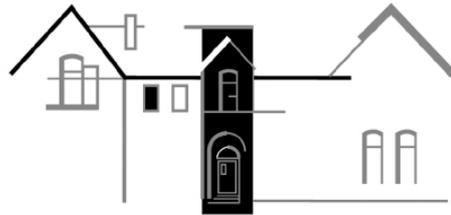


STURT STREET COMMUNITY SCHOOL OUT OF SCHOOL HOURS CARE



**STURT STREET
COMMUNITY SCHOOL**

PARENT HANDBOOK

WELCOME

The School Council and Staff welcome you to our
Out of School Hours Care

Telephone: 8231 7990 (OSHC)
0403 855 233 (ONLY during Vac care
excursions)
Fax: 8231 3188
Email: sturtstoshc@internode.on.net

OSHC Director:	Kate Kenny
OSHC Assistant Director:	Austin Brandon
Principal:	Pat Cardone

PHILOSOPHY

STURT STREET COMMUNITY SCHOOL OSHC

We believe that quality care and education are interwoven. We also believe that a philosophy that encourages a positive self-esteem in children, parents and staff will enable our children to work towards achieving their best. OSHC aims to provide affordable, quality care and recreational activities for children whose parents work, study or need respite. The care will be provided in a safe and stimulating environment where children can have fun as they experience a unique setting different to school and home. OSHC is available to all children aged 5-13 years attending Sturt Street Community School, as well as children from the wider community. Children will be encouraged to develop to their full potential within a safe, caring and supportive environment. The Sturt St OSHC is a child-focused place where play is seen as vitally important. We are committed to maintaining the period of middle childhood as a unique and valuable stage of life.

CHILDREN

We believe our programme should create an environment that encourages learning through play thereby providing:

- a safe, caring ,happy and peaceful environment;
- opportunities for physical, emotional, creative, social and intellectual development;
- for each child's needs so they have the freedom to develop individually;
- developmentally appropriate activities that encourage problem solving and self help skills;
- opportunities to foster a positive self esteem, personal responsibility and independence;
- a nurturing environment which develops and extends children's interests and talents;
- a balance between stimulation and relaxation;
- an awareness and respect for ourselves and our environment;
- opportunities for stable, caring relationships with staff and other children;

PARENTS, CAREGIVERS AND FAMILIES

We aim to support parents/guardians and families in their roles as primary caregivers and educators by:

- greeting and welcoming you into our community in a genuine and sensitive manner;
- respecting your child-rearing practices;
- recognising, respecting and supporting the different cultural and socio-economic backgrounds of our families;
- creating , encouraging and supporting opportunities for your involvement and participation;
- encouraging the exchange of information and cooperation with parents/caregivers about their children;
- providing information about other services for children and families

STAFF

To ensure provision of high quality care and education for children, our staff:

- will recognise and respect children as individuals and have an understanding of needs;
- will promote an awareness and appreciation of other cultures which will be reflected in the service programmes;
- will provide a stimulating, hygienic, safe, caring, sensitive and happy environment through developmentally appropriate programmes;

- will be sensitive to the needs of families and the community, and be able to respond to these needs through open communication;
- will work as a flexible member of a team;
- will resolve conflict showing respect of culture, diversity and individual difference;
- will be enthusiastic, approachable, professional and show initiative;
- will adhere to the service policies and guidelines.

Our School is committed to providing:

- encouragement for all staff to participate in on-going training and development;
- opportunities to be involved in decision making;
- an environment which is supportive of the individual worker, especially in relation to their cultural, physical, professional and emotional needs
- opportunities for staff members to communicate and enhance team work skills;

COMMUNITY

Our OSHC service will:

- promote awareness and knowledge of the need for, and value of high quality care for children;
- provide flexible, accessible, high quality services in response to community needs; participate with other community groups, agencies and services to share resources and develop a support network;
- where possible, endeavour to remain aware of and respond to, the changing needs of the community.
- be sensitive to the wide range of social and cultural backgrounds of our community;

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1. Operating Times

<i>Before School Care</i>	7.45 am -- 8.45 am
<i>After School Care</i>	3.30 pm – 6.00 pm
<i>Vacation Care & Pupil Free Day</i>	7.45 am – 6.00 pm

Before and After School Care operate for 40 weeks per year during school terms.

