

# Settlers Farm Campus OSHC Family Handbook



**OSHC Location:**

Stuart House  
DuVillars Street  
PARALOWIE 5108

Director: Jan Hutchison  
Website: [www.settlersfarmcampusoshc.com](http://www.settlersfarmcampusoshc.com)  
Email: [jan.hutchison659@schools.sa.edu.au](mailto:jan.hutchison659@schools.sa.edu.au)

**NO EFTPOS available**  
**Fee payments are made by EZI-DEBIT**

**Postal Address:**

Settlers Farm Campus OSHC  
P.O. Box 7008  
Paralowie 5108  
Ph: 8280 8108

Mbl: 0401 711 061

Next Review April 2022

Welcome to Settlers Farm Campus Out of School Hours Care or as we like to call it "OSHC".

We are a professional team of qualified educators who provide a quality, fun, safe, recreational child care program for the families of our community.

Care is provided outside of school hours, before and after school and during school holidays, for primary school children (R-7) although we do like to extend this service to our Kindergarten families where possible. Primarily we are a service designed for children at risk, and working / studying parents, however the benefits for families whom require care just for respite needs is enormous, for both the parents and the children. We encourage families to utilise our service for respite reasons; we operate under a priority of Access Policy which are set out in the Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000. Vacancy availability changes term to term, week to week therefore it is vital that parents keep their bookings up to date.

While attending this service, children take part in interesting and enjoyable, educational and recreational activities in a supervised, informal and safe environment. Activities include cooking, art and craft, games, sports, special visitors and excursions. We base the program on childrens interests, requests, skills and abilities and community celebrations/events. Our program provides children with the opportunity to enhance their individual development, skills and abilities and augment their self-esteem through the activities/ routines/experiences provided.

*Children **learn** through play, as well as in educational programmes.*

Parents/caregiver, friends, relatives of families attending our service are encouraged to participate in our service in any of the following ways;

- Sharing their individual talents/skills/knowledge with the children eg coming in and cooking cultural food, playing a musical instrument, demonstrating carpentry skills and tool use, dance performance, art and craft, sewing, cultural activities and celebrations etc.
- Participation in excursions
- Volunteering on the Advisory Committee
- Joining in celebrations eg family nights, Christmas parties and end of term parties
- Surveys and feedback forms
- Activity suggestions
- Any other suggestions/ comments in the suggestion box

Please feel free to contact Sheree or myself if you have concerns or would like to make a suggestion.

Thankyou



**Jan Hutchison**

Director





**Jan Hutchison- Director**

I have worked in the OSHC industry since 1996 & I have been the Director of Settlers Farm OSHC since October 2000. In 1998 I completed the Cert 1V in Youth Work, and I completed the Diploma of Community Services OSHC in 2000. I am Nana to Matt, Denvyr, Jordin, Ryder, Xavier, Lucas & Izaak. My favourite spare time activity spending time with my grandchildren.



**Sheree Woods- Assistant Director**

I completed my Diploma in Children’s Services in 2000. I have worked in childcare since 1994 and Settlers Farm OSHC since 1997. I absolutely love going on frequent holidays with our caravan stopping wherever we want. Our family enjoys caravanning at every opportunity and spending time together.



**Emma Wordsworth - Assistant Director**

I have completed my Diploma in OSHC and have been working at Settlers Farm since 2010. I spend my free time exploring parks and playgrounds with my husband Curtis, daughter Darcie and dog Lexi.



**Curtis Wordsworth- Qualified Educator**

I have been at Settlers Farm OSHC since 2014. I have my Diploma in OSHC. On weekends I am heavily involved in sport whether it be on the soccer or cricket field. I enjoy spending time with my wife Emma and daughter Darcie.



**Brooke Ashworth - Qualified Educator**

I am Studying a Bachelor of Early Education at UniSA. During my free time I love spending time with my sisters or going to the beach- no matter the weather! I look forward to working with your family and getting to know your children.



