



Information Guide

Stradbroke School Out of School Hours Care & Vacation Care Service

Stradbroke School
73 Koonga Ave, ROSTREVOR SA 5073

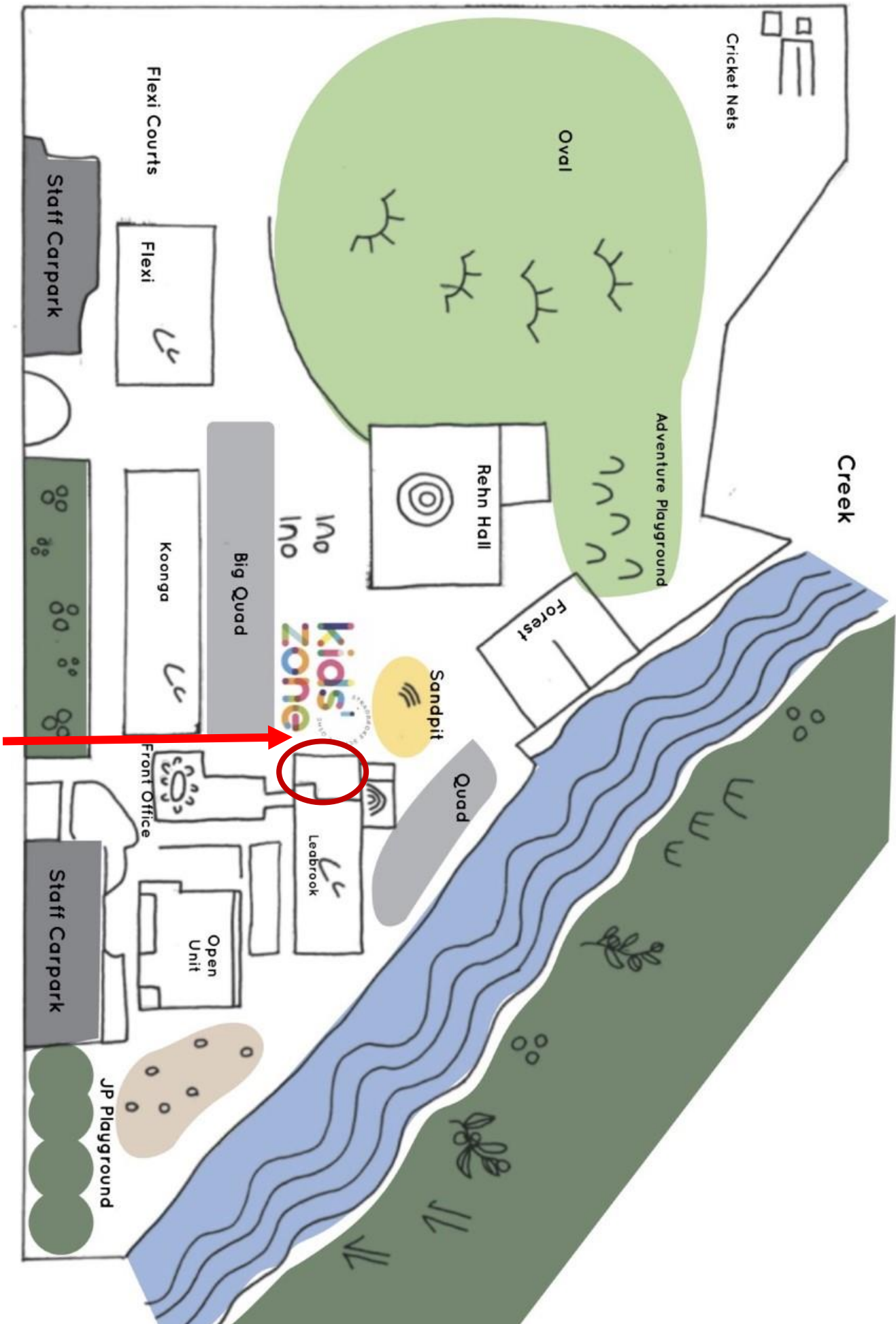
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Director & Nominated Supervisor: Rebecca MacQueen
Assistant Director & Operational Leader: Kris Giles
Assistant Director & Educational Leader: Abbey Helliar
Administration Officer: Joshua Cardone
Dietary / Nutritional Needs: Joshua Cardone

Opening Times
Before School Care: 7:00am to 8:45am
After School Care: 3:00pm to 6:15pm
Vacation Care: 7:00am to 6:15pm

Please refer to our Vacation Care booklet for specific information regarding our Vacation Care program.



Where can you find us?

The Kids' Zone homeroom is located downstairs in the Leabrook building – across the corridor from the Uniform Shop.

Welcome to the Stradbroke School Out of School Hours Care (OSHC) Service. (Kids' Zone)

We provide a high quality out of school hours care program for students attending primary school (including year 7 students that have not yet started high school) as well as children attending kindergarten (excluding excursion days).

The Stradbroke School Governing Council is the employing body of our service. They are responsible for the financial planning and management of Stradbroke School OSHC (Kids' Zone). The Governing Council and the OSHC Advisory Committee will ensure that decisions are made in an appropriate manner and in the best interests of the service and families.

We follow the National Quality Standards/Framework and use 'My Time, Our Place' and 'Early Years Learning Framework' as the basis of our child-centred programming. This service has been assessed against the National Quality Standard for Early Childhood Education and Care and School Age Care and has been accredited **Exceeding**, in accordance with the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011.

Mission Statement

Our mission is to continue to inspire and support positive change in the out of school hours care sector in South Australia as a leading provider. We strive to lead through achieving consistently exceeding outcomes for children and our local community through the embedded best practices which are informed by continuous critical reflection, education and child development theories.

Philosophy

Developed in collaboration with the children, educators, staff, families and school community.

At Stradbroke School OSHC (Kids' Zone) our practices, policies, procedures and programs are continuously developed with a focus on safety and sustainability, in consultation and collaboration with children and their families, our staff, Advisory Committee, Governing Council and our local community, through ongoing critical reflection.

Valuing both children's rights and their importance in genuine decision making is embedded within our practices. Children's voices form the basis of our service's operations and our programs are reflective of children's holistic needs.

Our service values play as paramount and children have opportunities for genuine leisure, challenge and ongoing learning within stimulating, flexible, child-led, considered environments. Through both spontaneous and structured experiences, children are given opportunities and are encouraged to be connected with and contribute to both the surrounding natural environment, built environment and the local community.

Children are valued as individual, unique, competent and capable learners and are encouraged to engage in thoughtful risk taking and to embrace challenge, whilst respecting our core value of safety. We nurture a supportive environment where reciprocal relationships are valued through a positive and holistic approach. Children's behaviour is guided to build their confidence, self-esteem and to promote their well-being, to support a strong sense of identity, being and the ability to effectively communicate.

