



# St Joseph's School

TRANMERE

## Out of School Hours Care Parent Handbook



# OUT OF SCHOOL HOURS CARE

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Updated January 2020

## Session Times

### Before School Care – Monday to Friday

7.30am – 8.20am Full Session

### After School Care – Monday to Friday

3.00pm – 6.00pm Full Session

3.00pm – 4.30pm Part Session

Fees as per schedule.

### Bookings can be made by contacting:

The OSHC service in person,  
Emailing: [oshc@stjotran.catholic.edu.au](mailto:oshc@stjotran.catholic.edu.au)  
Telephoning: 0419 831 298 - please leave a message on the  
answering service if we are unavailable.

OR alternatively

Through the School Office either in person or by telephone.  
Ph. 8431 2834

*Bookings are essential for the care of students*

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## OUT OF SCHOOL HOURS CARE

### 1. HISTORY OF THE SERVICE

St Joseph's OSHC was initially established in 1986 to meet the needs of our school community in providing child care for both before and after school. We operate on a non-profit basis, thus ensuring a high standard of care is the primary focus of the service.

### 2. SERVICE PHILOSOPHY

St Joseph's OSHC is an important and valuable service for primary school children in the community. Out of School Hours Care, as part of our school, reflects an environment consistent with the children's school life. We are a living community educating for life, where faith is nurtured, excellence is encouraged and all are welcomed, respected and valued.

#### OSHC:

- is committed to continued improvement
- provides an environment that is safe, peaceful, supportive and loving
- provides quality care for children which encompasses the welfare and individual needs of each child
- provides children with skills and opportunities which enable success and develop healthy self-image and autonomy
- provides a range of social learning experiences which encourages participation, fosters skill development, is age appropriate and allows choice
- creates opportunity to involve children in all aspects of practical decision making
- understands the importance of middle childhood and the value of play
- develops partnerships with families and the wider community

### 3. AIMS

St Joseph's Out of School Hours Care strives to provide quality care to primary aged children (5-12 Years) as support to the families of St Joseph's and the surrounding local community. We strive to provide a safe and caring environment which will provide children with numerous opportunities to develop physically, intellectually, socially and emotionally. We endeavour to foster co-operative and collaborative group relationships and positive behaviours.

#### 4. LOCATION

The Service is based in the Multi-Purpose Room which is located adjacent to the Hall. Various recreational activities may require other areas of the school to be utilized. At these times, signs clearly depicting the exact location of staff and children will be displayed on the door of the Multi-Purpose Room.

#### 5. MANAGEMENT COMMITTEE

The Management Committee implements the Service's philosophy and policies. It provides support to staff to ensure the best interests of the families and service will always be met. The Committee comprises Parent Representatives, OSHC staff and the school Principal. The Committee meets each semester and any issues or ideas can be addressed to the Director for such meetings.

#### 6. ORIENTATION

St Joseph's Tranmere invites parents to bring their child/children for a visit prior to commencing Before or After School Care. This provides an opportunity for both children and parents to familiarize themselves with the staff and daily routines. It is important to have a good understanding of the needs of all children attending our service. We therefore request all relevant details including medical history/allergies, dietary concerns and the completion of all other documentation be uploaded you're your initial Registration on Fully Booked. This is a requirement before your child's first attendance. We would also appreciate the completion of any questionnaires, surveys and other forms from time to time, as this valuable insight enables us to provide an environment that caters for both children and their families.

#### 7. PROGRAMME

The Out of School Hours Care programme is designed to meet the needs and interests of each child. Our programme offers children freedom of choice with a variety of tasks which fosters responsibility, resourcefulness and positive self-awareness. Experiences are open-ended and children are encouraged to pursue their own interests and talents.

We have a focus on healthy eating and physical activity, and all children are expected to participate in sports clinics. Homework is incorporated into our programme and it is also an expectation for children attending to complete set tasks, unless alternative arrangements have been made.

## OUT OF SCHOOL HOURS CARE

### CHILDREN'S MORNING PROGRAMME

Children are invited to engage in a range of quiet activities with limited playtime.

