

NEWLANDS PRIMARY OUTSIDE SCHOOL HOURS CARE PROGRAM FAMILY HANDBOOK 2022

OSHC Information

Hours of operation

Before Care - 7:30am-8:50am

After Care - 3:30pm-6:00pm

Contact us newlandsooshc@gmail.com
0491 273 710

OUR PHILOSOPHY

At Newlands Outside School Hours Care, we believe that all children should have their physical, emotional and social needs met in a safe, caring and supportive environment. We provide care that protects children from harm whilst protecting their dignity, individual needs and privacy. We are dedicated and enthusiastic about providing a positive and fun learning environment, which is inclusive and supportive of all children. Our program evolves through the ideas and interests emerging from the children in our care. The best interests of the child are the paramount concern to staff.

OUR STAFF

Coordinator: Rhonda

Assistants: Jody & Courtney

All of our staff members employed at the service are first aid trained and hold a current working with children check issued by the department of justice. Staff at Newlands Primary are committed to establishing positive and caring relationships with all children in order to support them and help them thrive in all endeavours and provide a fun and comfortable environment that children love to come to after school. All staff qualifications and educator/child ratios are in accordance with or better than guidelines set in the quality principals and childcare act 2002.

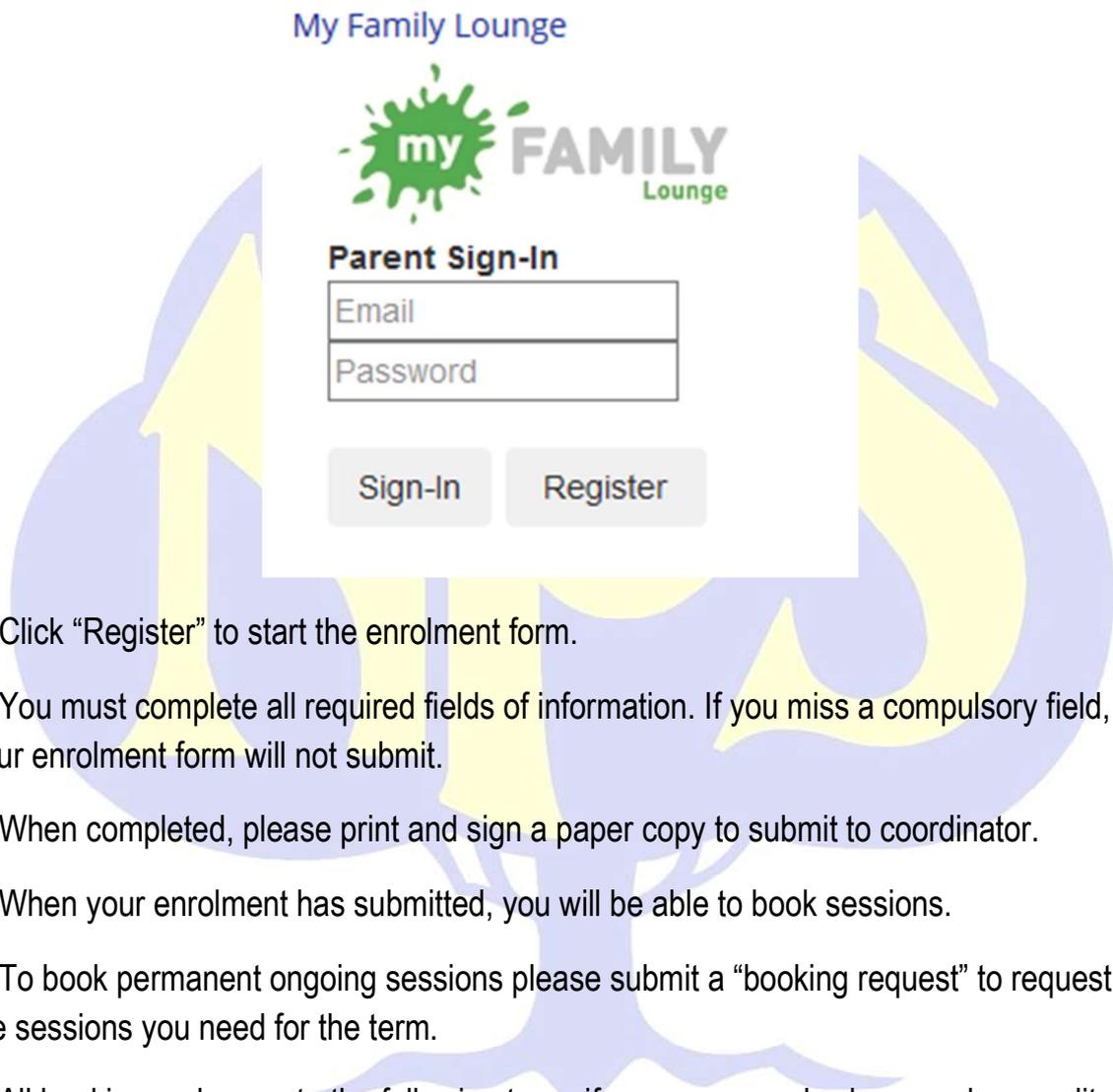
****Please refer to all staff by their first name****

*Occasional Staff relievers will be used when the Coordinator and or the assistant are absent.