Through high expectations and the use of intentionality, educators plan for, value and respect children's autonomy, facilitating independence and the development of life skills, through engaging children in flexible routines which provide continuity in transitions as well as engagement in embedded sustainable practices.

We have the highest expectations for all employees. We provide ongoing opportunities for reflective practice, training, ongoing learning and value opportunities for mentoring. Highly qualified staff are of significance to the high-quality outcomes of our service.

Our staff are knowledgeable and inclusive of all families' diverse needs and practise equity in supporting children and families. Diversity is considered within our critical reflection, decision making and programming. We nurture cultural diversity and continued inclusion of Aboriginal and Torres Strait Islander children within our service and ensure staff are culturally competent and support our vision for reconciliation.

Stradbroke School OSHC Aims:

- To ensure our practices are informed by ongoing, consistent critical reflection and meaningful engagement with children, their families, the community and other stakeholders
- To prioritise inclusion; to value each child's diverse needs and to have high expectations for all children
- To ensure safety is considered and planned for in all aspects of service operation, while respecting the need for challenge and risk-taking
- To provide opportunities for the holistic child to engage in leisure based, stimulating, spontaneous and planned activities which foster children's interests, are developmentally appropriate, further their learning and contribute to the development of life skills
- To have a focus on learning through play while valuing the importance of intentional teaching
- To use assessment for learning as part of the service's ongoing learning and reflective practices
- To create a sense of belonging for all children by creating a warm, supportive atmosphere where they are valued as diverse individuals
- To value responsiveness to children in order to develop and foster positive and nurturing relationships between educators, children and families
- To provide continuity of care with the school environment and smooth transitions by working in partnership with all stakeholders
- To ensure staff and educator continuity is maintained and ongoing learning, training and mentoring is an embedded practice
- To value and maintain reciprocal and mutually beneficial community connections
- To maintain embedded practices of sustainability and to promote environmental practices within the community
- To value and implement the service's Reconciliation Action Plan

Vision for Reconciliation

Our vision is to create a culture of belonging by drawing on our strong, existing relationships with families and our local community and to embed cultural competency within Stradbroke School OSHC. This will be achieved through meaningful engagement with the local and wider Aboriginal and Torres Strait Islander communities to support continued inclusion of Aboriginal and Torres Strait Islander children within our program, and to support all children to meaningfully engage with Aboriginal and Torres Strait Islander histories, cultures and contributions.

When is the service available?

- Weekdays before and after school (OSHC)
- School holidays (Vacation Care)
- School Closure days / Pupil Free days (for Stradbroke School & Rostrevor Kindergarten Students only)
- Early Closure (last day of term 4 from 2:10pm)

The service is not available on weekends and public holidays.

Closed for approximately two weeks over Christmas / New Year Period – Closure dates will vary each year as determined by the OSHC Advisory Committee (please view the Summer Vacation Program to see dates or check with Kids' Zone staff).

What are our operating times?

- Before School Care: 7:00am (strictly; please do not drop off prior) – 8:45am
 - children in year 3 and above released at 8:30am as this is when school supervision in the yard commences
 - children attending Kindy or Rainbow Reading / Mini Lit are escorted at 8:30am
 - children in reception – year 2 children are kept until 8:40am and escorted to their class
- After School Care: 3:00pm – 6:15pm (strictly; please collect on time) (collection of kindy/younger children from 3:00pm)
- Vacation Care: 7:00am – 6:15pm
- Pupil Free / School Closure days: 7:00am – 6:15pm

Ages we cater for:

We cater for children attending Kindergarten to Year 6. Exceptions may apply. Speak to the Director for more information.

FullyBooked online Booking & Cancellation Process

Kids' Zone uses an **online booking system called FullyBooked**. You are required to manage all of your bookings and cancellations via this system. You will also use this system to select any escort service and vacation care excursion option, please choose carefully. Fullybooked also includes a virtual waitlist. **You will need to specifically book in for a Pupil Free Day/School Closure Day if you require care for your child/ren.**

To book your child into Kids' Zone, you will need to enrol your child/children using the link below. Then you will be able to place your bookings. All bookings and cancellations MUST be made on this system. The below link can be used on any computer, tablet or smart phone (add the web page to your home screen on your phone for easy access).

Please use this link to enrol: <https://kidszone.fullybookedccms.com.au/family/login>

Please ensure you list the enrolling parent/account holder as the person that is registered for CCS with Centrelink. We also ask if your child(ren) can complete a Child and Family Profile which you can collect from our hallway table to provide us with information about their individual background, needs and interests (this is not compulsory). An educator will complete an induction with your child once they commence at the service.

The number of children the service can provide care for is limited by many factors including staffing, transportation, venue bookings and licensed places. Please **do not** assume that care is available. It is important to book early to reserve a place for your child. The service will not be able to provide care if the maximum approved places limit is reached and waiting lists for permanent bookings may need to be implemented.

All cancellations must be made 7 days prior to the booked date of care. There will be no exceptions, even due to illness as we would have already included your child in our ratios and ordering of supplies. When cancelling outside of this period your child will be marked as absent and you will still be charged. Centrelink currently allows 42 absences per child each financial year.

Programs and Seesaw

Viewing the Program

Our OSHC program is viewable in the programming folder located next to the iPad in the hallway. There is an iPad in the hallway where you can view the daily reflections or you can download the Seesaw app on your device.

Our Vacation Care program is released 4 weeks before the end of each term and can be downloaded from the school's website.

Our program for Pupil Free and School Closure Days is displayed as a poster at the service in the weeks prior.

Program Information

Children's voices create the basis of our program, educators endeavour to capture the input and learning of all children through the use of discussions (formal and informal), reflective questions on Seesaw and observations of children's learning. Please email us if you have queries on how to join / use Seesaw to view your child's learning documentation.

The service offers a range of planned and spontaneous experiences, ensuring flexibility always remains a priority in order to allow children to find enjoyment in the unexpected.

The program is inclusive of the cultural and linguistic diversity of all families using the service.

- Programs will be balanced, providing a range of indoor/outdoor experiences, quiet/active times and settings.
- Programs will include opportunities that foster and enhance:
 - friendships between children
 - individual child/staff interactions
 - cooperative and responsible behaviours among children
 - individual and group interests
 - special needs, interests and talents of every child
- An approach to activities that values both processes and end products will be encouraged
- Programs will consider developmental ranges, ages and abilities and will incorporate activities that can be done on different levels
- Programs will provide children with access to a range of different equipment, facilities, resources, media and materials
- Programs will incorporate feedback and suggestions from children, educators and families
- Programs will support physical development through the inclusion of activities which incorporate the use of gross and fine motor skills
- Programs will support the development of life skills by providing opportunities for leadership roles and team building activities and by involving the children in creating an aesthetically pleasing environment

- Programs will incorporate activities which are inclusive of gender, culture and the additional needs of individual children to develop an awareness and acceptance of others
- Programs will provide opportunities for children to be active or to relax in a quiet atmosphere
- Programs will support the principles and attitudes of the International Baccalaureate (IB) learner

Supporting the Holistic Child

We value providing varied choices for children within our programs and therefore would always like to hear your child's suggestions of what they would like to have on our program. Please email the service, speak to an educator, communicate on Seesaw or complete a feedback sheet. Some examples of experiences are as follows:

Quiet activities: Yoga, Pilates, board games, puzzles, colouring mandalas, sewing, knitting, sand art & loom bands.

