staff undergo appropriate training on a regular basis to maintain safety levels at the service. Staff will maintain the OSHC spaces and equipment, in accordance with national standards. Access to Aldgate Primary School OSHC will be non-discriminatory. Children and families from all walks of life will be welcomed into and cared for at this service.

## **Our Aim**

Our aim, at Aldgate Primary School OSHC, is to provide quality care at an affordable price. We provide care to all parents who have children eligible to attend under the Commonwealth Government Priority of Access Guidelines. Fee levels will be set by the Finance Committee, and approved by the Aldgate Primary School Governing Council. These fees will be evaluated each year, on completion of the annual budget. Aldgate Primary School OSHC will operate as a not-for-profit organisation, and fees will therefore, reflect the service's required income.

# Hours of Operation

## BEFORE SCHOOL CARE

7:15am to 8:30am

## AFTER SCHOOL CARE

3:15pm to 6:30pm

## VACATION CARE & PUPIL FREE DAYS

7:15am to 6:30pm

It is a requirement of Aldgate Primary School and Aldgate Kindergarten that all children who are on site, and not in the care of a responsible adult before 8:30am and after 3:30pm, be placed in the care of the OSHC service. This practise is in place to ensure appropriate duty of care is administered to all children and to guarantee their safety and wellbeing.

### **Please Note:**

The Department of Education and Child Development (DECD) may see fit to close Aldgate Primary School OSHC on days, considered by the department, to be of extreme weather or unsafe conditions. In this instance families will be contacted as soon as possible, and no charge will occur.

## Contact Details

### LOCATION

3 Fairview Road,  
Aldgate, 5154

### DIRECTOR

Jessica Gardner

Phone: 0411 127 481

Email: [dl.0210.oshc@schools.sa.edu.au](mailto:dl.0210.oshc@schools.sa.edu.au)

### ADMINISTRATION

Brianna Carter

Phone: 8339 2377

Email: [dl.0210.oshc@schools.sa.edu.au](mailto:dl.0210.oshc@schools.sa.edu.au)

## Enrolment

To obtain care at Aldgate Primary School OSHC, parent/guardians will need to complete an Enrolment Form for their family. This form gives us important information about each of your children, which will allow us to serve your family to the best of our ability. This form will need to be completed prior to the use of the service. Enrolment Forms are available in the OSHC room.

Parent/guardians will need to complete booking forms for Pupil Free Days and Vacation Care. These forms must be completed and returned to the service prior to the dates booked. Pupil Free Day and Vacation Care booking sheets are available in the OSHC room, or via email, when these services are provided throughout the year.

## OSHC Fees

Aldgate Primary School OSHC runs as a not-for-profit autonomous entity of Aldgate Primary School. We aim to provide a high level of quality care for an affordable price. Our fees are determined in relation to the services' required income in order to remain operational. We desire to remain competitive with other services in the area; however our primary focus is on providing quality care.

*This current fee structure has been ratified by the Aldgate Primary School Governing Council and Finance Committee.*

BEFORE SCHOOL CARE	\$16.00* per child
AFTER SCHOOL CARE	\$26.00* per child
PUPIL FREE DAY/VACATION CARE	\$56.00* per child
VACATION CARE INCURSION/ EXCURSION DAY	\$66.00* per child
LATE COLLECTION FEE	\$1.00 per minute, after 6:30pm.
LATE CANCELLATION FEE	\$Full charge (minus CCS)
LATE BOOKING FEE	\$5.00 per family

\*These fees are subject to Child Care Benefit (CCB) & Child Care Rebate (CCS).  
Head to [www.mychild.gov.au](http://www.mychild.gov.au) to obtain information about your eligibility for these payments.

We ask that families pay their invoices either via electronic transfer, cash or credit card transaction on a weekly basis. Parent/guardians are encouraged to speak with the Director or Administrator if experiencing financial hardship and are in need to enter into a repayment agreement.

## Bookings

Aldgate Primary School OSHC adheres to Educator-To-Child Ratios policies, set forth by the Department of Education and Child Development (DECD) and the Australian Children's Education and Care Quality Authority (ACECQA). Failure of the service to maintain these policies carries heavy state and federal fines, which would impede our ability to run as a not-for-profit organisation. This means that it is essential that all children attending any session of OSHC or Vacation Care have been booked in prior to the commencement of that session.

**Permanent Bookings:** Parents may make permanent bookings that carry over term to term. To do so, please text the service to request the permanent booking. The booking will then be confirmed via text. To alter a permanent booking please text the service.

