

# **FAMILY HANDBOOK INFORMATION**

The Staff and the Governing Council of the Mawson Lakes Out of School Hours Care Program would like to welcome you and your family to our OSHC Program! We hope your child's time with us is filled with many new and enjoyable experiences. All families are welcomed to visit with their child, have a tour of our facilities and meet the OSHC Staff. This can be arranged with the Director at any time

*(Please note: No smoking or alcohol permitted on school grounds)*

The Mawson Lakes School Out of School Hours Care Program provides a warm, safe, secure educational and recreational environment for children from Reception to Year 7. The staff is made up of friendly caring educators who provide a stimulating, unbiased and happy environment.

## **HOURS AND LOCATION**

**Before School Care:** 6:45am-8:45am Monday to Friday

**After School Care:** 3:00pm - 6:00pm Monday to Friday

**Vacation Care:** 7:00am – 6:00pm Monday to Friday during term breaks

**Pupil Free Days:** 7:00am – 6:00pm

**Mawson Lakes School OSHC**  
**Yates St.**  
**Mawson Lakes, SA 5095**  
**Mobile: 0401 121 318 (Available 7:00 am - 8:00pm) BSC Mobile 0421 612 718**

## **STAFF**

Director: *Cyndi Sapwell*

Assistant Director: *Sue Sheridan*

***All qualified staff members are trained in First Aid and all educators have Responding to Abuse and Neglect (RAN) Training and DCSI/Teacher clearances.***

Relief staff available when required and more staff will be employed as the number of children increase.

Families, who are continually late with payments, will be asked to pay in advance, and risk losing their child care spot. A receipt will be available from the Director and can be used for the Child Care Benefits Scheme from Centrelink when available

**BOOKINGS ARE ESSENTIAL** and cancellations must be made by 8pm the night prior to Before School Care and After School Care. If your child is sick, OSHC must be notified by the start of the school day (8:40am) so as not to be charged. Cancellations for Vacation Care are not accepted after the booking date. Sick days still incur the full fee during Vaccare. Late bookings during Vaccare incur a \$5 late fee.

## **PHILOSOPHY**

At Mawson Lakes School Out of School Hours Care we believe it is vital to encourage and provide children with a safe and enjoyable environment. This environment enables the children to learn new skills, build new friendships, and encourage positive attributes which assists with building self-esteem. Social skills are developed in a positive and exciting way and therefore make Mawson Lakes OSHC a safe and happy place!

## **ACTIVITIES**

OSHC offers a wide range of activities including arts and crafts, sports, cooking, music, construction, painting, board games, outside games, sports clinics, drama, and much more. Homework is encouraged to be completed between 3:45-5pm at OSHC and a quiet area is available.

## **PROGRAMMING**

A detailed program of activities is written monthly and the calendar is displayed at OSHC. Children will be actively involved in program planning, implementation and evaluation processes through: Suggestion Box, Kid's Club, questionnaires, group & individual discussions, and newsletters. We also use program extensions, intentional teaching and parent comments to complete our programming cycle. The program is designed to meet the recreational and social needs of children, as well as meeting all learning outcomes outlined in the *My Time Our Place* framework. Opportunities to develop skills, to learn and to continue educational activities related to school (homework) are provided in:

- A relaxed and friendly environment
- Interesting and enjoyable activities which are planned to incorporate gender, age, and child's social, physical, emotional, recreational, intellectual, and creative needs. We also celebrate multicultural events/celebrations
- Opportunities to do and try new activities
- Times to play with friends and socialize
- Play equipment and craft materials, the chance to be creative and imaginative
- Most importantly support and understanding
- Healthy nutritious breakfast/snacks are provided
- We also encourage Physical Education.

Feel free to offer ideas or suggestions for activities and programs to educators. There is also a suggestion box and your input is encouraged.

## **BREAKFAST/AFTERNOON TEA**

The program provides snacks and drinks for your child while in care. Breakfast usually consists of cereal, toast, fruit, pancakes, croissants, etc. Afternoon tea usually consists of breads with spreads, muffins, fresh fruit, yoghurt, cheese, popcorn, etc. Plus, we have a special snack which we often make as a group such as nachos, cookie decorating, mini pizzas, etc. We have a vegetarian option available, but if your child requires more than this or has a special diet, please send something else along. The service takes into consideration religious and/or dietary requirements of all children. Breakfast is served between 6:45 – 8am, which allows us to then tidy the OSHC room and prepare the children for their departure to class. Breakfast will NOT be served after 8am.