Technology: Computer games, PlayStation X-Box, watching DVDs, coding BeeBots, making movies and photography.

Competitions: "Build an aid to help another person" "Guess how many lollies are in the jar" and "Minute to Win It".

Active games/sports: Handball, poison ball, soccer, secret agent, noodle hockey, European handball, table tennis, badminton, volleyball, football, tennis, cricket, basketball, netball, baseball, T-ball, hockey, skipping, hoop play, frisbee, quoits, hopscotch and a range of Aboriginal and Torres Strait Islander games.

Group games/team-building activities: Music games, drama games, pass the parcel, bingo, mummies game, the fly, poison letter, twister, pin the tail on the donkey, celebrity heads, charades, stuck in the mud, museums, singing, dancing and performing arts.

Outdoor exploration: Playgrounds, sandpits, outdoor nature play area, creek walks and exploring loose parts.

Art/craft activities: Moulding, making sculptures, drawing, cutting, pasting, beading, and painting.

Cooking activities: Such as making apple crumble, mini pizzas, sushi, vol au vents, quiches, carrot cake, cheese muffins.

Science activities/experiments and problem solving: Making balloon rockets, volcanoes, spinners, electronics, and microscopes.

Manipulative play: Playdough, marble runs, junk sculpture, bubble blowing, construction toys such as Lego, Duplo, wooden blocks.

Creative/imaginative/spontaneous play: Drama, music, plays, dress-ups, mime, dancing, toy food, cars, puppets, story/poetry writing.

We also include the following:

Kids' Voice Committee

Children elected as committee members make decisions regarding the operations and programs at Kids' Zone (e.g. activities, equipment, rules, displays, community involvement, and fundraising.) Members receive badges upon election and meet once to twice a term at afternoon tea time to have discussions and put plans in place. They are thanked for their time with a special afternoon tea during the meeting.

Cultural Diversity

We ensure our program, physical environment and resources are reflective of the cultures present in our local community while providing opportunities for learning about a wider range of cultures as well as ensuring indigenous perspectives are represented. As a service we incorporate the celebration / recognition of a wide range of days of cultural importance such as Reconciliation Week, Harmony Day, Carnevale, Chinese New Year, Ramadan, St Patricks Day, Remembrance Day and Sorry Day.

If you would like to know more about cultural diversity at Kids' Zone or contribute suggestions, input or support please email the service or ask to speak to our service's RAP Leader, Educational Leader or Director.

Sustainability

Sustainability is an underpinning element of our decision making and daily practices. Children assist in a wide range of sustainable practices such as using compost bins to collect scraps from meal times and contribute them to the school's compost system. Our service monitors the use of palm oil-based foods and sponsors an orangutan whose habitat has been affected by palm oil deforestation. The children have chosen a number of native Australian animals for our service to sponsor. We also encourage families to participate in our sustainable practices by donating recyclable goods to our making tray for the children to use for craft as well as encouraging families to join us for gardening sessions.

At Kids' Zone we participate in a range of environmental awareness days including Clean Up Australia Day, World Environment day and Earth Hour as well as a range of other environmental themed days the children show interest in. We consistently run Environment Club where children are able to participate in a range of activities (e.g. gardening, tree planting, water watch awareness, grassy heads, recycling and creek walks) as well as incorporating environmental themed excursions and incursions during Vacation Care and Pupil Free days such as tree log tee-pee building, making bees wax food wraps and visits to the Adelaide Botanic Gardens. If you would like to know more about Sustainability at Kids' Zone or contribute suggestions, input or support please ask to speak to our service's 'Sustainability Leader/s'.

Community Connections

Community connections are an embedded element of our services program to ensure children develop mutually beneficial relationships with the local and wider community. During Pupil Free days and Vacation Care home days we facilitate visits from community groups (e.g. Police, Guide Dogs, Wheelinet Wheelchair Sports and First Aid Courses).

Our service also links with local community groups to facilitate projects such as sustainability with incisions from Bunnings Warehouse and regular visits to support the Athelstone Community Garden.

We also link closely with local nursing homes and work with the coordinators to ensure programs are run in which children and elderly residents can learn from one another.

Where possible we support local businesses and ensure we are making considered choices when choosing suppliers and venues.

We strongly believe in supporting children to develop empathy. We regularly support a large range of charities and non-for-profit organisations which are chosen by the children attending Kids' Zone.

If you would like to know more about community connections at Kids' Zone or contribute suggestions, input or support please send our service an email or ask to speak to our service's Aged Care Leader or our Community Connection and Charity Leader/s.

Bush OSHC

As part of our program connecting children with the community and nature we take small groups of children to Morialta Nature Playground to engage in nature play during OSHC time. There is an emphasis on playing in the creek, building with natural materials and going for easy bush walks rather than playing on the play equipment. Please feel free to send your child in gumboots if they are attending Bush OSHC.

Valuing Independence

At Kids' Zone we value the importance of children developing self-help skills therefore we provide them with numerous opportunities to develop their skills such as participating in our range of clubs such as Cooking Club, Woodwork Club and Performing Arts Club.

In order for the children to have autonomy they are to approach the educators and let them know when they would like to move to another area and the educators then use their walkie talkies to let the educators at the other area know that the child is approaching.

Children help with maintaining effective routines such as wiping down tables before and after snack times and helping with jobs around Kids' Zone including serving afternoon tea, caring for the physical environment of the service and taking on leadership roles around the service and running activities with the support of an educator.

We plan to ensure we incorporate experiences that develop children's independence and self-help skills such as First Aid courses, self-defence workshops and cyber safety workshops.

If you would like to receive further information or discuss the educational program at Kids' Zone, the 'Early Years Learning Framework' (for kindy aged children) or the 'My Time Our Place Framework' (for school aged children) please speak to the service's Educational Leader or the Director.

Reconciliation Action Plan

The service has a Reconciliation Action Plan which guides the ongoing improvement and implementation of Indigenous perspectives within the service. We encourage all stakeholders to contribute their ideas and feedback. You can find the document in the hallway near the iPad, please speak to the service's Reconciliation Leader/s for further information.

Homework

If you would like your child to be doing their homework at Kids' Zone you will be required to select this option when booking their care on Fullybooked. Homework Club runs Monday to Thursday (except on the first and last week of term). It runs from 4:45pm and educators will be supervising and assisting your children in completing their homework. Computers with internet are available for use and children are permitted to use their Chromebooks during this time within view of educators.