**Emily Jackson – Qualified Educator**

I am currently studying a Bachelor of Primary Teaching at UNI SA. I enjoy dancing and have taken classes all my life and I also love going to the footy. I enjoy being around friends and family and look forward to working within oshc.



**Claudia Fowler– Qualified Educator**

Currently I’m in my fourth year of primary/middle teaching at UniSA. I’m specialising in English and PE. I would love to be a year 6/7 teacher when I’m qualified. I am also currently a SSO at Settlers Farm School



**Paloma Turton-Tiley – Qualified Educator**

Hi, I am currently working as a qualified educator at Settlers Farm Campus OSHC. I am in my final year of study for a Bachelor degree in Primary education with specialisations in performing arts and TESOL. Education and shaping the future generations is one of my biggest passions and I am provided the opportunity to explore this here at OSHC. When I’m not working I enjoy quality time with my friends and family, exploring different creative outlets such as dance and art, and love musical theatre.



**Bailey Hillard - Qualified Educator**

Hi, my name is Bailey and I am studying a Bachelor of Teaching (Secondary) with Bachelor of Science student at Adelaide University. I am interested in teaching year 11/12 chemistry and biology and enjoy science education to children/teenagers at any age. Outside of science teaching I have a passion for outdoor sports ranging from basketball to BMX. I hope to be able to assist in ensuring that our OSHC is a fun and stimulating environment for your children.



**Eliza Aistrop – Qualified Educator**

A number of children know me as I did a work placement at the school while completing my SSO course in 2015. I also work part time as and SSO at Salisbury Nth Primary School. When not working I enjoy holidaying both overseas and around Australia with my family and friends. I am a positive, bubbly and fun spirited person. Feel free to say hello if you see me around OSHC anytime.



**Amy Hutchison – Qualified Educator**

I have worked in the industry for many years as an educator in OSHC and as a SSO at another school. I enjoy working at Settlers Farm OSHC during Vacation care and have 3 children attending this school. My family love spending time together, camping, going out on our boat we try to go most long weekends with friends and family.



**Chandler Dorsey**

I am currently studying a Bachelor of Human movement/ Masters in Secondary teaching at UniSA. I have a great passion in working with children, and excelling their full potential throughout their school years, helping them achieve their greatest outcomes possible. I have previously worked at AFL MAX, therefore already have great experience working with kids and thriving for enjoyment and great learner experiences.



**Janelle Coad**

I am currently studying a bachelor of primary education at UNISA. I enjoy playing netball and trying new restaurants. I am also very interested in travelling and would love to travel overseas as much as possible



**Jake Hearl**

I have recently finished my Masters of Teaching (secondary) degree specialising in English, History and Psychology. I have worked at Settlers OSHC since 2015. My hobbies include martial arts and drawing/painting. I have painted a few murals around the OSHC for the children and I love hearing their ideas for the next art project I can do.



**Zoe Brooks**

I am very excited to be part of the team at SFC OSHC. I am currently studying Education Support. In my free time I like to attend the gym and play netball. I look forward to meeting you all.



**Emily Papalia**

Hi my name is Emily and I've been with SFC OSHC since 2020. I have been dancing for 16 years and have just recently taken my dancing to the next level by studying a Certificate 1V in Elite Dance & Performance. When I'm not seen here at OSHC, you will find me either in the dance studio or teaching dance to young students.



**Bianca Davis**

I am currently studying at UniSA to become a secondary teacher, specialising in English, History and Outdoor Ed. I currently work at Settlers OSHC and two other jobs in the hospitality industry, which I love just as much. I can not wait to finish my degree so I can work with and guide more children.



**Caitlyn Quinlan**

I am currently studying a Bachelor of Primary Education (Honours) after graduating from a Diploma in Arts, while working part time as an OSHC educator and SSO for Settlers Farm Campus. I find it very rewarding to be able to work with children and help them grow within their learning and social skills. When I am not working, I enjoy travelling South Australia and taking my dog to the park.