ENROLMENT PROCEDURE

How to Enrol:

1. Go onto Newlands Primary School Website
2. Look for “My Family Lounge” widget below



3. Click “Register” to start the enrolment form.
4. You must complete all required fields of information. If you miss a compulsory field, your enrolment form will not submit.
5. When completed, please print and sign a paper copy to submit to coordinator.
6. When your enrolment has submitted, you will be able to book sessions.
7. To book permanent ongoing sessions please submit a “booking request” to request the sessions you need for the term.
8. All bookings role over to the following term, if your care needs change, please edit your current bookings and submit a request to change your bookings,

9. Download the My Family Lounge App

The app allows you to:

- View your permanent sessions
- Mark your child absent
- Book casual one off sessions

ARRIVAL & DEPARTURE

After Care Arrival & departure

We have a duty of care too all children at Newlands Primary School and child safety and wellbeing is our first priority. It is your responsibility as the parent/guardian to **mark your child absent** if they will not be attending. This is incredibly important and allows us to ensure your child's safety when in our care. Our procedures regarding children who do not show up for their booking is as follows:

All children who are booked to attend the after care service who do not arrive by 3:45PM staff will call the office to run an announcement over the P.A and then parents/ guardians will be contacted on the phone numbers provided. Failure to notify staff of absence is a child safety issue and will be taken very seriously. We will be documenting these instances and continued failure to notify staff of child absences may jeopardise your ability to use the service.

To notify us of an absence please use the My family Lounge APP by clicking on the child, the session, scroll down and click "Mark as absent". DO NOT notify the school office or classroom teacher. If you are unable to mark your child absent on the app please text us directly on **0491 273 710** no emails regarding absence as they are only checked once a day.

Please ensure you sign your child out on the iPad before you leave.

Before School Care Arrival & Departure

Children must be signed into Before School Care and out of After School Care each day by an authorized person each day; persons under the age of 18 are not permitted to collect children from the service.

To support our students and their safe arrival please always remember to inform your child in the morning if they will be attending After School Care.

LATE COLLECTION OF CHILDREN

If you cannot arrive by 6:00PM to collect your child or will be sending someone in your place, you must telephone staff to inform them of the change/ late arrival. We ask for your cooperation by collecting your child/children by 5:45PM the following procedures will apply if you child is not collected by 6:00PM :

If there is an emergency and you will be running late, parents must telephone the coordinator if they will be arriving later than 6:00PM.

1. If your child is not collected on time, a fee of \$1 per minute is applicable after 6:00PM; this fee will be applied straight to your bill.
2. The coordinator will make every attempt to contact the parents; if necessary, we will then contact an emergency contact listed on your enrolment form.
3. The programs first concern is for the wellbeing of the child, therefore in the exceptional circumstances where a parent has not collected the child and cannot be contacted, the department of human service or the police will be contacted.
4. Families who are habitually late, or fail to inform us of their child's absence from the program may be asked to make alternative childcare arrangements.

PERMANENT vs CASUAL

When your child attends this service, they will all under one of two payment/ booking categories:

Permanent:

Is defined by your child attending the same days every week, for a term or more.

Permanent sessions will always be charged regardless of attendance. If your child is not attending a session, you are required to mark them absent on the app.

Casual:

Is defined by your child using the service irregularly or attending extra one-off session in addition to their permanent days. A Casual session can be made via the My Family Lounge app. Cancellation of sessions is also done via the app by marking them "absent" If this is done by 9:30 on the day of the session, payment will not be necessary. However, cancellations of a casual spots at last minute must be paid for in full.

OPERATING TIMES

Before School Care:

Available from 7:30AM Monday to Friday during the school term. Children must be signed in by a parent or guardian in the OSHC room. Please note before school care does provide breakfast, please let a staff member know if your child needs to eat at Before Care. Your child is more than welcome to bring their own healthy food to eat whilst in attendance and staff will provide support to prepare their food.

After School Care:

Available from 3:30PM-6:00PM Monday to Friday during the school term. After school the teachers will accompany Prep and grade 1 students for the short walk between their classroom and OSHC, to ensure their safe arrival and support their transition.

Curriculum Day OSHC

Our OSHC service now offers care from 7:30am-5:45pm on curriculum days. The first day of OSHC 2022 begins on Monday January 31st. Emails and reminders will go out before each curriculum day with information and instructions on how to enrol.