Technology

We supply storage behind our desk for Chromebooks for children who are required to bring them to school for their studies. Children are required to hand in their Chromebook at the Kids' Zone desk upon arrival at the service.

We strongly discourage children bringing their personal devices to the service including phones, tablets and gaming devices. If your child must bring a device it must be handed in upon arrival and it will be stored behind the Kids' Zone desk.

Physical Boundaries

Children may play in the following areas when supervised by staff. We have priority in these areas during the hours of operation, except when the large quadrangle is used for sports team-training sessions.

Before School

- Kids' Zone room
- Lounge area by the stairs (the stairs are out of bounds)
- Leabrook Building Wet area
- Leabrook Building Lunch shed
- Asphalt area north of Leabrook building
- Outdoor nature play area
- Moriatta Kitchen
- Rehn Hall
- Koonga Building Music Suite

After School and Vacation Care

- Kids' Zone room
- Lounge area by the stairs (the stairs are out of bounds)
- Leabrook Wet Area
- Leabrook Lunch shed
- Asphalt area north of Leabrook building
- Outdoor nature play area
- School Staff Room Kitchen
- Cathie Wilson Oval
- Main quadrangle – eastern area (except when sporting teams are training)/sandpit
- Rehn Hall
- Moriatta Rooms (upstairs from Kids' Zone)
- Koonga Building Music Suite
- Basketball courts (near flexi building)
- Oval playground & sandpit
- Adventure playground & sandpit

Toilets

The boy's toilets are located next to the wet area and the girl's toilets are down the far end of the hallway. Children are to ask educators permission to attend the toilets.

Vacation Care

4 weeks before school holidays commence, Vacation Care packages will be available for parents to view on Fullybooked, and download from the school's website www.stradsch.sa.edu.au and from the Stradbroke School OSHC Skoolbag App. This will include a copy of the programmed activities and essential information. Any overdue account balances must be paid before new bookings will be accepted.

All bookings are required to be made via Fullybooked <https://kidszone.fullybookedccms.com.au/family/login>. You can cancel any booking if you need to via Fullybooked and won't be charged for care as long as the cancellation has been made by the required deadline of 7 days prior.

Vacation Care Excursions

During the vacation care period we will undertake a range of excursions which will be outlined on the program. We always welcome parent/caregiver and child input in regards to what is included on the program. We include a varied range of excursions such as ice skating, visiting Hahndorf Farm Barn, Latitude, AFL MAX, Woodhouse Activity Centre, Inflatable World, Scoffed Cooking School, mini golf and wildlife sanctuaries.

Vacation Care Incursions

During the vacation care period and on School Closure / Pupil Free days incursions are planned based on the children's and families' feedback and ideas. These are experiences held at the service and include activities such as silent discos, Aboriginal artefact talks, slime workshops, Star Dome visits, wood oven pizza making, virtual reality games and animal visits.

Drop off & Collection of Child/ren

As part of our duty of care for children attending Kids' Zone, we require that all children be signed in by their parents / caregiver upon arrival using the iPads (please ask staff for assistance if required). **Children must not be dropped off out the front and allowed to walk in on their own.** We also require that all children be signed out using the iPads upon leaving by their parents / caregiver. We will not allow them to be sent out the front to be picked up by their parent / caregiver.

Please note that if your child is being collected by somebody that you have allocated as a collection authority and they have not collected your child before or have only collected them a few times, it is a requirement that they bring photo identification so that we can ensure this is the person you have allocated. If you would like to add a new contact please do this via your Fullybooked account.

After School Extra-Curricular Activities

In order to support children's developing skills and interests and to support local businesses and organisations we offer an escort service to the following experiences within the local area:

- Velocity Dance School located at the Scout Hall
- Art classes located on the school premises

We charge a \$3.00 escort fee to escort children per way to all activities outside the school grounds to contribute towards the cost of the qualified educator escorting the children. You must book the escort when making your bookings on Fullybooked.

Please note: we cannot under any circumstances assist children in getting changed for extracurricular activities.

Children attending a range of sports located on the school premises will be collected by their coaches. Please email the service on oshc.stradbroke833@schools.sa.edu.au prior to this occurring to give your permission.

Please note: the duty of care for the child is not with the service when the child is not in our care due to being at an extra-curricular activity.

Educator to Child Ratios

Our service is approved by the Education and Early Childhood Services Registration and Standards Board of South Australia (EECSRSB) to provide education and care to a maximum of 180 children. To ensure the safety of your child/ren there are set standards for the number of staff per children. We therefore need to have deadlines for bookings and cancellations to allow us time to adjust our staffing if needed. Unfortunately, if your booking is made outside of these deadlines you will be charged a late fee. These extra charges are necessary to ensure continuous quality care & to meet the Education and Care Services National regulations for staffing requirements. Under these standards we are required to, as a minimum, provide the following:

All OSHC Directors/Assistant Directors must be qualified. Every second educator rostered on must be qualified. Please be aware that we try where possible to exceed the minimum legal requirement to ensure we provide quality care for your child/ren.

Staff / Child Ratios

We expect to have a maximum of 160 children and a minimum 1:15 educator to child ratio on excursions (based on a risk assessment).

Water excursions (if included) will have a minimum 1:8 educator to child ratio (based on a risk assessment).

Swimming excursions (if included) will have a minimum 1:5 educator to child ratio.

We expect to have 90-130 children and a minimum 1:15 educator to child ratio on home days and in after school care.

We expect to have 50-100 children and a minimum 1:15 educator to child ratio during before school care.

We expect to have 40-70 children and a minimum 1:15 educator to child ratio during Pupil Free / School Closure days.

Increased ratios of 1:10 will be implemented when preschool children are attending.

Educators are rostered based on the number of children booked into the service. If we have reached our maximum approved places and or your child/ren arrives without a booking, you will be contacted to be informed that we are unable to provide care and your child/ren will be taken to the school's front office. You will be required to collect your child/ren or arrange alternative care immediately.

Fees

We aim to provide a quality service at an affordable price to parents/caregivers who have children eligible to attend. Fees will be reviewed by the Operator/OSHC Advisory Committee/School Governing Council, after analysing the annual budget and according to the service's required income. The OSHC Advisory Committee consists of parents, School/Governing Council representatives and the Director(s)/Assistant Directors and Finance Officer of the program.