Vacation Care operates for 10 weeks per year during school holidays.

There is a 2 week close-down period over Christmas and New Year. **On the last day of vacation care in December, OSHC closes at 5 pm.**

It is essential that your child is booked into OSHC so that we maintain the correct legal child:staff ratio.

The bookings made on the OSHC registration form will roll over to the next term. If you wish to change your bookings for BSC, ASC or VAC, these changes must be done in writing by filling in a 'notification of change' form, via email or writing in the communication book located in OSHC. Verbal changes to OSHC bookings are not acceptable. Even if a verbal change is made, you will still be charged for the session unless the change of booking is in writing. It is highly recommended you look at your invoices fortnightly to ensure you're not being charged for a booking which you do not require & also to ensure CCB is applied to your account if necessary.

Children attending OSHC are required to be collected on time or a **late fee will apply** to cover the extended staffing costs. The late fee is \$1 per minute.

2. OSHC Fees

The fees for OSHC are as follows:

Please note a permanent booking is ongoing, and a casual booking is a booking which is not ongoing.

	<i>Permanent charge per session</i>	<i>Casual charge per session</i>
<i>Before School Care</i>	- \$10	- \$11
<i>After School Care</i>	- \$19	-\$21
<i>Pupil Free Day</i>	- \$45	
<i>Vacation Care</i>	- \$50 (<i>Early bird</i>)	
	- \$56 (<i>if booked in after early bird cut off date</i>)	

Fees are set in accordance with the OSHC operation budget. They are reviewed and implemented by the School Council and the OSHC Committee. The portion of fees payable by the families is determined by the family income and eligibility to Child Care Benefit paid by the Department of Family and Community Services through the Family Assistance Office.

As our services are Community Based (i.e. non-profit making and government subsidised) the fees collected are to pay staff salaries and to cover operating costs. Therefore it is vital that fees are paid regularly and on time.

If you are having trouble paying fees you need to talk to the Director. Financial Assistance may be available through Special Child Care Benefit for a limited time, or if you are studying or preparing for your future funding may be available through JET by contacting Centrelink.

Families are required to pay a bond/deposit of \$100 which will be paid out on leaving the OSHC Service. However, if bad debts arise, this deposit will be used to recoup the bad debt.

Cancellations

Please note we require **72 hours cancellation notice for before and after school care. For vacation care we require 7 calendar days notice for cancellations.** If the required cancellation notice is not provided, you will still be charged for the booking. Please note these cancellations must be provided in writing.

Sickness

Full fees are charged for the first calendar week of the child's absence due to sickness. If the illness extends beyond the first week and a Doctor's certificate is produced, 50% of the fee will be charged. NB CCB eligibility will apply during illness absences if a doctor's certificate is provided.

3. Payment of Fees

Families must be assessed for Child Care Benefit (CCB), If you have not been assessed for CCB, please call the Family Assistance Office on 136150 before your child commences at OSHC.

Fees can be paid by electronic transfer, cash, cheque or EFPTOS. Electronic transfer details appear on the right hand corner of the OSHC tax invoice. A lockable fee box is located in the OSHC kitchen area to make OSHC payments. Please use the envelopes provided to write your child's name on the envelope and the amount of money enclosed before putting in the lockable fees box. If you wish to pay your OSHC account using automatic direct debit, please collect a direct debit authorisation form from OSHC.

Please note the following CRN numbers to quote for SSCS OSHC when talking with the Family Assistance Office.;

Before School Care

---- 407 128 852A

After School Care

Vacation Care

---- 407 128 854S

All families are required to pay their fees on a weekly basis. If, however, you receive your wages on a fortnightly or monthly basis, you need to see the Director or Admin Officer to make alternative arrangements.