### CHILDREN'S AFTERNOON PROGRAMME

Each afternoon provides children with a combination of both structured and unstructured programming wherein children can initiate their own activities, or access organized activities. Below is an outline of the timetable we follow daily. However, to ensure the programme incorporates all children's requirements, it must be flexible and able to adapt in accordance with children's needs. The program timetable is as follows:

3.00pm	Check in and welcome to children Afternoon tea and group time
3.45pm	Outdoor activities, weather permitting
4.30pm	Homework
5.15pm	Indoor activities
6.00pm	Programme closes

## 8. STAFFING

All staff members hold current First Aid and National Police Clearance Certificates. Staff ratios are determined by DECS Regulations which are adhered to at all times. The programme welcomes volunteers who have a current Working with Children check, however staff will ensure that volunteers will not be left alone to supervise children and that programme policies are followed.

## 9. SERVICE POLICIES

The Service Policies and Procedures for St Joseph's Tranmere OSHC are available for parents' information. It is encouraged that parents are familiar with Service policies.

## 10. NATIONAL QUALITY FRAMEWORK

The National Quality Framework, developed jointly by all States and Territories together with the Australian Government, is an important reform, which delivers a higher standard of care for children in the critical areas of education, health and safety. It provides clearer and comprehensive information for families so they can choose the best services for their child. It also helps services to provide the best possible level of early childhood education and care by being clear about the factors that best support a child's development. This ensures both services and families have confidence in understanding what distinguishes high quality or excellent services.

The National Quality Standard covers long day care, family day care, outside school hour's care and preschools and improves quality through:

- staff to child ratios to ensure each child gets more individual care and attention
- staff qualification requirements to ensure staff have the skills to help children learn and develop
- a National Body to ensure early childhood education and care is of a high quality
- a quality rating system to ensure Australian families have access to transparent information relating to the quality of early childhood education and care services

The National Quality Standard is divided into seven areas that contribute to the quality of early childhood education and care. These areas have been identified by research and are:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management.

#### 11. FOOD AND NUTRITION

The focus of the programme regarding food consumed will revolve around a varied, healthy and nutritional diet. This includes after school snacks, provided on arrival after school. Water is available at all times.

***Any allergies or special diets must be made known to staff on the enrolment form.***

#### 12. HYGIENE

Food will be prepared and eaten in a hygienic environment. Children are asked to wash their hands before/after eating, after handling animals, and when going to the toilet. Parents will be contacted when toileting accidents occur.

#### 13. ALLERGIES AND SPECIAL MEDICAL CONDITIONS

Children's privacy and dignity must be safeguarded. A list of children with special medical conditions and allergies will be maintained and displayed for staff only. Medication plans and Health Support plans will be kept for each of these children in the First Aid Records held on the Fully Booked site.



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Please keep in mind that it is the responsibility of parents to keep the Service up to date about such information by informing the Director of any changes immediately.

### 14. MEDICATIONS

Prescribed medications can only be administered on receipt of a written medication plan. The Service can provide these forms or they may be obtained from the School Office. Medication must be provided with the child's name, name of medication, dosage and times of administration clearly labeled, and in the original medication bottle or packet.

Only the Director or Team Leader will administer medication, and times and doses will be recorded.

### 15. ACCIDENT PROCEDURES

In the event of an accident, staff will provide first aid in accordance with their first aid training. In the event of a minor accident, the adult who collects the child from the Service will be informed of the injury on their arrival. In the event of a serious injury or illness, staff will seek assistance from the child's doctor or the SA Ambulance for transportation to the Women's and Children's Hospital, for consultation with a Medical Officer. In the event of an accident, the staff will notify parents as a matter of urgency, therefore it is of the utmost importance that we hold accurate contact numbers.

### 16. ILLNESS

Children who are ill or suffering from a contagious disease will not be able to attend the programme. There are documented periods of time for such exclusion (see below). In the event of a child becoming unwell during the programme, he or she will be comforted and cared for, and the parents/carers or emergency contacts will be advised to come and collect the child as soon as possible.