BEFORE SCHOOL CARE

7:00am - 8:45am

Primary School Student \$14.00 PER CHILD

Kindergarten Student \$24.00 PER CHILD

AFTER SCHOOL CARE

3:00pm - 6:15pm

Primary School Student \$23.00 PER CHILD

Kindergarten Student \$36.00 PER CHILD

VACATION CARE

7:00am – 6:15pm

Home Day (Mon/Wed/Fri)

Primary School Student \$51.00 PER CHILD

Kindergarten Student \$71.00 PER CHILD

Excursion Day (Tues/Thurs)

\$65.00 PER CHILD (School Students ONLY)

PUPIL FREE / SCHOOL CLOSURE DAYS

7:00am – 6:15pm

Primary School Student \$51.00 PER CHILD

Kindergarten Student \$71.00 PER CHILD

Miscellaneous Charges

Bookings for Before School Care must be received by 6:15pm the previous working day or a **\$2.00 Late Booking Fee** per child applies (if place available).

Bookings for After School Care must be received by 10:00am on the day of attendance or a **\$2.00 Late Booking Fee** per child applies (if place available).

If your child arrives at Before or After School Care with no booking a **\$5.00 No Booking Fee** per child applies (if place available).

Bookings for Vacation Care must be received by the booking deadline or a **\$5.00 Late Booking Fee** per child applies (if place available).

If your child arrives at Vacation Care with no booking a **\$10.00 No Booking Fee** per child applies (if place available).

Bookings for School Closures/Pupil Free Day must be received by the booking deadline or a **\$5.00 Late Booking Fee** per child applies (if place available).

If your child arrives at a School Closure/Pupil Free Day with no booking a **\$10.00 No Booking Fee** per child applies (if place available).

If your child needs to be escorted to/from other activities outside the school grounds (e.g. Velocity Dance Centre) a **\$3.00 External Activity Escort Fee** per child per, way applies.

Please ensure your child is collected on time. If for any reason you will be running late please ensure you call the service and advise of your pickup time. If your child is not collected by our closing time of 6:15pm a **Late Collection Fee of \$1.00 per minute or part thereof** applies (per family).

None of the above miscellaneous charges attract CCS, therefore the parent/carer bears the total cost.

Child Care Subsidy (CCS)

Child Care Subsidy is available to most families. This can be claimed weekly as a deduction on your fees. It is a legal requirement of the Australian Government, who provide CCS, that the **parent/caregiver** signs their child/ren in and out of care (we use iPads for this). Therefore, all attendances need to be verified. CCS can be recovered from the parent for any unverified attendances.

Centrelink will inform you of your CCS percentage and your Customer Reference Numbers (CRN'S). For CCS deductions that apply to your CCS percentage. If you are a Grandparent who has the primary responsibility for raising and caring for your Grandchild, you may also be eligible for the **Additional Child Care Subsidy (Grandparent)**. To register for **ACCSG** (or to find out if you are eligible), please **contact Centrelink 13 24 68**.

Please be aware that if your child does not attend for 14 weeks, Centrelink will consider your enrolment ceased and therefore will cancel your CCS. If your child was absent on their last day of attendance before the 14 week gap in care CCS will be retracted. If this occurs the enrolling parent will need to go back into their myGov account to reconfirm their child's enrolment.

Subsidised Child Care limits

The hours of subsidised child care per fortnight that a family is entitled to is determined by a three-step activity test. Depending on the combined hours of work, training, study, recognised voluntary work or other recognised activity undertaken, a family can receive up to 100 hours of subsidy per fortnight.

Step	Hours of activity (per fortnight)	Maximum number of hours of subsidy (per fortnight)
1	8 hours to 16 hours	36 hours
2	More than 16 hours to 48 hours	72 hours
3	More than 48 hours	100 hours

CCS is normally given for a maximum of 100 hours per fortnight for working parents. Any hours above the limit will not attract CCS and this will affect the total you are charged for any care. During Vacation Care we operate for 11.25 hours per day (56.25 hours per week). Please be aware that regardless of what time your child/ren are dropped off or collected, it is considered that they have attended the whole session/day (e.g. 11.25 hours). If you exceed your fortnightly maximum CCS hours (based on sessions), you will pay full fees for the remaining hours. Please ensure you notify Centrelink if any details change about your combined family income, your hours of recognised activity including work, training, study and volunteering and the type of child care service your family uses.

Absences

You MUST cancel your booking on Fullybooked if your child is going to be absent from Kids' Zone, including if you are collecting them from school. It is important we are only spending time looking for children who are truly missing.

All care that is booked, not cancelled before the cut off time and not used will be noted as an Allowable Absence on your Childcare Subsidy records (you will be charged for this). The Government allocates 42 Allowable Absences days per financial year per child for which you still receive the CCS portion of the fee for absences. A morning session and an afternoon session in the same day count as two sessions. Once your 42 days have been used (July-June), you will not receive **ANY** Child Care Subsidy for absences for the rest of the year & will therefore be expected to pay **FULL** fees for any absences. This would be quite expensive for some families. In shared care arrangements, the allocation of 42 absences per financial year in which Child Care Subsidy can be paid relates to each child, not to each individual claimant. You can view your statement of account to view how many Allowable Absences you have used on your account. Your 42 days are across all services i.e. Before School Care, After School Care & Vacation Care. Therefore, if you use other services, YOU will need to monitor the combination of Allowable Absences days used by ALL services for each child and not just what occurs at Stradbroke School OSHC. If you don't, you may need to pay back your CCS to the Government. As it will be your responsibility to monitor your Allowable Absences used, you can provide documentation to change an **Allowable Absence** to an **Approved Absence**. If you provide a sickness certificate for your child or any person in the household (e.g. siblings, parents), you can have the absence changed from one of your Allowable Absences to an Approved Absence, but you still pay for the booked care. There are some other circumstances that the Government have deemed as acceptable to change an absence from Allowable to Approved, which are outlined below, but sickness would be the most likely to occur. The non-attendances that can be altered to an Approved Absence (and therefore not be counted as one of your 42 Allowable Absences), if the documentation listed is provided, are as follows:

- Illness (medical certificate required).
- Non-immunisation - child is excluded from care due to an outbreak of an infectious disease that the child has not been immunised against (medical certificate or written statement from parent required).
- Rostered days off / Rotating shift work (written statement from employer).
- Periods of local emergency (as determined by the Department of Education, Employment and Workplace Relations).
- Court ordered shared custody (court order).
- School Closure Days – the school that the child's sibling attends is closed for the day (except school holidays).

Additional Child Care Subsidy (transition to work) ACCSTTW

If you are studying or preparing to enter or re-enter the workforce, you may also wish to enquire about the **ACCSTTW**. The additional Child Care Subsidy (transition to work) payment will provide support to families who are transitioning to work from income support by engaging in work, study or training activities. To register for **ACCSTTW** (or to find out if you are eligible), please **contact Centrelink on 13 24 86**.

To apply for Additional Child Care Subsidy - Grandparent Subsidy (GCCS), Transition to Work Subsidy (ACCSTTW), Temporary Financial Hardship Subsidy or the Child Wellbeing Subsidy please contact Centrelink.