**Casual Bookings:** Parents may make casual bookings on a need-by-need basis. To do so, please text the service to request the booking by 6.00pm the night before for a BSC booking and 12.00pm the day of for an ASC booking. The booking will then be confirmed via text. A late booking fee is applied to bookings made outside of these times – please see below.

**Please Note:** Any family who uses OSHC, who has not made a booking, will be charged a Non-Booking Fee of \$5.00 per family. If you have not booked your children in, and the service has reached its maximum numbers you will be asked to seek alternative care options.

## Cancellations

To cancel a booking please text or call the OSHC phone (0411 127 481). To avoid a fee please cancel your session at least 7 full days prior to the start of the booked session.

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<b>Before School Care</b>	Full fee will be charged when cancellation is received less than <b>7 days</b> prior to the start of the booked session.
<b>After School Care</b>	Full fee will be charged when cancellation is received less than <b>7 days</b> prior to the start of the booked session.
<b>Vacation Care</b>	Full fee will be charged when cancellation is received less than <b>7 days</b> prior to the start of the booked session.

### NON-CANCELLATION OF BOOKING

A Non-Cancellation Fee is charged when a child is booked into OSHC, but does not attend, and the booking has not been cancelled. A Non-Cancellation of bookings will be charged as a full fee minus any applicable CCB/ CCR/ CCS. A Non-Cancellation is also called an Allowable Absence. Please speak to the Director or Administration, or go to [MyChild.gov.au](http://MyChild.gov.au) for further information about Allowable Absences and the effect this has on CCB and CCR and CCS.

## Pupil Free Days

Aldgate Primary School OSHC provides care on Pupil Free Days. Pupil Free Days require a booking form be filled in and returned to the service by the booking due date stated on the form. These forms can be collected by the OSHC front counter or front office. All bookings made after the booking due date will incur a Late Booking Fee.

PUPIL FREE DAY FEE                    \$55 per day per child (minus CCB & CCR where applicable)

LATE BOOKING FEE                    \$5.00 per family

### CANCELLATION OF PUPIL FREE DAY

<b>No Charge</b>	<b>Full Charge - minus CCB &amp; CCR (where applicable)</b>
Cancellation received 7 calendar days <u>prior</u> to the Pupil Free Day.	Cancellation received <u>after</u> 7 calendar days prior to the Pupil Free Day.
Cancellation due to illness, if a medical certificate is provided.	Cancellation due to illness, where a medical certificate is not provided.

### NON-CANCELLATION OF BOOKING

A Non-Cancellation Fee is charged when a child is booked into OSHC, but does not attend, and the booking has not been cancelled. A Non-Cancellation of bookings will be charged as a full fee minus any applicable CCB and/or CCR. A Non-Cancellation is also called an Allowable Absence. Please speak to the Director or Administration, or go to [MyChild.gov.au](http://MyChild.gov.au) for further information about Allowable Absences and the effect this has on CCB and CCR.

Places are strictly limited due to Educator-to-Child ratios so please book as early as possible to avoid disappointment. However, if we do not receive a minimum number of bookings to make the day financially viable you will receive a phone call from the Director to inform you that the service will be closed on that date.

## Vacation Care

Aldgate Primary School OSHC provides Vacation Care during DfE school holidays. Vacation Care is open to children who attend Aldgate Primary School, Aldgate Kindergarten, and school aged children attending other schools. The program involves excursions to a variety of attractions, incursions where different services come out to our site and a variety of in-house activities for all ages.



The program and booking form is made available from **week 7**, and can be collected from the OSHC front counter or front office. Any bookings received after the booking due date will incur a Late Booking Fee. However, please be aware that places do fill up quickly so Aldgate Primary School OSHC cannot guarantee a place will be available after the booking due date. In the situation where a family would like to make a booking on a day that is full, they can be placed on a waiting list and will be contacted if a place becomes available. Please read the program and booking form carefully for details of the program, booking due date and procedures.

VACATION CARE FEE	\$56 per day per child (minus CCB & CCR where applicable)
VACATION CARE WITH INCURSION/EXCURSION FEE	\$66 per day per child (minus CCB & CCR where applicable)
LATE BOOKING FEE	\$5.00 per family

#### CANCELLATION OF VACATION CARE

<b>No Charge</b>	<b>Full Charge - minus CCB &amp; CCR (where applicable)</b>
Cancellation received 7 calendar days <u>prior</u> to the booked date.	Cancellation received <u>after</u> 7 calendar days prior to the booked date.
Cancellation due to illness, if a medical certificate is provided.	Cancellation due to illness, where a medical certificate is not provided.