OSHC staff will ensure appropriate hygiene standards are observed for all children. These measures, combined with responsible supervision, are sufficient to safeguard the health and well-being of all children attending the Service.

## 17. BEHAVIOUR GUIDANCE

At St Joseph's Tranmere we believe respect is pivotal to appropriate social interaction, positive peer and educator relationships. We believe learning to live harmoniously is vital to one's own sense of well-being, the safety of others and contributing positively to the communities in which we participate. We also believe that learning to be respectful is at the centre of supporting children to use desirable ways to communicate and behave.

The children in conjunction with educators have developed a Code of Respect, clearly displayed in the Service, to help guide children's behavior. When responding to children's behavior we follow the school's guidelines on Restorative Practices. Where appropriate, we communicate with parents.

## 18. CHILD PROTECTION POLICY

St Joseph's School, Tranmere is committed to child protection and supports the SACCS Policy of care and security.

### INTRODUCTION

The Child Protection Policy is framed within the VISION STATEMENT for South Australian Catholic Schools. St. Joseph's School Tranmere is a community which:

- witnesses to gospel values
- respects individual dignity
- values co operation
- protects children by providing a secure, safe environment where children can be safe and feel safe
- actively works towards empowering children
- intervenes on their behalf
- ensures the principles of care, protection and safety are implemented
- demonstrates pastoral care for all.

### BACKGROUND

Children are the least powerful in society. They are vulnerable to exploitation and victimization. Safety and protection from all forms of abuse are fundamental rights of all children. Safety, a basic human right, is a pre-requisite for St Joseph's School, Tranmere to be able to carry out its mission to educate.

### DEFINITION

Child abuse is about an adult harming a child. In South Australia the law states that a child is a person under the age of 18 years. Child abuse can occur through someone doing something hurtful or by someone not doing something to provide for or protect a child.

There are four types of child abuse:

- (1) Physical abuse is when a child's body is injured.
- (2) Emotional abuse is behaviour towards a child which destroys self-esteem, confidence and a child's sense of worth.
- (3) Neglect is the failure to provide a child with the basic needs such as food, shelter, clothing, hygiene, education, adequate supervision, and medical and dental care.
- (4) Sexual abuse involves a child in any type of sexual activity.

### PRINCIPLES

- The dignity of the human person is fundamental to Catholic teaching.
- Children have the right to be safe and feel safe.
- Children's development is dependent on the quality of care provided by the significant adults in their lives.
- The family is recognised as being the unit primarily responsible for the care and protection of the child.
- Where families are not providing the care consistent with their obligations or where a child's welfare is at risk, or suspected to be at risk, intervention on behalf of the child is obligatory.
- Schools must be places where children feel safe.
- The prevention and treatment of child abuse requires a multi-disciplinary response which is sensitive to cultural diversity and special needs.
- Cultural or other reasons, notwithstanding, school personnel must intervene on behalf of children.
- Cooperation with Government Departments and human service organisations in the community is essential in child protection.
- People who are involved in situations where abuse occurs or is suspected are treated with sensitivity, dignity and respect.

## POLICY

- All Staff members are to be educated in the area of child protection and mandatory notification.
- Staff members are legally mandated and therefore are obliged to report any suspicion of child abuse or neglect.
- The school will provide protection and abuse prevention curriculum.
- This school will be a place where children are safe, and feel safe.

## KEY POLICY OUTCOMES

### Staff will:

- treat children with dignity and respect, to act with propriety, provide a duty of care and protect children in their care;
- notify the Child Abuse Report Line if, in the course of their work, they suspect on reasonable grounds that a child has been or is being abused or neglected;
- provide a physically and psychologically safe environment for children;
- participate in training and development opportunities which provide knowledge and skills in mandatory notification;
- teach children skills and understanding which will empower them to achieve and maintain personal safety;
- assist parents who may need assistance/encouragement/support in parenting skills;
- assist children to develop positive, responsible and caring attitudes and behaviours which recognise the rights of all people to be safe and free from both harassment and abuse.