Payment of Accounts

There is an expectation that fees will be paid for our child care services as outlined in the **FEES** section of this handbook. Statements/Invoices are emailed every Tuesday, for the previous week of care and direct debit payments processed weekly on Thursday. When setting up an enrolment in FullyBooked you will be required to enter your

payments details, either with bank account or visa/credit card details. **Please note** if you select to pay your account via visa/credit card a fee of 1.87% (min \$0.88) will be incurred. A failed payment will incur a \$9.90-fee.

Failure to pay Accounts by due date

For all accounts not paid, the following action has been set down by the OSHC Advisory Committee and will be adhered to by the Accounts & CCS Officer unless suitable arrangements have been made:

- **7 days** – accounts not paid within 7 days will be emailed with the following note: “a friendly reminder that your account is overdue”.
- **14 days** – accounts not paid within 14 days will be emailed with the following note: “Any reason for this overdue account? If not, please pay IMMEDIATELY”.
- **21 days** - accounts not paid within 21 days will be emailed with the following note: “FINAL NOTICE Payment within 7 days or Legal Action will be taken”.
- **28 days** – accounts not paid within 28 days will be sent a final notice and the details will be forwarded to the OSHC Advisory Committee for discussion. If sent to our **debt collection agency**, all additional debt collection costs will be added to the amount outstanding for the family. At this stage, **care will be withdrawn**. If the child/ren still arrive at the service, the parent will be contacted and the child/ren will be sent to the school reception area to await collection. The child/ren **WILL NOT BE ABLE TO ATTEND** Kids’ Zone.
- **Return to care** – Once accounts have been paid, the child/ren are able to return to care, any family whose account has previously been forwarded to the debt collection agency or have had care withdrawn, or have withdrawn their children from care leaving a debt which remains for 28 days or more, **MUST pay for all future care in advance**.

If you experience any difficulty at any time in paying your account, PLEASE DO NOT IGNORE IT. Contact the Director/CCS & Accounts Officer to negotiate a payment plan. Our funding agreement with the Commonwealth Department of Family and Community Services requires us to be a non-profit programme. Non-payment of accounts affects the viability of our service.

Account Queries

Please refer any account or CCS queries to our CCS & Accounts Officer to investigate / assist you with any queries by emailing oshc.stradbroke833@schools.sa.edu.au. If you are not receiving CCS please refer to your MyGov account as there may be information required to be completed or alternatively you may need to contact Centrelink to investigate this further.

Nutrition

For further information please request to see our Nutrition Policy

Food provided at our service will be nutritious, varied and of good quality. Kids’ Zone will provide breakfast between 7:15am and 8:15am, an afternoon snack provided by Stradbroke School Canteen at approximately 3:15pm during term times and Kids’ Zone during vacation care and a piece of fruit will be offered at approximately 5:15.

Children are not to bring in food to share with others, even to celebrate birthdays.

Safe and hygienic facilities will be used for the preparation, storage, heating and cooling of food for the children. All staff and children will be expected to disinfect their hands thoroughly before any food preparation. Snack times and activities involving food preparation will provide positive learning experiences for children, who will be encouraged to develop healthy eating habits.

We consider the specific dietary needs of individual children including religious and cultural beliefs, medical conditions and allergies. Due to the increase in allergic reactions to nuts (by children who previously have not had any reaction), we have been advised by health care professionals to eliminate them and associated products from our menu. **We have a strict nut free policy, therefore do not use Peanut Paste, Nutella or any other nut products. Children attending OSHC, Vacation Care, School Closure and Pupil Free Days are not permitted to bring any foods containing nuts. This is crucial as at times we have children attending that can have an anaphylactic reaction to nuts.**

We will also take into account that each individual has different food preferences and these will be respected. Our service also recognises the need for children to have a balanced diet, to be offered appetising foods and many opportunities to try new and multicultural foods. The denial of food will never be used as a punishment for the children. Parents /caregivers will be consulted and encouraged to share family and multicultural values and experiences to enrich the variety and enjoyment of food to meet children's nutritional needs.

Sun Safety

For further information please request to see our Policy Document

A balance of ultraviolet (UV) radiation exposure is important for health. Too much of the sun’s UV radiation can cause sunburn, skin and eye damage and skin cancer. Sun exposure in the first 10 years of life is a major factor in determining future skin cancer risk.

Too little UV from the sun can lead to low vitamin D levels. Vitamin D is essential for healthy bones and muscles, and for general health. Educators will role model best practice sun smart behaviours.

Educators access the SunSmart UV Alert at www.cancersa.org.au/primary-schools to find out daily local sun protection times to assist with the implementation of this procedure, we recommend families and caregivers also use this procedure.

- **Before school care:** Sun protection is not required as the UV radiation levels are rarely above 3 during this time.
- **After school care:** Sun protection is required during terms one and four, and whenever the UV is 3 and above at other times. Staff access the daily local sun protection times to determine if sun protection measures are required during terms two and three. You will be required to ensure your child brings a hat that protects their face, neck and ears, i.e. legionnaire, broad-brimmed or bucket hats. If you would like your child to keep a spare hat at Kids' Zone, you can give one to staff to be put in its own pocket.
- **Vacation care:** Sun protection is required for all outdoor activities from 1 August to 30 April and whenever the UV is 3 and above at other times. When the service is attending excursions hats and sun safe clothing must be supplied by the parent / caregiver. In instances where these are not provided the parent / caregiver will be given one warning via the iPad and in the second instance their account will be charged \$10.00 and a hat will be supplied to the child which is to be kept at the service. The service reserves the right to refuse care for a child on an excursion day who hasn't got a hat and sun safe clothing.
- The availability of shade is considered when planning excursions and all other outdoor activities, we seek shade where possible.
- Kids' Zone supplies SPF 30 or higher broad spectrum, water resistant sunscreen for educators and students to use. However, we would appreciate a thorough application on your child before arrival at Kids' Zone each morning when necessary.
- Sunscreen is applied at least 20 minutes (where possible) before going outdoors and reapplied every 2 hours if outdoors.
- Educators will remind students to apply sunscreen before going outdoors.
- During Vacation Care we also require you to send your child wearing a t-shirt, rather than singlets or tank tops. Please see the program for any specific clothing requirements for excursions or activities.
- Rash vests or t-shirts are always required for outdoor swimming.
- Students and educators are encouraged to wear close fitting, wrap-around sunglasses that meet the Australian Standard 1067 and cover as much of the eye area as possible.

Families and visitors are encouraged to use a combination of sun protection measures based on the UV index (sun protective clothing and hats, sunglasses, sunscreen and shade) when participating in and attending outdoor activities.

Behaviour Guidance

For further information please request to see our Policy Document

Behaviour guidance at the service is positive and fosters the children's sense of identity. We have clear steps for unacceptable behaviour, which are compatible with the school policies and procedures and incorporates the use of *Play is the Way* which is used by Stradbroke School to guide behaviour within the school environment. There are visual rules for children to observe in the service. Serious, or ongoing / persistent behavioural breaches will be documented and reported to parents / caregivers.