**Tyrell Sinclair**

Hello, I have recently started working at the Settlers Farm Campus OSHC. I have been working at the school for two years now as the Aboriginal Education Community Officer and as an SSO. Some of my interests are playing any kind of sport, going to the beach and eating food.



**Jade Hurst**

I am thrilled to be a part of the team at Settlers Farm Campus OSHC as I am a former student who attended both the school and the OSHC and loved it as a kid. I am currently studying a Bachelor of Primary Education (honours) at uniSA. In my spare time I like to go to the beach and spend time with friends.



**Casey Black**

Hi, my name is Casey, I started at Settlers Farm Campus OSHC in 2021. In my spare time I love to play netball and spend time with my friends and family.



**Michelle Hillard**

I spent majority of my working life in retail but have recently made the career change to working with children. When I'm not at OSHC you'll find me walking my dog with my husband or spending time with my kids and grandchildren.

## **BOOKINGS AND ENROLMENT**

1. Go to our website [www.settlersfarmcampusoshc.com](http://www.settlersfarmcampusoshc.com)
2. Click on the enrolments tab
3. Click on the 'enrol to fully booked here' button

4. You will be redirected to the Fullybooked website, where you will need to click on the 'no account yet? Register here button'
5. Follow the prompts
6. Once you have completed the Parent/Emergency contact section, the child section and the account details section a calendar will appear at the bottom. If the calendar does not appear, you have not completed all the steps
7. Please note if your child has asthma, allergies, medical conditions or additional needs you will be required to upload a health care plan for the condition, which will need to be approved by us before your calendar will appear. If your child has a medical diagnosis, upload this form now. We may be eligible to add supports into our service to assist.
8. If you are having trouble, go back to our website, back to the enrolments tab and down the bottom is a button labelled 'how to enrol.' This will take you to a step by step pdf guide of how to enrol.

Upon enrolment a once off \$20 Administration fee will be required and added to your account.

Parents are required to register with Family Assistance Office to receive a CRN, this number is for the parent/guardian claiming CCS. The FAO can be contacted on 136150. When you register with FAO you will be required to inform them of the name of the service you are using. If you are entitled to a subsidy, it will automatically be deducted from your fees.

Once you have completed all areas of the enrolment process and accessed your drop down calendar, it is your responsibility to make all bookings and cancellations. To alter your bookings go to [www.sfcoshc.fullybookedccms.com.au/family](http://www.sfcoshc.fullybookedccms.com.au/family) and log in with your email address and password.

#### SESSION TIMES

<b>Before School Care (BSC)</b>	6:30-8:30am <i>Breakfast is supplied from 7:15-8:00am</i>
<b>After School Care (ASC)</b>	3:05-6:00pm <i>Afternoon tea and fruit is supplied</i>
<b>Vacation Care (Vac Care)</b>	6:30am-6:00pm <i>Children need to bring a hat, recess and lunch</i>
<b>Pupil Free Day (PFD)</b>	6:30-6:00pm <i>Children need to bring a hat, recess and lunch</i>
<b>Early Finish Day</b>	2:05-6:05pm <i>Afternoon tea and fruit is supplied</i>



#### FEES

Payments can only be made by direct debit, the company we use is Ezi-Debit. Ezi-Debit will deduct from your nominated account/bank card weekly. We charge a week in arrears so each Wednesday you will receive a statement, via email, outlining your fees for the previous week and the amount due to be deducted from your account the following day. We process payments on a Thursday, depending on your bank the money may be debited on the Thursday or Friday.

#### OSHC

BSC (session)	\$16.00
ASC (session)	\$21.50
Early Finish (2:05-6:00)	\$25.50
Early Closure (service closes at 2:00pm)	\$40.00
PFD (day)	\$60.00
VAC (day)	\$65.00
VAC casual (bookings taken in last 2 weeks of term)	\$70.00

All excursions and additional programs are included in the per session/day fee; unless arranged by the director

A late collection fee will apply for parents who fail to collect their children by the designated closure times. Please see our Policy with respect to these fees. Fees are reviewed each year and you will be notified in advance of any increase.