If payments are overdue after one week, a reminder note will be sent and after two weeks overdue a phone call. Once the account is overdue for 28 days, your child will not be eligible to attend OSHC until the account is paid in full. If your OSHC account is overdue at the end of the term, your child will not be eligible to attend vacation care until the account is paid in full.

4. OSHC Management

The Sturt Street School Council Inc is the Operator of the OSHC service and the employers of the staff working with the children.

The OSHC Committee is a sub-committee of the School Council.

This committee makes recommendations to School Council about financial management, staffing issues, development of the outdoor learning areas and maintenance of the building and grounds. It also has an important role in developing and reviewing the service philosophy and policies.

No experience is necessary to join the OSHC Committee, just interest, enthusiasm and commitment. The Director or any member of the current committee will be happy to give more information to any interested parties. There are usually three parent volunteers on the committee as well as the OSHC Director.

5. Enrolment of Children

Enrolment forms must be completed for your child to attend OSHC. These forms can be obtained from the front office or OSHC.

Please ensure that any changes in your personal details such as phone numbers or people authorised to collect your child is given to the Director promptly in writing.

6. Arrival & Departure Routine

PLEASE SIGN THE ATTENDANCE SHEETS – including time of arrival and departure. This is a requirement of the Commonwealth Department of Family and Community Services and failure to sign in and out will result in the withdrawal of Child Care Benefit.

If you are going to be late collecting your child **PLEASE** telephone the Centre. A late collection fee of **\$1 per minute applies**.

7. Security & Collection of Children

The safety of children attending our services is of paramount importance to families, children and staff. Only parents/caregivers and authorised persons nominated on the enrolment form may collect your child. If you want a different person to collect your child you need to advise the staff beforehand, preferably in writing, or a telephone call. Staff will need to see identification such as a driver's licence, from the person collecting your child.

CHILDREN WILL NOT BE RELEASED TO UNAUTHORISED PEOPLE.

If a Family Court order is in place, (eg Parent Order or Residential Order) the Director needs to be advised and provided with a copy of any such order that restricts access of one of the parents.

No information will be given to persons over the telephone if our staff cannot establish their identity.

8. Staffing

Sturt Street Community School takes pride in the staff team running the OSHC service. This team has a collective range of qualifications and experience in working with children that ensures the delivery of a very high quality of care. Their respect for children together with the warm and caring environment they have created enables them to identify and provide for individual children's developmental and learning needs.

The regulation adult/child ratio will always be maintained.

Ongoing professional development for staff is actively encouraged, and regular relievers are employed whenever possible to provide continuity and stability for children, staff and families.

9. Programming

Children will grow and learn best in a safe and caring environment. Staff will use the routines, planned activities and child initiated play as learning experiences. Children's ideas and interest are recorded regularly to plan for activities and excursions.

Routines include times for group activities (optional), individual experiences, eating, and cleaning up. Planned experiences will include times for problem solving, creative and imaginative play, music, stories, physical activities etc.

We believe that children learn and develop skills best through play and staff will continually support and challenge children through interactions of the highest quality.

10. Excursions

Excursions and neighbourhood walks are an important way to extend children's experiences.

They provide variety, fun and interesting opportunities for learning and are planned as part of the developmental program. There are Regulations set down covering excursions to ensure the supervision and safety of young children. You will be asked to sign a consent form to give permission for your child to participate in OSHC excursions.

11. Celebrations

Celebrations are an important part of our community, and therefore children's lives. They promote a sense of belonging and positive self esteem and can be conducted in a variety of ways. We would enjoy families sharing celebration days with the children in the service including any national costumes or decorations. Food is often a focus of cultural and family celebrations, and culturally different food provides an excellent learning opportunity for the children. Families are encouraged to bring a birthday cake or other food to help celebrate any special day for your child.

12. Nutrition

Due to children & staff that may have allergies to nuts, the OSHC service has a no nut policy. Nuts are not to be given to children during time at OSHC. Due to even unknown allergies, we appreciate if you can reinforce to your child that sharing food is not advisable during OSHC. We believe that a balanced diet and good nutrition is vital for the physical and mental well-being and development of children. Children attending our OSHC service will be provided with wholesome meals and snacks incorporating all of the essential food groups according to their individual needs and the times they are in care. Children will be encouraged to finish off food that may be in their lunchboxes. We appreciate your co-operation in refraining from giving your child lollies or unhealthy foods in OSHC.