Health Support Plans and Medication Management

For further information please request to see our Policy Document

Medical conditions include asthma, diabetes, allergies and the diagnosis of a child at risk of anaphylaxis. This information should be included on the enrolment form and communicated in writing as part of the enrolment process between the service and the enrolling guardian. The service will then work with the enrolling guardian to complete a Medical Risk Minimisation and Communication Plan which guides ongoing communication and provides clarity around the management of the child's medical condition.

Upon enrolment the service must receive medication/s or access to the medication/s outlined in the child's medical management plan as well as a copy of the child's medical management plan which has been completed by a medical professional. It is the responsibility of the enrolling parent / caregiver to ensure the plan is renewed every 12 months and the medication supplied is in date at all times of attendance.

Caregivers must advise in writing any changes to the medical management plan or risk management plan for the child as soon as practical to ensure the best outcomes for the child.

In South Australia, medication for the treatment of an asthma emergency by a bronchodilator is considered a standard first aid response. Educators must be trained in asthma emergency first aid before administering a bronchodilator (e.g.

Ventolin) via a puffer. In this circumstance the approved provider must ensure that emergency services and a parent of the children are notified of this as soon as practicable.

In South Australia, the use of an adrenaline auto injector for the treatment of an anaphylaxis emergency requires an anaphylaxis plan and a prescribed auto injector. Educators must be trained in emergency anaphylaxis first aid before administering adrenaline via an auto injector. In this circumstance the approved provider must ensure that emergency services and a parent of the children are notified of this as soon as practicable.

Where medication is required for the treatment of long-term conditions or complaints such as diabetes, epilepsy or ADHD, the service will require a health care plan or letter from the child's medical practitioner or specialist detailing the medical condition of the child, the correct dosage and how the condition is to be managed. This can be requested for over-the-counter medication as well as prescription only medication. If a medication authority is not provided, staff should have written instructions from the parent/guardian (recommended in cases of short-term medication only). The instructions must match those on the pharmacy label. In all cases a medication record must also be completed by the child's guardians.

Medication

For further information please request to see our Policy Document

The director is responsible for all medication on site regardless of whether it is administered by educators or parents or self-administered by the child. A medication record must be completed by the child's guardian before medication can be administered and is then to be completed by the administering educator and their witness. 'Medication' includes all prescribed, non-prescribed, over the counter and alternative therapies (vitamins, minerals, supplements) that are administered in an education or care service. Education and care services can only administer medication orally, aurally, inhaled or topically.

To be administered all medication must:

- Be given directly to the qualified staff member acting as the certified supervisor, not left in the child's bag or locker.
- Be in its original container bearing the original label and instructions.
- Display, and be before its expiry date or best before date.

Medication, if prescribed by a registered medical practitioner, must:

- Bare its original pharmacy label with the name of the child to whom the medication is to be administered

A child should not take his/her first dose of a new medication while attending the service. The child should be supervised by the family or a health professional in case of an allergic reaction.

If children are receiving medication at home but not at the service, the service should be advised on the nature of the medication, its purpose and of any possible side effects it may have on the child.

Emergency response medication

In the event of an emergency permission may be given verbally by a parent or persons named in the child's enrolment form as authorised to consent to administration of medication. In the event a person named in the enrolment form cannot reasonably be contacted in the circumstances, a registered medical practitioner or an emergency service may authorise the administration of medication.

Accident or Illness

For further information please request to see our Policy Document

In the case of accident or illness, during each session there will be a number of educators who are trained in First Aid and are able to administer appropriate treatment. There will be at least one educator present at all times that currently holds a relevant qualification in First Aid as well as in treating asthma and anaphylaxis. In the case of a serious accident, parents will be contacted immediately to collect the child and if deemed necessary by the service, an ambulance will be called. If parents / caregivers are unable to be contacted, the emergency contact person nominated on the enrolment form will be contacted. For this reason, **please ensure your enrolment details, especially contact phone numbers, are current** as our enrolment information is totally separate from the school information.

We regret we are unable to care for sick children. Please, for the benefit of all children and educators **do not send your child to our service if they are feeling unwell** as we have no separate medical room facilities. Please also refer to our full policy for infectious diseases / exclusion periods before sending them after they have been unwell. If a case of head lice is found please notify us immediately and do not return your child to the service until treated and clear. This prevents further infection within the group. Children and staff with infectious diseases will be excluded from the service in accordance with the 'Staying Healthy in Child Care' guidelines. If your child is ill, please notify us, as well as the school office.

Incident, Injury, Trauma and Illness

For further information please request to see our Policy Document

1. Staff to check for danger.
2. Staff to comfort child and determine the incident, injury, trauma or illness.
3. If the child cannot be moved from the site, staff to call on walkie talkie or send reliable messenger to alert Director/Qualified staff. Staff to bring First Aid kit to accident site and provide assistance as required. Other children to be directed away from the area.
4. Staff to administer First Aid as necessary. If staff do not feel they can cope with the injury/illness and/or do not have the appropriate First Aid Training they are to seek assistance from qualified staff.
5. Director/Qualified staff to contact parents/emergency services if required.
6. Details of all incident, injury, trauma or illness is to be recorded on a incident, injury, trauma or illness reports, reported to a Qualified Educator and reported to parents/caregivers (if necessary).

Responding to Child Abuse and Neglect

We have an obligation to all children attending the service to defend their right to care and protection. To support this right, all staff are legally obliged to notify The Department for Child Protection if they have reasonable grounds to suspect that a child / young person has been abused or neglected. Staff do not have to be able to prove that the abuse has occurred and failure to notify is an offence. The service will follow the procedure set down by The Department for Child Protection under the Children and Young People (Safety) Act 2017 (SA), when dealing with any allegations of abuse or neglect of children. Staff have an obligation to act in the interest of the child at all times to ensure the child's and other children's protection. Children's right to safety and personal privacy will be defended. Any allegations against staff are to be kept confidential unless proven or substantiated. All new staff will be asked to read 'Reporting Child Abuse and Neglect, Mandated Notification Guidelines' and will be required to complete training in relation to Reporting Abuse and Neglect. Failure to notify is an offence under the Children and Young People (Safety) Act 2017 (SA) and carries a maximum penalty of a \$10,000 fine/jail sentence.

CHILD ABUSE REPORT LINE (24 hrs) 131 478

Diversity and Inclusion, Equal Opportunity and Anti-Bias

The service will offer care for children from diverse cultural, linguistic and economic backgrounds and for children with varying developmental, physical and intellectual abilities. The service will actively promote diversity and encourage acceptance and appreciation of individual differences. All stakeholders will respect individual differences and treat everyone without bias, prejudice or reference to stereotyping.