#### NATIONAL QUALITY FRAMEWORK

The Australian Government and state and territory governments recognise the importance of increasing their focus on the early years to ensure the wellbeing of children throughout their lives and to lift the productivity of our nation as a whole.

The drive for change is based on clear evidence that the early years of a child's life are very important for their present and future health, development and wellbeing.

The objectives for the National Quality Framework are:

- To ensure the safety, health and wellbeing of children attending education and care services
- To improve the educational and development outcomes for children attending education and care services
- To promote continuous improvement in the provision of quality education and care services
- To establish a system of national integration and shared responsibility between participating jurisdictions and the Commonwealth in the administration of the National Quality Framework
- To improve public knowledge, and access to information, about the quality of education and care services
- To reduce the regulatory and administrative burden for education and care services by enabling information to be shared between participating jurisdictions and the commonwealth.

Settlers Farm Campus out of school hours care staff will provide the best level of care that they possibly can; they will be sensitive to and give equal weight to each child's emotions, interests and needs, including the special needs of children with disabilities, children from non-English speaking backgrounds and Aboriginal and Torres Strait Islander children. Good quality care must appreciate the individuality of every child and treat children equally. High quality care must derive from a sound base of knowledge about early childhood development and the characteristics common to children of different age groups. Our educators will provide the very best level of care and will know what appropriate activities for and what appropriate expectations of children of all ages are.

Our centre is committed to working with the National Quality Framework to provide the best level of care.

### **OSHC POLICIES**

Our service is operated and guided by a series of Policies incorporating the schools policies and our own service policies. The information contained throughout this information handbook is extracts from some of the policies contained in the policy folder. The complete policy folder is available for families upon request. An individual copy of particular policies or a comprehensive list of policies can be photocopied at your request.

### **VISION & VALUES OF SETTLERS FARM CAMPUS**

#### **Values**

Respect, Responsibility and Personal Best

#### **Vision**

Settlers Farm campus as a community works together to inspire our students to develop respectful relationships, be resilient and maximise their potential.



### **PHILOSOPHY**

While the centre is governed by a strict set of policies, we also operate under a philosophy, which has been developed and represents the direction and beliefs of the staff and Advisory Committee. Our philosophy statement is available for

viewing by all parents and is attached at the end of this information booklet. Parents are invited to make suggestions regarding the philosophy and direction of the service either in writing or by speaking to the director directly. All suggestions will be discussed at staff meetings then forwarded to Advisory and Governing Council, before changes are implemented.

### **ADVISORY COMMITTEE**

Our OSHC service is operated by Settlers Farm Campus Governing Council whose members are Parents, School staff, the OSHC Director and interested members of the community. This governing council then has a sub-committee called Settlers Farm Campus OSHC Advisory Committee whom is made up of parents, OSHC educators and OSHC Line Manager. The OSHC Advisory Committee has the majority of responsibility for the effective operation of the OSHC service. The Advisory Committee members duties vary but do include such things as overseeing financial position, policy development and review, fee scheduling, accreditation implementation, staff interviews etc. Being a member of the Advisory Committee can be a rewarding experience, involvement on the committee can be placed on your Curriculum Vitae for future employment opportunities. If you are interested in being part of this committee please see the Director.

### **BOOKINGS & CANCELLATIONS**

It is your responsibility to add or cancel session bookings on your Fullybooked calendar. Log in, choose the appropriate care environment and click on the dates you require, they will turn green. Once you have selected all the dates you need, select next at the bottom of the page, double check the dates then click confirm changes. If you cannot add your booking on a particular session there are a few reasons this might happen

- The session has already begun
- The session is full (this will be indicated by the date being red)
- If you are trying to book in for that afternoon, it may be after 2:30pm.
- Your bookings have been blocked due to an outstanding debt

Please give us a call at OSHC and someone will assist you.

