



HAPPY VALLEY PRIMARY SCHOOL  
OUT OF SCHOOL HOURS CARE

**BEFORE SCHOOL CARE**

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**AFTER SCHOOL CARE**

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**VACATION CARE**

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**PUPIL FREE DAYS**

## **FAMILY HANDBOOK**

Happy Valley Primary School OSHC  
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## **Welcome**

Welcome to the Happy Valley Primary School's OSHC and Vacation Care Program. We offer care for children aged from 4 years until they finish primary school, before and after school and kindy during the term and during the school holidays.

## **Philosophy, Goals and Aims**

At Happy Valley School OSHC we aim to offer a warm, safe, friendly and enjoyable environment. The program supports a strong sense of identity for children where they can feel connected with, and contribute to their world. Children are encouraged to become confident and involved by learning through play. Children are supported in their social and emotional wellbeing and are encouraged to take responsibility for their own health and physical wellbeing. Children are encouraged to become effective communicators in a supportive environment.

Our goals are to provide a stimulating and engaging educational/recreational program and practice; safeguard and promote children's health and safety; provide a safe and suitable physical environment and a diverse range of experiences which will promote children's learning and development; provide qualified and experienced educators who have the ability to build respectful and effective relationships with children, families, the community and each other; ensure meaningful relationships are promoted with and amongst the children that promote a sense of security and belonging in the service; promote collaborative partnerships with families and the community that aim to achieve positive outcomes for the children and their community, based on effective communication, consultation and collaboration; provide effective leadership and management of the service which contribute to the provision of a quality environment for the children's learning and development.

We aim to achieve these goals by:-

- Ensuring the development of a program supported by an approved learning framework which will enhance each child's learning and development; educators are focused, active and reflective in providing and evaluating the program for each child.
- Ensuring each child's health is promoted; healthy eating and physical activity are integral components of the program for children; each child is protected.
- Ensuring the environment is suitable as an OSHC service; the environment promotes competence, independent exploration, is inclusive and promotes learning through play; the service promotes caring for the environment and sustainable futures.
- Ensuring staffing arrangements enhance children's learning and development; children's safety and wellbeing is paramount; all staff are respectful and ethical.
- Ensuring interactions and relationships with children are warm, nurturing and meaningful; a collaborative learning environment is promoted; children's behaviour is managed effectively and dignity and rights of the child are constantly maintained.
- Ensuring collaborative and supportive relationships are developed and maintained with families and communities; families are supported in their parenting role and their beliefs are respected; an atmosphere of collaboration between families, communities and support agencies is promoted for the wellbeing of all.
- Ensuring effective leadership promotes a professional learning environment; clear goals are established for staff; educators and management are fit and proper; there is a commitment to continuous improvement; the service is managed effectively under relevant legislative requirements; service practices are based on effective policies and procedures.

**The approved provider of the Happy Valley OSHC Service is the Happy Valley Primary School Governing Council Inc.**

**Location**

The OSHC program is located in the Junior Primary wing alongside the basketball courts.

**Hours of Operation**

Before School/Kindy Care	7:00am-9:00am
After School/Kindy Care	3:00pm-6:15pm
Pupil Free Day/Vacation Care	7:00am-6:15pm

Happy Valley OSHC is closed for two weeks over the Christmas/New Year break and on the School Closure Day for the Royal Adelaide Show.

**Child Ages**

The Happy Valley OSHC program can be accessed by children from 4 years of age until the holidays prior to the child commencing High School.

**Session fees**

The session fees (per child) without Child Care Subsidy are: -

Before School Care	\$16.00
After School Care	\$29.25
After School Care Late Booking	\$39.25 (Booking made after 10am for that afternoon)
Pupil Free Day	\$73.75
Vacation Care Deposit	\$20.00
Vacation Care	\$78.75
Early Bird Vacation Care Fee	\$73.75

Please note these fees are subject to change. Parents will be given at least 2 weeks notice of any change of fees.

**Staff**

<b>Director</b>	Sarah Duffy	Bach of Education
<b>Assistant Director</b>	Nathan Fiegert	Bach of Education
<b>Qualified Educators</b>	Debra Solly	Advanced Diploma of Early Childhood
	Bek Sarre	Bach of Education
	Fletcher Neild	Partial Completion of Bach of Early Childhood
	Matt Hancock	Partial Completion of Bach of Education
	Dylan Kokotis	Partial Completion of Bach of Education
	Kieran Buhagiar	Bach of Education
<b>Assistant Educators</b>	Nathan Heath	
	Jacqui Flavel	
	Beth Paull	
	Paul Newbury	
	Rachel Preston	
	Mel Anderson	
	Daniel Tomlinson	
	Nathan Holmes	
Kitchen Staff	Tom Dennert	
Junior Staff	Caitlin, Charlie, Evan, Bryce, Lincoln	

We occasionally have relief staff/Vacation Care only staff, who may not be named as part of this list.

## **Accounts**

Accounts are prepared each Monday and are emailed to families. Any enquiries regarding accounts should be discussed with the Director.