13. Guiding Children's Behaviour

We believe that children need guidance and assistance to help them learn to become responsible for their own behaviour, and to realise that actions have consequences.

Through role modelling, appropriate language and positive interactions each child will be guided and supported to behave and interact within consistent and realistic limits. Bullying in OSHC is unacceptable and any child that behaves inappropriately will follow our behaviour management steps. For the safety of all children, any child who is repeatedly aggressive will be excluded from the OSHC Program. OSHC follows the same behaviour guidelines as in school so the children are familiar with consequences for inappropriate behaviour. For further information please see the behaviour code policy in OSHC which is on display in the OSHC foyer or alternatively talk to OSHC staff.

14. Emergency & Accident Procedures.

Our School has a safe and secure environment.

Every effort is made to prevent accidents, however if a child does have an accident, staff will take appropriate action.

If medical action is required, every effort will be made to notify the parent/guardian.

Depending on the severity of the accident the child will be taken to the nearest available doctor or the ambulance will be called.

The accident register will be filled in and the parent must sign that she/he has sighted the document.

Evacuation procedures are displayed in prominent places throughout the Centre.

It is important that telephone numbers of parents and emergency contacts are kept up to date. Please advise us immediately you have any changes in these details.

15. Illness and Immunisation

If a child is sick and unable to attend OSHC, parents are asked to telephone the Service and inform staff about their child's illness and absence.

Parents are encouraged to immunise their child against all diseases appropriate to their age. A record of the child's current immunisation status will be kept at the Centre.

Children who are not immunised will be excluded from the Centre during outbreaks of some infectious diseases in accordance with the National Health and Medical Research Council Exclusion Guidelines, even if the child is well.

16. Infectious Diseases

Recommended minimum periods of exclusion from school, pre-school and child care centres for cases of and contact with infectious diseases (National Health and Medical Research Council, January 1997)

Condition	Exclusion of cases	Exclusion of Contacts
Amoebiasis (Entamoeba histolytica)	Exclude until diarrhoea ceases.	Not excluded.
Campylobacter	Exclude until diarrhoea has ceased.	Not excluded.
Chickenpox	Exclude for at least five days AND until all blisters have dried.	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.
Conjunctivitis	Exclude until discharge from eyes has ceased.	Not excluded.
Cytomegalovirus Infection	Exclusion not necessary.	Not excluded.
Diarrhoea	Exclude until diarrhoea has ceased.	Not excluded.
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24hours after finishing a course of antibiotics and the other 48 hours later.	Exclude family/household contacts until cleared to return by an appropriate health authority.
Glandular fever (mononucleosis)	Exclusion is not necessary.	Not excluded.
Hand, Foot and Mouth disease	Until all blisters have dried.	Not excluded.
Head Lice	Excluded until effective treatment has been given and hair is free of nits and eggs.	Not excluded
(Hib)	Exclude until medical certificate of recovery is received.	Not excluded.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before seven days after the onset of jaundice or illness.	Not excluded.
Hepatitis B	Exclusion is not necessary.	Not excluded.
Hepatitis C	Exclusion is not necessary.	Not excluded.
Herpes (cold sores)	Young children unable to comply with good hygiene practices Should be excluded while lesion is weeping. Lesions to be covered by dressing, where possible.	Not excluded.