#### NON-CANCELLATION OF BOOKING

A Non-Cancellation Fee is charged when a child is booked into Vacation Care, but does not attend and the booking has not been cancelled. It is the parent/guardian's responsibility to cancel the booking, even when a child is sick. A Non-Cancellation of bookings will be charged as a full fee minus any applicable CCB and/or CCR. A Non-Cancellation is also called an Allowable Absence. Please speak to the Director or Administrator or go to [MyChild.gov.au](http://MyChild.gov.au) for further information about Allowable Absences and the effect this has on CCB and CCR.

# Priority of Access

Please note that when demand for permanent OSHC or Vacation care places exceeds availability, Aldgate Primary School OSHC will implement the Australian Government Priority of Access Guidelines. This means that in some circumstances families may be asked to forfeit their place for a child who falls into a higher level of priority. Families will receive 14 days' notice if they are required to vacate their place for a child with higher priority.

**Please note that this is highly unlikely as Aldgate Primary School OSHC does not regularly operate at its service capacity.**

*Categories:*

PRIORITY 1 – a child at risk of abuse or neglect.

PRIORITY 2 – a child of a single parent/guardian who satisfies, or of parent/guardians who both satisfy the work/training/study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*.

PRIORITY 3 – any other child

Within these main categories priority will also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families.
- Children in families, which include a disabled person.
- Children in families from culturally and linguistically diverse backgrounds.
- Children in socially isolated families.
- Children of single parent/guardians.
- Children who are of school age (rather than children who have not yet started school).
- Children whose parent/guardians are working (rather than children who simply use the service for recreational purposes).

Please feel free to speak with the Director about your priority of access and which category your children may fall under. Please note that priority of access is a confidential matter, and is subject to Aldgate Primary School and Aldgate Primary School OSHC Confidentiality Policy.

# Signing Children In & Out

It is a requirement of the Australian Children's Education and Care Quality Authority (ACECQA) under the Duty of Care regulations that children are signed in and out of the service by a responsible adult. You can find the sign in and out sheet in the OSHC room, or with OSHC staff.

**Before School Care:** a parent/guardian signs the children into the service.

**After School Care:** a parent/guardian signs the children out of the service.

**Pupil Free Days & Vacation Care:** a parent/guardian signs the children into and out of the service.

**Please Note:** The service is unable to release a child to a person who has not been authorised on the Enrolment Form to collect the child. If you wish for somebody who has not been authorised on this form to collect your children, a parent/guardian will need to contact the service prior to the booking and okay the collection in writing.

## What to Bring

Children are asked to bring with them each time they attend OSHC:

- ✓ A suitable hat - bucket, broad brim, or legionnaire style
- ✓ A bottle of water

When attending a Pupil Free Day or Vacation Care children are also asked to bring a healthy recess and lunch and wear appropriate clothing for the activities planned. Please note that we do not refrigerate food, or heat food up for children's recess and lunch.

We ask that the following items are NOT brought to OSHC, Pupil Free Days or Vacation Care unless specified on the program.

- Handheld gaming consoles
- iPods, iPads or Tablets
- Mobile Phones
- Cameras
- Toys from home

# Policies

For information on all of the Service Policies see the Director, Administrator or the Policy Folder in the OSHC room. This is readily available for parent/guardians to inspect.

## OSHC Program

Aldgate Primary School OSHC will provide a program that is appropriate to the social and emotional developmental, along with the play and leisure needs of the children attending the service. This program will be developed in relation to the *My Time, Our Place Framework* outcomes and the regulations set forth by the Australian Children's Education and Care Quality Authority (ACECQA). Aldgate Primary School OSHC will provide for the development of each child's social, physical, emotional and intellectual potential. Children will be involved in program planning, implementation and evaluation processes. Parent/guardians will have access to this program and developmental records held by OSHC.

## Nutritious Snacks

Food provided at Aldgate Primary School OSHC will be nutritious and adhere to the guidelines of the Right Bite Program. It will cater for children with particular dietary requirements and allergies. The menu for afternoon tea will be displayed in the OSHC room.

## Sun Protection

Children are required to wear hats when playing outside at OSHC, during Terms 1 and 4 and during the April, October and December/January holidays. Sunscreen is used for additional protection but not as an alternative to a hat. Please note, Aldgate OSHC provides generic sunscreen therefore if your child requires a special type or brand it must be self-supplied.