## **Bookings / Cancellations / Allowable Absence Days**

- Each family is expected to make bookings, in advance, for the care sessions required. Information must include dates, times and the names of children who will attend, to ensure that the service is prepared with resources and staffing to meet the children's needs.
- Fees are charged for each day that the child is enrolled. 5 working days notice must be given to cancel an OSHC booking and Vacation Care days cannot be cancelled after Friday 5pm Week 10 (Term 1) Friday 5pm Week 9 (Term 2 &3) and Friday 5pm Week 8 (Term 4)
- Allowable absence totals will be shown on the bottom of each weekly account.
- Each child has 42 allowable absence days for each financial year.
- In the event of late collection the Director must be contacted and alternative pick up arrangements made. A late fees of \$15 per 15 minutes or part there-of is charged from 6:15pm.
- If a parent does not arrive, OSHC staff will attempt to make phone contact with parents/caregivers. If the parent's/caregivers cannot be contacted, the emergency contacts will be called to organise the child's immediate collection. If they cannot be contacted or are unavailable and no one can be contacted by 6:45pm, Crisis Care or local police will be called. The child will accompany Crisis Care staff or the police who will take over duty of care and contact of the parent/caregiver.
- If late collection by a family is ongoing: more than three times in one term, the centre may suspend their enrolment with 14 days notice by the OSHC Advisory Committee.
- If a child does not arrive at OSHC, staff will visit the classroom to check if the child was absent or if they were collected and by whom. If no one is at the classroom they will visit the front office. If the child still can't be located the parents/caregivers will be contacted and, if they cannot be contacted, the emergency contacts. If no contact can be made or the child cannot be located by 3:45pm they will be declared missing and the police will be notified.

## **Payment of Fees**

- Payment of fees is on a weekly or fortnightly basis. Please set up an Automatic Payment. You will be invoiced every Monday for the previous week. Any automatic payments made during the week will be shown on the following weeks invoice. If you wish to pay monthly you must pay in advance, not in arrears.
- Families with outstanding accounts need to discuss payment plans with the Director.
- Payments are preferred via Xpay or bank transfer but we also accept EFTPOS.

- All fees are legally recoverable.

## **Debt Management**

- When fees are more than 14 days overdue, families will receive a text message asking for payment to be made by Friday of that week or a \$15 late fee will be charged.
- If fees remain unpaid a second message will be sent stating that a \$15 late fee has been charged to the account and that an additional \$15 late fee will be added if fees have not been paid by Friday of that week.
- If fees still remain unpaid a final message will be sent stating that an additional late fee of \$15 has been added and that access to the service will be terminated if fees are not paid by Friday of that week.
- Fees are then handed to the school for collection.
- Payment plans can be made by speaking to the Director.
- The Approved Provider will be informed when children have been denied access to the service.
- Families experiencing genuine hardship may be entitled to a Special Child Care Subsidy (This can be arranged with the director.)
- Should we deem it necessary to involve a debt collection agency to recover fees the full debt collection costs will be added to your account.

## **Child Care Subsidy**

Child Care Subsidy is a weekly fee reduction for families. To register for Child Care Subsidy you will need to complete an online assessment on Centrelink Online or your myGov app. You will be asked to estimate your family income for the current financial year, your family activity level, the school status of your child and to confirm your child will be attending Happy Valley OSHC.

## **Sign In/Sign Out Procedure**

### **Before School Care**

Children must be signed in by a family member/caregiver. Children in Year 1 to Year 6 have the option to leave the service at 8:30am. Reception children must stay at OSHC until 8:45am at which point all school children are able to enter their classrooms. Kindy children are walked to Kindy at 9:00am. OSHC staff will sign all children out as they leave.

### **After School Care**

All children must come straight to the service when they leave their class and be signed in by a staff member. Reception children will be collected from their classroom by an OSHC staff person. After Term 1, the Reception children, in consultation with parents/caregivers, may be able to walk to the service independently. Kindy children will be collected at 3:00pm.

### **After School Sport Practice**

A sports release form must be completed by a parent or guardian prior to attendance at sports practice. Children must first report to OSHC to be signed in and then will be taken to practice by an OSHC staff member who will stay until the practice has finished.

## **Priority of Access**

All OSHC and Vacation Care places are allocated according to a priority of access

- First Priority – a child at risk of abuse and/or neglect
- Second Priority – Both parents/guardians, or a single parent, who are working, studying, training or looking for work
- Third Priority – Short term respite

## **Services Policies and Procedures**

Please ask a staff member if you have any questions regarding the services Policies and Procedures. A copy of the Policies and Procedures is available on request.

### **Accidents and Injuries**

If a child requires first aid while at the service the staff person who administers the first aid will fill out an accident sheet which the parent/caregiver must sign on collection. If the child required medical attention, parent/caregivers will be contacted and, if required, an ambulance will be called.

### **Behaviour Management**

At Happy Valley OSHC we aim to create positive relationships with children making them feel safe, secure and supported within our Service. We will ensure children are treated with respect, consistency, fairly and equitably as they are supported to develop the skills and knowledge required to behave in a socially and culturally acceptable manner.