### School Leaders will:

- provide a safe school environment which ensures that children are protected.
- ensure school personnel understand the definitions of child abuse and neglect and carry out their legal obligations, responsibilities and correct procedures when notifying suspicion of child abuse and neglect.
- support school personnel directly involved with the handling of disclosure and notification.

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- ensure that policies and organisational procedures provide children with a safe school environment. This will be done in consultation with the School Board and the parent community.
- promote models of behaviour between school staff and children based on mutual respect and consideration.
- ensure that student management practice respects the dignity of children.
- provide training and development for school staff in child protection and abuse prevention curriculum.
- initiate and support the implementation of child protection and abuse prevention curriculum at the classroom level to ensure that all children have access to these programs throughout their school years.
- monitor and evaluate child protection and abuse prevention curriculum.
- provide families with information about and opportunities to participate in the protection and abuse prevention curriculum.
- ensure appropriate confidentiality of information concerning children in cases of suspected abuse or neglect.

Adapted from the SACCS Child Protection Policy 2000

**CHILD ABUSE REPORT LINE 24 hour service  
13 14 78**

## ST JOSEPH'S SCHOOL RESPONSE TO THE CHILD PROTECTION POLICY

### COMMITMENT

At Joseph's School Tranmere we are committed to:

Developing education and care practices

Promoting a resiliency program

Support for the Keeping Safe Program (R-6)

Being aware of children and their care

Providing training and development opportunities

Resiliency Training eg Bounce Back

Mandatory Notification requirements (7 hour initial course and 3 hour refresher course)

Behaviour management and personal responsibility practices

Developing partnerships between the schools, parents and the community

Raising awareness about child protection issues

Responding to community issues through the Newsletter

Promoting personal safety through keeping safe language

Developing mandatory reporting systems which are clear and understood by all school staff

Staff will collaborate with the Director/Principal when a report is required

A report about the notification will be compiled

Staff will be supported in their notification

Training will be expected every 3 years

Developing awareness about obligations with volunteers and the community

Reviewing policy practices and procedures

Reminders as appropriate

Discussion at pre-term professional days

- Students are supported and protected in all aspects of school life.
- The school has a zero tolerance to bullying & harassment.

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- Staff are aware of the care required in the use of the Internet and email to ensure the protection of children.

Practices at St Joseph's:

- Volunteers are provided with Child Protection Information
- Staff have access to the full SACCS CHILD PROTECTION POLICY
- Staff are expected to support the document: PROTECTIVE PRACTICES FOR STAFF IN THEIR INTERACTIONS WITH STUDENTS (2017 – 2<sup>nd</sup> Edition Revised 2019)

Endorsement

Endorsed by the staff on February, 2020

Review as appropriate under the guidance of SACCS.

### 19. SAFETY

Children are required to notify staff when they are leaving a supervised area for a drink or other matters. The Service requires that a minimum of two children will be sent at any one time when moving between areas. Emergency evacuation/lock in procedures are regularly practiced with children attending.

### 20. SUN CARE

All children attending OSHC are provided with a hat which is to be used when playing outdoors. Sun screen will be provided all year round however please notify us if your child is allergic to sun screen.

### 21. GRIEVANCE PROCEDURE

In the event of a concern arising in relation to private issues or general operation of the Service, the matter should be directed to the OSHC Director. These matters may include, but are not limited to, behaviour management, programs and activities, policies, fees, health and illness, and nutrition. If the matter is not resolved, further inquiry into the issue can be undertaken by the Principal.

In extreme cases or for additional information, parents can contact the Department of Social Services who may be reached at [www.dss.gov.au](http://www.dss.gov.au) or alternatively 1800 634 035.

## 22. ENROLLING YOUR CHILD

An enrolment form MUST be completed by parents/carers before a child can attend Before or After School Care, and updated annually. Upon receipt a \$10 fee will be charged to cover administration costs, hat and sun screen. Enrolment packs are available from the Service and the Office.