On Pupil Free Days children are required to bring their own recess and lunch, but afternoon tea will still be provided by the service. Please remember we have children in our care who have life-threatening NUT ALLERGIES- **NO NUTS OR PRODUCTS THAT CONTAIN NUTS ALLOWED AT OSHC.**

## **PHOTOGRAPHS**

Throughout the year we will be taking photographs of the children doing various activities. Please notify staff if you do not wish your child's photograph to be taken or placed on display, the school website or profile books.

## **MEDICATION/ILLNESS**

Medication can only be given to a child if it is a prescribed medication accompanied by a letter from a medical practitioner. It must state the time it is to be administered, and in its original packaging with a pharmacist's label which clearly states the child's name and dosage. Parents will be asked to fill out the Program's medication form if a child takes regular medication. Sick children cannot be cared for at the program. If a child arrives unwell, or becomes unwell during OSHC/VAC, parents will be notified immediately and expected to collect their child. You will also be notified if your child is injured whilst at OSHC. In the event of a medical emergency OSHC staff will call an ambulance, in line with standard first aid training, with family responsible for any cost associated with medical care, ambulance, and hospital costs.

## **SUNSAFE POLICY**

As you will be aware, Australia has the highest incidence of skin cancer. Staff will encourage children to apply sunscreen during the session. Hats are to be worn outside at all times by both staff and children in accordance to the school's hat policy . Children are not allowed to wear sleeveless shirts or thongs during the hotter months of vacation care for safety and sun-safe reasons.

## **INCIDENTS/ACCIDENTS**

If a child is injured at the service:

First aid will be administered by a qualified staff member (First Aid Certificate). An incident form will be filled out and shown to the parent, who then needs to sign the form.

If the injury is of a concern, an ambulance may need to be called and then the parent will be contacted straight away. If the parents are not contactable, the emergency contact numbers will be rung.

If a child becomes ill at the service, educators will make him/her as comfortable as possible until they are picked up. If staff warrants that the child's illness is serious enough to be sent home, a phone call will be made to parents/emergency contact.

## **BEHAVIOUR MANAGEMENT**

The children are required to follow the OSHC program rules and school ethos, which are posted on the wall in our room. A behaviour management program similar to that practiced by the school operates within the centre.

- **Step 1:** A reminder or warning
- **Step 2:** Reflection Time – 5 minutes
- **Step 3:** Reflection Time with the Director/Asst. Director – 10 min.
- **Step 4:** Parents Notified
- **Step 5:** Suspension from Program (time dependant on incident)

The Mawson Lakes OSHC Program encourages children to problem solve. If there is a problem the educator will ask the children involved with the incident to sit together and

discuss the problem and come to a compromise. The educator will not resolve the problem, but rather mediate and encourage the children to try to work it out themselves.

Everyone has the right to feel safe in our environment therefore any child deliberately physically hurting or continuously bullying other children/staff will not be tolerated. Parents will be called to come collect their child immediately and the incident will be documented. A “3 Strikes You’re Out” policy is in place for children who continuously do not follow OSHC rules. A yellow Behaviour Sheet (similar to ones used at school) will document these Strikes and parents will need to sign each of these sheets as they are administered. A procedure for re-inclusion to care will be worked out between the OSHC Director and parents/guardians.

**INCLUSION POLICY:** Mawson Lakes OSHC supports and encourages children with additional needs into the service. All effort will be made to ensure that we can accommodate a child’s additional needs using community services when available.

### **BOOKINGS AND MESSAGES**

Bookings should be made to OSHC educators on **0401 121 318** (available 6:45am - 8pm) or **BSC Mobile 0421 612 718**, via email ([oshc.mls987@schools.sa.edu.au](mailto:oshc.mls987@schools.sa.edu.au)), in writing or in person.

- Seven days’ notice is required in writing for cancellation of ALL booked care or changes of care in regards to Before School Care, After School Care or Pupil Free Days. Families who do not notify the service of cancellations will be charged full fees plus the *Not-Notified* fee.
- If a child is sick, full-fees (including Child Care Benefits - CCB), will still be charged. If by the third day the child is still sick, a medical certificate must be produced and only the CCB will be taken for the indicated days on the medical certificate. Please be advised that the school does not let us know if your child is away sick, so it is your responsibility to notify us.
- “*Not Notified*” Fee- If a child is not cancelled and staff must make calls to find out the whereabouts of the child, a \$2 fee will be added to the family’s account. This fee also applies to children who are dropped off without a booking and calls must be made to locate parents/carers.
- Vacation Care- Cancellations are not accepted after the booking due date. Families will be charged for all days booked and sick certificates will not be accepted.
- **Exceptions**-In the case of a medical emergency or family issue, please discuss with the Director and an alternative arrangement can be made in extenuating circumstances.