AFTERNOON SNACK

Children will be provided with a variety of light healthy snacks each afternoon from 4:00PM these snacks are prepared on site by staff who have obtained current food handling training. The OSHC menus are prepared using seasonal fruits and vegetables every day, as well as an accompaniment such as crackers or sandwiches. All food is Halal and vegetarian. If your child suffers from any food allergies or intolerances, you **MUST** notify staff both verbally and in your enrolment form.

ACCIDENTS, ILLNESS & INJURY

*If your child is unwell, you **MUST** keep them home.* Children with infectious diseases will be excluded from the service until they are well enough to attend again. This ensures the safety of both staff and other children at the school. The coordinator will consider re-inclusion of your child after parents present a medical clearance from a doctor. If a child becomes unwell whilst at the service, the coordinator will contact a parent/guardian immediately. All staff are qualified to administer first aid, however if a contact cannot be reached or it is necessary to seek immediate medical attention and ambulance will be called and the child will be taken to hospital. The cost of the ambulance and all medical treatment is the responsibility of the parent/guardian.

MEDICATION

In the case that your child requires medication whilst in our care; please, supply written authority from either a parent/guardian stating the drug, dosage, dates and times to be administered. (Please ask staff for forms). All medications must be supplied in their original packages, with the child's names clearly printed on the front. All medications will be administered by the coordinator and witnessed by another educator. Please sign this form at the end of the day.

CHILD CODE OF CONDUCT

As part of our commitment to quality care at the service, we have basic rules children must follow. These rules have been developed in consultation with the children at Newlands, ensuring they have a sense of ownership over what happens in their space.

1. We respect each other and ourselves.
2. We will speak to others the way we wish to be spoken to, with respect and dignity.
3. We will be open to new ways of doing, thinking and being.
4. We must always behave in a way that respects the safety of others and ourselves.
5. Children must respect the school facilities, resources and staff.

The children attending the Before and After School Care program can expect to enjoy the same rights, and to accept the same responsibilities as they do whilst at school. Children are expected to follow the school rules. At all times consideration will be shown to others.

SUN SMART POLICY

We incorporate and enforce "NO HAT NO PLAY" policy; we are required to ensure children wear hats and apply sunscreen at all times whilst outdoors during term 1&4. If a child does not have a hat, they will be required to remain inside or in complete shade. Parent must provide children with a suitable broad brimmed hat and clothing that provides as much coverage as possible. If your child cannot use regular sunscreen and requires a special brand due to allergies, (or for parent preference) please ensure this is provided to staff or kept in your child's bag with their name clearly printed.

CHILD CARE BENEFIT

CCSS deductions apply to relevant and authorized parents who have been assessed by the FAO. Families will be eligible for the childcare benefit when the appropriate paperwork has been completed and given to the coordinator. We cannot claim your rebate without child and parent #1 Customer Reference Number (CRN from Centrelink, you can locate this number via MyGov) date of birth and full names. Once you have enrolled with us and attended a session, please visit MyGov and confirm your enrolment with us.

FEE'S AND PAYMENT

Permanent: \$22.50 per session for Before Care and \$25 per session for After Care

Casual: \$25 per session for Before Care and \$30 per session for After Care.

Accounts are issued weekly via email and payment is required within five working days of the issue date. Payment can be made to the school via bank transfer or direct debit only. You can find the school bank details on page 3 of every statement, on the school website or below. A late fee of \$5 per week will be applied to all overdue accounts. By signing and submitting an enrolment form, you are agreeing to these terms and conditions.

Due to the popularity of our program and our ever-expanding community, we are currently updating our billing procedures in consultation with our principal, coordinator and school council. Our updated billing policy will be emailed to all families, uploaded to our website and newsletter when finalised.

NEWLANDS PRIMARY SCHOOL BANK DETAILS

BSB: 063-183

ACCOUNT NUMBER: 1002 3013

Please ensure you reference your child's name and "OSHC" (outside school hours care) on the bank statement so we know what you are paying for.

e.g. John Smith OSHC

‘Through Relationships We Build Success’

We **collaboratively** build our understanding in a safe, supportive learning **community**.

We **make meaning** and explore connections with the world through our **love of language and arts**, becoming the **authors of our learning**.

Our Vision is guided by our four pillars of learning:



Collaborators
Colaboradores



Learners
Estudiantes



Communicators
Comunicadores



Inquirers
Investigadores

To be effective **collaborators**, we need to concentrate attentively, support each other, contribute to others' thinking and unite to move forward.

We never stop **learning**. We need to plan our actions. Through persistence, we strive to understand. Through reflection, we refine our thinking.

To be an effective **communicator**: we listen to others and prompt for more information, we can succinctly explain and present our thinking and learning.

We are forever seeking answers, which creates more questions. We **inquire** using research. We analyse and evaluate to make sense of the world around us.