To enable each child to develop a positive self-concept, staff will use positive child behaviour guidance strategies at all times. Positive behaviour guidance must take into account children's self-esteem, dignity and rights and individual levels of development and understanding. The rights and responsibilities of students, parents and OSHC staff will be the basis of the Happy Valley OSHC Behaviour Guidance Policy and for determining procedures described in this policy. The approach of this policy is that of a positive and supportive role from the service, with the expectancy of a positive and supportive response from parents. Implicit in this policy is the right for all children staff and families to have a safe environment that respects all users. It is important to note that any child who is suspended from school cannot attend OSHC or Vacation Care for the period of that suspension, unless negotiated with the Principal. Parents/guardians and children will be informed of the Behaviour Guidance Policy, through the enrolment package. Whilst there is recognition of the importance of Out of School Hours Care to caregivers, this also needs to be balanced with having a safe and respectful environment for all children and staff.

### **Confidentiality**

All matters pertaining to the service are considered confidential. Your privacy will be respected at all times. No information will be given out without authority from a parent or guardian. The only exceptions will be for legal reasons such as for the Police or Families SA. (Refer to the Confidentiality Policy in the OSHC Policy Document)

### **Facebook**

The Happy Valley OSHC Facebook group has been created as a person to allow greater communication with families and also a higher level of protection of children's images. It can be found by searching 'Happy Valley OSHC.' Only current families are able to be added.

### **Feedback**

Feedback from children and their families is vital to the ongoing creation and evaluation of the OSHC program. OSHC regularly surveys children and parents/caregivers but feedback is welcome at any time in either a written or verbal capacity. If there are aspects of the program of concern or interest, you can discuss these with the Director or other senior staff.

### **Food and Nutrition**

We encourage a healthy and nutritional diet in accordance with the Australian dietary guidelines. Before 7:50am the program offers breakfast consisting of bread, toast, fruit toast, cereal, and milk drinks. Afternoon tea is provided each afternoon at 3:30pm and always has either fruit or vegetable options and a 'main' such as pasta dishes, cold meats, sandwiches, tacos and wraps. Children with allergies or special dietary requirements are considered in the planning of afternoon tea and alternatives are provided.

## **Grievances and Complaints**

We believe that families have an important role in the service and we value their comments. We aim to ensure that families and children feel free to communicate any concerns they have in relation to the service, staff, management, programs or policies without fearing negative consequences; and that they are fully aware of the procedures to do this.

If you have a complaint or comment about the service, you are encouraged to speak to the Director who will arrange a time to discuss your concern and come to a resolution to address the issue. If the complaint is not handled to your satisfaction at this level you should discuss the issue with the Chairperson of the OSHC Advisory Committee, either verbally or in writing. They will discuss the issue with the Director and develop strategies to resolve the issue. If necessary, a meeting can be organised with you, the Director and the school Principal or Chair of the OSHC Advisory Committee to resolve the issue.

## **Homework**

A homework time is offered each afternoon at 4:45pm. Any families who would like their child/ren to do homework at this time can speak to the Director.

## **Infectious Diseases**

It is important if any child has an infectious disease, such as chicken pox, conjunctivitis, measles, whooping cough, head lice etc, that the Director is informed immediately. If a child becomes ill while at OSHC, parents/caregiver or emergency contacts will be notified to collect the child as soon as possible. The child will be comforted and cared for whilst awaiting collection.

## **Leaving School Grounds**

In the event of a child leaving the OSHC / school grounds of his or her own accord, every effort will be made to have the child return. If this is unsuccessful, parents or caregivers will be notified and, if necessary, the Police.

## **Lost Property**

Any lost items are kept at OSHC under the sign in area next to the desk. We regret that we cannot take any responsibility for children's toys or personal items. Please leave these items at home.

## **Medical Information**

As well as specifying details on enrolment forms, please ensure that staff are informed and updated with any details relating to your child/ren's health, diet, daily routine, physical condition and any other special needs. If we are well informed, we will be able to better deal with any situations that may arise and ensure that each child is successfully included in the program.

If your child requires medication while at the service, either long term or short term, please speak to the Director or other qualified staff.

## **Sunsmart Policy**

All OSHC children must wear a blue bucket OSHC hat during from the October to the April school holidays when participating in outdoor activities and while on excursion.

In the December/January Vacation Care program all children must wear sun smart clothing with sleeves and must wear a rash top or t-shirt when participating in water activities. Sunscreen is provided and applied at regular intervals throughout the day when participating in outdoor activities.

## **Work Health and Safety**

The service operates under Work Health and Safety guidelines. Any safety concerns can be discussed with the Director

## **Invitation to Families**

We invite families to contribute to the service in the following ways:

- Take an interest in the program and support the staff in their roles.
- Contribute ideas and resources.
- Join the OSHC Advisory Committee
- Contribute skills to the program – these can enhance a child's time in OSHC. These can include craft eg. Woodwork, sewing, demonstrations, talks or visits by work colleagues (eg. Emergency personnel)
- Donations of craft materials, boxes, magazines.
- Complete occasional surveys

Families are welcome to make suggestions and discuss any concerns they may have with the current policies and procedures.

**We at Happy Valley OSHC look forward to supporting your family through their kindergarten and primary school years.**