**Children booked in on a regular basis will be charged for their booked sessions, including non-attendance days if no cancellation has been made.** It is the responsibility of the parent/caregiver to notify the OSHC service if their child is booked in to OSHC and for any reason is not attending, this includes children who have attended school and have been taken home during the school day. Children booked in for care on a Pupil Free Day who do not attend will be charged as educators have been employed to adhere to the child/staff ratio requirements.

## **CHECK-IN AND DEPARTURES**

Children from Site West are to come to the OSHC Room directly after school, where they will be marked in attendance. We will also send staff through to each building on Site East to collect younger children, and then staff will walk them over to OSHC as a group. To satisfy the school's legal obligations regarding supervision of children, students from Reception to Year 7 who are on the school site after 3:15 pm (unless they are at supervised Sports Training/Co-Curricular Activities) **MUST** attend OSHC. Children must be collected by a parent or another nominated person before 6:00 pm, signed out and a time of collection indicated, otherwise late fees will be assessed.

## **PRIORITY OF ACCESS**

The Mawson Lakes OSHC program follows the Commonwealth Government's Priority of Access Guidelines for children using the service. These guidelines may be accessed in the OSHC Priority of Access Policy.

## **REGISTRATION AND ENROLMENT**

An enrolment form is required for each child and is available from the office or OSHC Centre. This must be completed and returned before the child attends the Centre. Please advise the Director of any changes to the information on the enrolment form

## **PARENTAL RESPONSIBILITIES AND PARTICIPATION**

Parents must book their children into sessions and make cancellations as necessary. You will be charged **full fees** if your child is booked and no cancellation is made. **Cancellations must be made one week in advance** (i.e.- Monday for the following Monday) so that we will have the appropriate number of staff to accommodate students, as well as enough breakfast and afternoon tea. Parents are requested to let staff know if another person, other than those specified on the Registration Form, is to collect their child from OSHC.

Parents are also encouraged to participate in the OSHC Program. Examples of involvement:

- ☺ Contribute ideas to the program
- ☺ Offer special skills

## **OSHC SUB-COMMITTEE**

Mawson Lakes OSHC is administered by the Mawson Lakes Governing School Council. The OSHC Advisory Committee comprises of parents, OSHC staff and management of Mawson Lakes School. The Sub-Committee reports to the school's Governing Council and makes recommendations.

## **SUGGESTIONS, FEEDBACK & GRIEVANCES**

Mawson Lakes OSHC invites suggestions or ongoing feedback from children, families and OSHC Educators and treats all communication in a professional and confidential manner. Please feel free to talk to the OSHC Staff regarding any feedback or grievances about the service. A convenient time can be made to speak one-on-one with the Director if required. Other means of communication include the use of emails, the suggestion box, or the OSHC Communication Book (kept in the sign-out area).

It is the responsibility of the Parents/Caregivers to notify the OSHC Director of any relevant or important information relating to the care, collection or supervision of their children. It is also the responsibility of the Parent/Caregivers to inform and keep the OSHC Director informed and updated of any changes in this information.

## **FEES**

As from Term 1, 2016:

**Before School Care - \$15 per day** (includes breakfast)

**After School Care - \$20 per day** (includes afternoon tea)

**Vacation Care - \$50 per day** (other expenses may be incurred on excursion days)

**Pupil-Free Days - \$50 per day** (includes afternoon tea)

**Early Finish Days (2pm) - \$22**

A late collection fee of \$20 per fifteen minutes will be imposed when parents arrive later than the closing time. The first 5 minutes will accrue a flat \$5 fee (unless this is constantly done, then it will go to \$20 as well), from 6:05-6:15 = \$20, 6:16-6:30 = \$40 and so on. If a child has not been picked up by 6:30 and all attempts to contact parents, guardians, emergency carers have been exhausted, Crisis Care will be contacted on 131 611.

Casual care is to be paid daily when the child is collected. Regular care should be paid weekly/fortnightly either by cash, cheque or internet banking. Children are **NOT** to pay fees. **If Fees are NOT paid on time you may risk losing care at our service.** Families, who are continually late with payments, will be asked to pay in advance. A receipt will be available from the Director and can be used for the Child Care Benefits Scheme from Centrelink when available.

## **CHILD CARE MANAGEMENT SYSTEM**

### **MLS OSHC Provider Number for Centrelink**

**Before/After School Care** 406 029 159V

**Vacation Care** 406 980 708T

Application forms for Child Care Benefits are available from Centrelink (13 62 40). For more information please visit [www.humanservices.gov.au](http://www.humanservices.gov.au) on the internet. The responsibility is yours to ensure that your forms are correctly filled out and lodged before the expiry date. Any period of fees not covered by a current fee relief application will incur payment of full fees. All children must be fully up to date on their immunizations, or have claimed an exemption, to be eligible for CCB. Centre needs both family and child Customer Registration Numbers and Birth Dates to make a formal enrolment.