## Confidentiality

Aldgate Primary School OSHC protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, Educators and management are kept in a secure place. These records will be accessed by or disclosed only to those people who need information to fulfil their responsibilities at the service or have a legal right to know the information.

## Medication

Aldgate OSHC requires a signed action plan from the prescribed doctor for ongoing medications that may need to be administered during OSHC time, e.g. asthma, anaphylaxis, diabetes, or ADHD. Aldgate OSHC prefers to have their own supply of the child's medication, i.e. puffer, epi pen,

antihistamine, etc., in the OSHC room for the purpose of easier access, however can access the medication supplied to the school stored in the front office. All medication will be administered strictly according to the prescription label and action plan.

For medication for a short term condition or over the counter medication, a parent must complete a Medication Advice Form available from the OSHC service. All medication will only be administered at OSHC if the child has already taken at least 1 dose prior to attending OSHC. This is to ensure that no adverse reaction to new medications occur while your child is at OSHC. All medication must be given to an Educator by a parent. Educators will not accept medication received from a child and any medication in a child's possession will be confiscated. All medication will be administered strictly according to the prescription label.

In the event where emergency medication such as an antihistamine is required to be administered, e.g. bee sting, or unexpected adverse reaction, a parent must supply a form of written consent, such as a text message or email for the medication to be administered. They will then be required to sign a Medication Advice Form when they collect the child confirming their consent was given.

### **Behaviour Management**

Aldgate Primary School OSHC adheres to its Behaviour Management Process comprising of 4 steps:

1. Three reminders (in one session)
2. Take 5 + Behaviour Reflection Form
3. Internal Suspension (after being in step 2 five times)
4. Meeting with Principal (after being in step 3 five times)

However, behaviour of a violent nature is not tolerated. Offenses of this nature will immediately result in step 2. OSHC Educators will attempt to prevent inappropriate behaviour through preventative measures such as creating a positive environment, providing clear expectations, modelling appropriate behaviour, and educating children about appropriate practises. It is essential in promoting appropriate and positive behaviour that Educators and families communicate regularly. This may take the form of verbal or written communication. Please do not hesitate to speak with staff about your children's behaviour and disposition at home, school and OSHC.

### **Grievances**

The Aldgate Primary School OSHC fosters positive communication between children, parent/guardians and staff, and aims to treat everyone with respect. All issues and

concerns will be investigated carefully and confidentiality will be maintained at all times. Aldgate Primary School OSHC aims to deal quickly and effectively with any grievances that may arise.

### **Children with a grievance:**

**1.** Children are encouraged to attempt to resolve grievances that may arise on their own. Children are encouraged to talk about the problem with the person involved, and try to resolve the issue on their own.

**2.** If the children are not able to resolve the issue on their own, they are encouraged to then seek the help of an OSHC educator. The educator will assist the children to resolve the problem. Parents/Guardians may be notified depending on the level of the grievance.

**5.** If the issue is unresolved, Parents/Guardians and the Director will work together to understand the issue, what is causing the issue, and how all parties can be helped. Outside agencies such as Families SA or CARL may need to be contacted.

\* Children are reminded and assisted through this process whenever a grievance occurs.

### **Parent/Caregiver with a grievance:**

**1.** If a Parent/Caregiver has a grievance they should first speak to an OSHC educator as soon as possible either in person or over the phone.

**2.** If the OSHC educator is not able to resolve the grievance, the educator will inform the Parent/Caregiver that they will inform the Director of the grievance. The OSCH educator will take notes of the Parent/Caregiver grievance, including what the issue is, when this issue happened and who is involved. The Educator will inform the Director of the grievance as soon as possible.

**3.** The Director will contact the Parent/Caregiver to discuss and resolve the grievance. The director may seek assistance from the Principal to resolve the issue depending on the seriousness. The grievance may be discussed and resolved via email, phone conversation or in person meetings.

**4.** Allow a reasonable timeframe for the issue to be addressed.

**5.** If the grievance is not resolved, Parents/Caregivers may arrange a time to speak with the Chairperson of the Aldgate Primary School Governing Council who can be contacted via

Aldgate Primary School telephone number (8339 2377), or by letter addressed to Aldgate Primary School (3, Fairview Road, Aldgate, SA 5154).

5. If you are still unhappy contact DECD OSHC Unit (8226 6427).



**Aldgate Primary School OSHC,  
3 Fairview Rd, Aldgate  
0411 127 481  
[aldgate.OSHC368@schools.sa.edu.au](mailto:aldgate.OSHC368@schools.sa.edu.au)**