Inclusion Support

The Inclusion Support Programme (ISP) assists eligible mainstream education and care services to improve their capability to provide quality inclusive practices for all children, to address access and participation barriers and to support the inclusion of children with additional needs, with their typically developing peers. This may apply to children who:

- have a disability or developmental delay
- are presenting with challenging behaviours
- have a serious medical or health condition, including mental health
- are presenting with trauma-related behaviours

Please keep in mind the program will help to increase the services ratio NOT provide a one on one worker for children.

Please alert us upon enrolment if your child is requiring support. If their circumstances change please alert us as promptly as possible. Please email the service for further information.

Priority of Access and Referrals from other Agencies

Access for families and children to the Stradbroke School OSHC will be non-discriminatory. Enrolments will be accepted according to the Commonwealth Government 'Priority of Access Guidelines'. In the interests of children's welfare and protection, access to children referred to Kids' Zone by appropriate agencies will be accommodated wherever possible, while still ensuring the safety and care of every child at the service.

Confidentiality

The service has a duty to keep adequate records about staff, parents/caregivers and children in order to operate responsibly and legally. The service will protect the interests of the children and their parents/caregivers and the staff, using procedures to ensure appropriate privacy and confidentiality. The privacy and confidentiality of individuals will be protected by ensuring that all records and information about individual children, families, staff and management are kept in a secure, lockable filing cabinet and are accessed by or disclosed only to those people who need the information to fulfil their responsibilities at the service or have a legal right to their information.

Parent Conduct

For further information please request to see our Policy Document

Mutually respectful relationships between all stakeholders within our service is critical in ensuring effective communication that benefits children's learning and outcomes as a high priority. It is an expectation that parents / caregivers conduct themselves in a respectful manner at all times.

Parents / caregivers are expected to communicate appropriately with all staff, educators, children and other parents / caregivers and visitors to the service using:

- appropriate language
- a calm, respectful tone

While being a positive role model at all times and respecting all stakeholders' diversity.

While always refraining from:

- swearing or shouting
- mental or physical intimidation or harassment
- close physical contact (including hugs)
- engaging in gossiping

All interactions with children are to be undertaken in the presence of educators.

Parents / caregivers are never to assist with things of personal nature for children other than their own e.g. assisting them going to the toilet.

Parents / caregivers must take responsibility for children in their care other than the enrolled child/ e.g. siblings and supervise them at all times ensuring they are interacting in accordance to our 'Behaviour Guidance Policy' with children attending the service, are safe and are not causing damage to others or the service's property.

Parents / caregivers are not to discipline children other than their own attending the service.

If a parent / caregivers has a concern regarding the conduct of a child attending the service the Grievance Policy must be followed.

It is an expectation of attendance that parents / caregivers follow the Grievance Policy and do not publically slander the service, children attending the service, staff, educators, parents / caregivers or visitors. No derogatory posts are to be made on social media regarding any aspects of the service. We discourage parents / caregivers and staff to engage on social media e.g. becoming friends on Facebook.

Police may be notified if parent / caregiver conduct within the service is threatening, violent, breaches a court order or if the parent / caregiver appears under the influence of drugs or alcohol.

Grievance

For further information please request to see our Policy Document

Grievances can be presented in the following manner:

- verbally—in person to or by phone
- in writing—via email or mail
- via feedback forms we issue regularly
- via surveys we share

Families lodging a complaint

- Families are requested to not discuss complaints in front of children. It may be that an appointment with the Director will need to be made.
- Complaints regarding any aspect of the service should be addressed with the Director in the first instance. If the complaint is about the Director, it should still be addressed to the Director.
- In the event that you feel you are unable to discuss your complaint with the Director or in the event that discussion with the director proves unsatisfactory, your complaint can be directed to the OSHC Advisory Committee or Governing Council; you can find their contact details in the hallway.
- In the event that you feel uncomfortable in dealing with a complaint personally, you may nominate an advocate to mediate on your behalf.
- We welcome your feedback and suggestions at all times. These may help us to continuously improve our service. If you do not feel your complaint can be resolved families have a right to lodge a complaint directly with the Regulatory Authority.
- The service displays the name and telephone number of the person at the education and care service to whom complaints may be addressed in the hallway.
- The service displays the contact details of the Regulatory Authority in the hallway.

Children lodging a complaint

The opportunity for children to make complaints should be fully explained to them. Such complaints may be in relation to incidents with other children, issues with educators or of a general nature.

- Educators will take children's complaints seriously and attend to them as a matter of priority whilst maintaining confidentiality. Where educators are unable to take appropriate action regarding a child's complaint, educators will inform the Director.
- Complaints relating to educators, educator conduct or aspects of the program are to be directed to the Director. Children may have a family member or other representative to assist them in raising their concerns.
- Children are encouraged to give feedback and make suggestions.

Handling process

- The Nominated Supervisor will be responsible for ensuring that any complaint that alleges a breach of legislation or a serious incident is reported to the Stradbroke School Governing Council. The Stradbroke School Governing Council will be responsible for ensuring that the Education and Early Childhood Services Registration and Standards Board is notified within 24 hours of any complaint that alleges a breach of legislation or where the safety, health or wellbeing of a child was or is being compromised.
- The Stradbroke School Governing Council and/or Director will:
 - Investigate complaints promptly and thoroughly with the understanding that the complainant will not be disadvantaged through the process.
 - Listen/read the complaint and document the exact details of the complaint.
 - Seek further information, to clarify the issues and investigate the complaint, including speaking to other parties involved as required.
 - Seek additional advice from line managers and other agencies, including legal advice as required.
 - Refer to any State or National Regulations or organisational policy that may provide clarity to the complaint, as required.
 - Assess the complaint fairly and determine the best possible resolution.
 - Inform the complainant of the outcome in writing or verbally, as required, in a timely manner.
 - Ensure that the complaint process and its outcome are documented and that all documentation is treated and stored confidentially.

Complaints not resolved at this level may be referred by either the complainant or the Stradbroke School Governing Council to the Regulatory Authority.

Staff Professionalism

To ensure the provision of quality outcomes for your child, we provide guidelines / high standards of professionalism for all of our staff. Staff are expected to:

- Provide a copy of their approved child related screening
- Provide a copy of their RAN (Responding to Abuse and Neglect)
- Provide copies of their qualifications
- Sign a Department of Education ICT Acceptable User Agreement annually
- Sign a Confidentiality Agreement on commencement of employment.
- Maintain and improve their skills through participating in staff training and development opportunities.
- Dress appropriately for their duties, with particular attention to safety (e.g. flat shoes and no thongs). Staff are encouraged to wear long hair tied back if possible.
- Attend work free from the influence of alcohol or other non-prescription drugs. Smoking is strongly discouraged.

Our full Policy Document is available to all stakeholders.

If you would like to view or discuss any of our policies, please email the Director.