Human immuno-deficiency virus infection (HIV AIDS virus)	Exclusion is not necessary unless the child has a secondary infection.	Not excluded.
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.	Not excluded.
Influenza and influenza like illnesses	Exclusion is not necessary.	Not excluded.
Leprosy	Exclude until approval to return has been given by an appropriate health authority.	Not excluded.
Condition	Exclusion of cases	Exclusion of Contacts
Measles	Exclude for at least four days after onset of rash.	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case they may return to school.
Meningitis (bacterial)	Exclude until well.	Not excluded.
Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed.	Not excluded if receiving rifampicin.
Molluscum contagiosum.	Exclusion not necessary	Not excluded.
Mumps	Exclude for nine days or until swelling goes down (whichever is sooner)	Not excluded.
Parvovirus (erythema infectiosum, fifth disease).	Exclusion not necessary	Not excluded
Poliomyelitis	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.	Not excluded.
Ringworm, scabies, pediculosis (lice), trachoma	Re-admit the day after appropriate treatment has commenced.	Not excluded.
Rubella (german measles)	Exclude until fully recovered or for at least four days after the onset of rash.	Not excluded.
Salmonella, Shigella	Exclude until diarrhoea ceases.	Not excluded.
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the person feels well.	Not excluded.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received	Not excluded.
Whooping cough	Exclude the child for five days after starting antibiotic treatment.	Exclude unimmunised household contacts aged less than 7 years for 14 days after the last exposure to infection or until they have taken five days of a 14-day course of antibiotics. (Exclude close child care contacts until they have commenced antibiotics.)
Worms (intestinal)	Exclude if diarrhoea present.	Not excluded.

NOTE: The NHMRC recommends that children who are physically unwell should be excluded from attending school, preschool and child care centres.

17. Medication Policy

Sturt Street Community OSHC is a Department of Education and Children's Services (DECS) site. This means, we are not autonomous in the way we operate, we are required to follow DECS requirements and best practice.

In a publication "Health Support Planning in schools, preschools and childcare services", Section 5.2 Medication management, it states:

"Education and child care staff should store and supervise only medication that has been prescribed by a doctor for the individual child or student, for the period of time specified. This ensures the medication is medically warranted. Analgesics (pain killers eg Panadol) or other medications which can be purchased over the counter without a prescription should also be prescribed if staff members are asked to supervise their use. **It should be noted that analgesics can mask signs and**

symptoms of serious illness or injury and should not be used by education and child care workers as a standard first aid strategy.”

Consequently, you are advised that service staff will require a letter from your doctor if you want any over the counter medication to be administered to your child/ren

Where the medication has been prescribed for a child, the parent/caregiver must record the dosage and times of administration in the medication register in the child's room and sign to give permission before it can be administered.

*The medication must be **handed** to a staff member who **knows the child** and the **information checked before the parent leaves.***

*Medication given to a child **must have the child's name and dosage on the label, and be ‘in date’ before staff are allowed to administer it.***

No medication prescribed for a specific child will be given to a sibling. All children need to have any medication specifically prescribed in their own name.

Medication will only be administered by a qualified staff member who knows the child, and the dosage will be checked by a second staff member. Both staff members will then sign the register.

The child will be observed for any reactions which may be attributable to the medication. These will be noted in the register and parents informed.

Medication from alternative "health care professionals".

Medication from registered chiropractors and/or naturopaths will only be given if staff are provided with a letter from the health care professional authorising the medication for the specific child and the medication form is completed and signed by the parent/caregiver.

If a child obtains a serious injury or is unwell, the parent/guardian will be contacted and asked to collect their child. Information regarding a child's medical condition must be filled in on the enrolment form. There must be a copy of any medical action plan given to the Director.

18. Head Lice Policy

Head lice may infest people of any socioeconomic position, age or sex. In fact they may prefer clean hair. Lice can live on long hair, short hair, dirty hair and on very clean hair.

- 1. Carers will check a child's hair if they notice that the child is scratching their head frequently. Look for eggs (nits) or lice near the scalp.**
- 2. If the child has eggs or lice the child's hat will be placed on the child's head (or a clean spare one) to contain them and individual play will be encouraged.**
- 3. The parent will be contacted and asked to collect their child immediately. If the parent is not contactable or does not collect the child/ren within half an hour, the service staff will contact the emergency contacts**
- 4. The children CAN NOT remain at the centre whilst infested and need to be taken home and treated correctly.**
- 5. The child may return to the centre the day after appropriate treatment has started. Dead eggs may still be present but the child is no longer infested.**
- 6. On the child's return the staff may check the child's hair on arrival before the parent leaves to ensure it is no longer infested.**

19. Sun Smart Policy

As part of our Sun Smart Policy, children and staff are required to wear a Legionnaire or Broad Brim Hat and sun screen whilst outside throughout the year.