### FEE SESSIONS:

Mornings:	7.30am - 8.20am	Full Session
Afternoons:	3.00pm - 6.00pm	Full Session
	3.00pm - 4.30pm	Part Session

## 23. CANCELLATION AND NON-ATTENDANCE

All cancellations must be managed through, "Fully Booked". Permanent bookings require two weeks' notice to avoid incurring a fee. Casual bookings may be cancelled with 24 hours' notice to avoid

## 24. COLLECTION OF CHILDREN

To ensure the safety of children and to fulfil the duty of care we have to our children, the following procedure will be strictly adhered to:

- (Before School) All children must be accompanied by a parent/carer and signed in.
- (After School) All children will need to report to the OSHC service at 3.15pm to be signed in by a staff member. Children who participate in After School sports will still be required to sign in first so that staff members can account for all children.
- A staff member must be notified of a child leaving and the authorised collection person must sign the attendance roll on departure.

If a child is to be collected by a person other than nominated adults on the enrolment form, the Service requires written permission or email giving authority from the parent. In the case of an emergency, a telephone call will suffice.

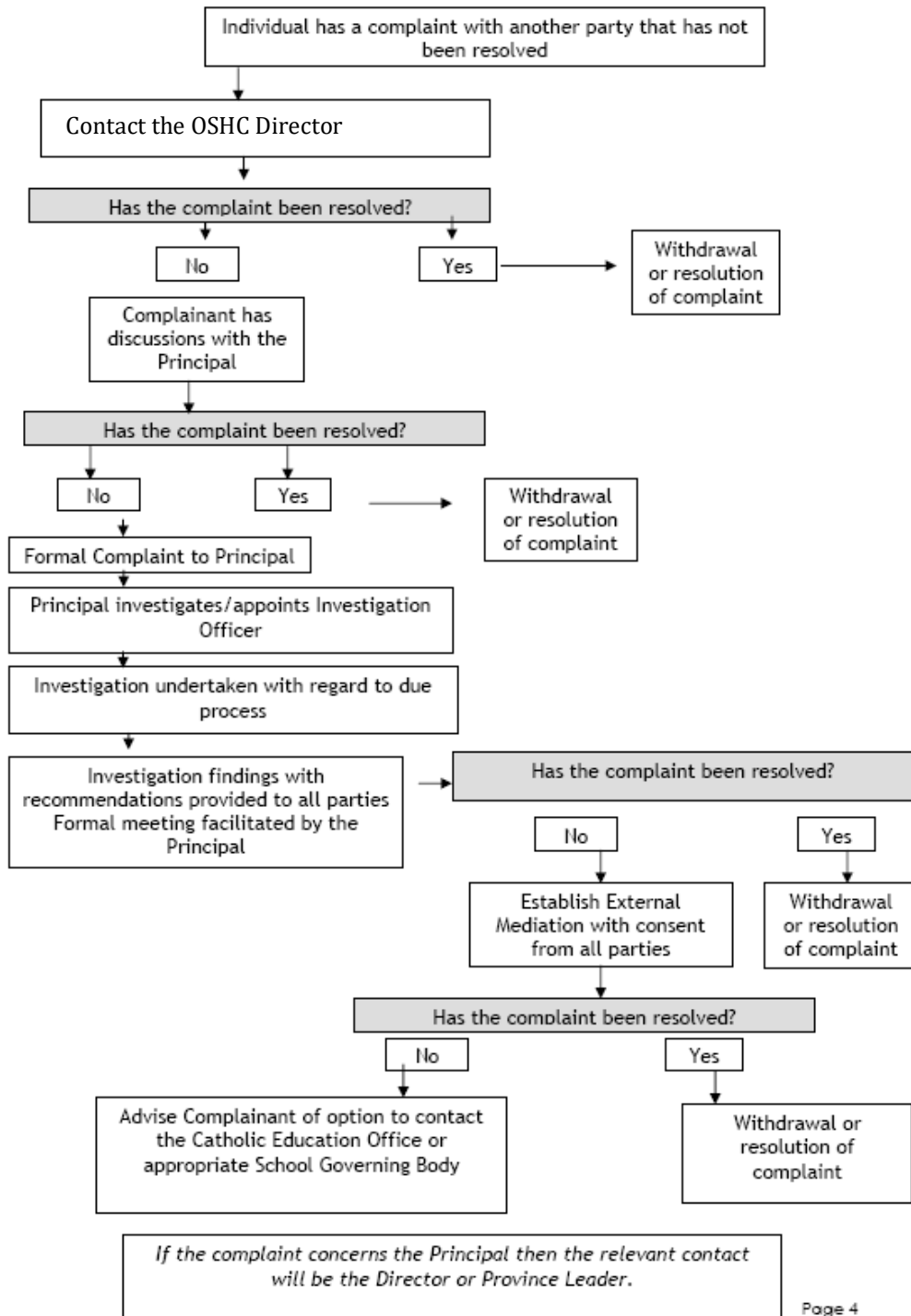
## 25. PROCEDURE FLOWCHART FOR RESOLVING COMPLAINTS

This procedure has been adopted by our School Board as the preferred procedure for complaints in the school.

(from SACCS Policy Statement 2004: Procedures for Resolving Complaints – adopted by the St Joseph's School Board August 2004)



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## 26. LATE PICKUP

The Service closes at 6.00pm and we require all children to be collected by this time. Parents who are unavoidably detained and unable to collect their child at the collection time must telephone the service to advise of their lateness and expected time of arrival. If a parent is unable to collect their child before closing time, they should arrange for another responsible adult to collect the child and advise the service of this arrangement, if other than an authorised person on the enrolment form. This advice should be in writing if at all possible.

If the parent has not contacted the service and the child has not been collected 15 minutes after the closing time, the service will attempt to telephone the parent or, if this is not possible, telephone the emergency contact people listed on the child's enrolment form to arrange for the child's immediate collection.