When the UV index rating is 3 and over, children & staff will wear sunscreen when outdoors. The service will supply sun screen, but parents may provide treatments for sensitive skin if preferred.

The staff will role-model appropriately eg – suncreening and hat wearing. We will encourage play in shady areas, especially between the hours of 11.00 am and 3.00 pm.

Children who do not have a hat will not be allowed to play outside. As per our sun smart policy, we also ask that your child wears clothing that protects their shoulders. Singlet tops are not appropriate to wear to OSHC. When children are going on excursions which involve wearing bathers, we ask that you send your child in a sun smart rash vest or long sleeved t-shirt, board shorts alone & bikini bathers are not suitable to wear to OSHC.

20. Communication

The notice board/white board in OSHC located in the foyer will be used for general information. Other matters such as pupil free days etc will be in the school newsletter. Other information will be placed in the parent pockets, which must be checked weekly. There is a book for parent comments for issues to discuss at management meetings located near the sign in/out sheet at OSHC. We welcome any suggestions to improve our OSHC Service. If you have any concerns with or about any aspect of the Service or you would like to talk about your child's participation or development, you are encouraged to make a time for a chat with the Director.

You are also able to approach the School Principal or write to the Management Committee if you believe your concerns have not been addressed adequately. We treat all information regarding children and their families with the utmost confidentiality. Personal information of staff and families is not given out to anyone without prior consent.

21. Mandatory Reporting

Our School is committed to the prevention of child abuse and neglect. You are encouraged to come and talk to the Director about any concerns you may have as the needs and care of young children are paramount to our staff. At all times a qualified staff member will be with the children who is a mandated reporter. Mandated reporters are required to report any suspected case of abuse or neglect.

22. Family Involvement

How families can be involved:

- Fundraising
- OSHC Committee meetings
- Excursions
- Volunteering for a few hours.
- Sharing a skill they may have
 - eg - playing musical instruments
 - music and dance from another culture
 - sewing
 - bringing in items of interest (clothing, small animals)
- Programming - offering suggestions of what you think children might like to experience.
- Supplying resources eg rolls of coloured paper/contact

- Special drives for certain “junk” material
- Giving feedback to questionnaires via newsletter
- Submitting articles for newsletter eg recipes
- Offering information about what is happening about the school campus
- Sharing information about their families culture, celebrations etc.

23. Grievance Procedure for Parents

RATIONALE:

- We provide high quality care in accordance with the national Accreditation principles
- We endeavour to carry out our work in a professional manner being sensitive and responsive to the needs of families.
- As a team of professionals we acknowledge that we constantly need to review, monitor and modify our programs and practices.
- We acknowledge this as a positive part of our continual growth.
- There may be times when parent/caregivers feel dissatisfied, annoyed or unhappy with aspects of our service, and we need to be aware of your concerns.

The following is a range of options that will assist parents to bring concerns to our attention:

Procedure:

- Discussing the matter with the person concerned at the appropriate time and place (these discussions must take place off the floor ~ without children in earshot). Whilst there may be an issue which arises then and there, it is essential that parents and vice versa ask the staff member if they can discuss the issue (off the floor) for confidentiality. Failing that – discussing the matter with the Director, **or**
- Make an appointment with the School Principal, **or** if preferred
- Write an email or letter.

Resolution Guidelines:

- Clarify and state the problem
- Focus on the problem and not the person
- Offer constructive solutions or alternatives
- Confidentiality should be maintained by all parties.

Please note that if we are not aware of your concerns we cannot address them

Welcome once again to the

Sturt Street Community OSHC

**We look forward to a happy and successful
relationship with your family**

**Please note there is a more detailed SSCS OSHC Policy handbook for
your perusal located at OSHC.**