If no-one can be contacted and the child has not been collected 30 minutes after the service's normal closing time, the Director and/or Principal will determine a course of action. Any child picked up after 6.00pm incurs a \$15 penalty fee per 15 minutes.

## 27. CHILD CARE BENEFIT

The child Care Subsidy provides financial support for families who are either working, training, studying or volunteering. The level of subsidy received is determined by the combined family income, activity level of both caregivers and the type of childcare service. Parent/Caregivers must register with Centrelink to obtain a Customer Reference Number (CRN) for the parent claiming CCS, and for all children for which CCS is to be claimed, and complete an eligibility test at <https://www.centrelink.gov.au>. The Child Care Subsidy is paid directly to the childcare provider (St Joseph's School Tranmere OSHC). Families are then required to pay the financial difference between the subsidy and the fee charged. Further information can be obtained by contacting Centrelink on 13 61 50 or visiting the Centrelink website.

## 28. CEASED ENROLMENT – CHILD CARE SUBSIDY

Changes to the Family Assistance Law were implemented from 13 January 2020, meaning that CCS enrolments will automatically cease after fourteen weeks. If you receive notification from Centrelink that your enrolment has ceased, please notify the OSHC service.

29. ACCOUNTS AND PAYMENT POLICY

Fees will be calculated and are payable on a weekly basis. All statements are emailed through Fully Booked. Please note that accounts are for the preceding week. Reminder notices will be issued 2 weeks after the due date. Direct debits from nominated bank accounts are available upon request and all outstanding accounts are followed up by the OSHC Director and Principal via individual letters. Where the payment of OSHC fees is not made after reasonable attempts of collection, the recovery of fees will be placed in the hands of a debt collector and action pursued to its finality. Additional fees charged by our Debt Collection Agency will be invoiced to the family concerned.

The Debt Collection Agency may also be employed by the School to recover bad debts from families who have left the school and have the capacity to pay.



*“The kingdom of heaven is like a mustard seed that someone took and sowed in his field; it is the smallest of all the seeds, but when it has grown it is the greatest of shrubs and becomes a tree, so that the birds of the air come and make nests in its branches.”*

Matt 13:31-32

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St. Joseph's School, Tranmere OSHC