If your child/ren is unable to attend a booked session you also need to update this on Fullybooked as soon as possible. Log in, choose the appropriate care environment and click on the dates you wish to cancel, they will turn blue. Once you have selected all the dates, select next at the bottom of the page. The following page will advise you if you are still be charged or not, click confirm changes at the bottom.

- If you are able to give us two weeks' notice (10 business days) then no fee is charged.
- If you give us less than two weeks' notice then a full session fee will be charged (CCS still applies)

If you fail to notify us and we need to call you to locate your child you will be charged a \$5 non notification fee.

If you are cancelling permanently, 2 weeks' notice must be given. The child/ren must attend care on the last day of that 2 weeks' notice period for CCS to still apply. If the child/ren does not attend that last session, after 14 weeks your subsidy will be retracted back to the last day of attendance.

### **DROPPING OFF OR PICKING UP CHILDREN**

When dropping off or picking up your children we ask that you use the Ipad sign in/out system. Not only does this enable us to keep a track of our numbers, it is a legal requirement by the Commonwealth Government. If this does not occur then a phone call will be made and you will be required to return and sign your child/ren in. For the purposes of collection only those people who you have recorded on your account have collection authorities and will be able to collect children, unless alternative arrangement have been made. Identification will be required for the person(s) collecting your children. It is not acceptable for children to sign themselves in or out of care. It is the responsibility of parents to ensure a recognised person conducts the sign in/out.

### **LATE PICK UP**

All children MUST BE COLLECTED BY 6:00pm, a late fee will apply in line with our fee policy for children collected after the designated closure. These late fees are charged to partly offset overtime costs. Regular late pick-ups will result in a



discussion with the Director to arrange an alternative care option. If you are late please ring OSHC to advise of your appropriate arrival time. If OSHC does not receive any contact from you by 6:05pm, attempts to contact you and your emergency contacts will be made. If we cannot get hold of any contacts listed on your enrolment, crisis care will be called and foster care arrangements made.

## FIRST AID

Should an accident occur the procedure will be...

1. Administer First Aid
2. Assessment will be made if further treatment is required.
3. If deemed urgent or an emergency an Ambulance will be called and parents notified (the cost of the ambulance is the responsibility of the parent/guardian)
4. A first aid report will be filled out, your child's name will be added to the whiteboard near the front door and you are required to sign the first aid report.

## EMERGENCY DRILL

The service has 2 types of Emergency Procedures:

- Evacuation – represented by long blasts of the whistle
- Invacuation – represented by three short blasts from the whistle

The procedure is displayed throughout the service and each will be practiced once per term. In the event of a parent arriving during the emergency drill they will be required to wait until the completion of the drill before dropping off or collecting their child.

## ELECTRONIC DEVICES

Children are not permitted to have electronic devices with a camera while attending the service, if they do have one it can be kept in the OSHC office whilst they attend. If you need to contact your child it is expected that you will contact the service directly (the phone number is located on the front of this booklet)

## CHILDRENS BELONGINGS AND LOST PROPERTY

To ensure that all items are returned to their rightful owners it is essential that clothing and other belongings are clearly labelled. If clothing or other items are not labelled they will be placed in lost property. Any items left in lost property will be donated to Goodwill at the end of each term. Children are responsible for their own belongings and we do not advise that they bring valuables to OSHC. Educators will not be looking after personal possessions, nor is there room in the office for them.





## **ROUTINES**

There are a couple of routines at OSHC that we expect children to follow during both term and vacation care.

Each morning before school the children are required to participate in group time before they are dismissed for school.

The aim of group time is do a roll call, inform children of any important events or information to establish guidelines and remind children of behaviour etc. During group time after school, children are reminded of any important news that may be coming up within the centre, discuss sun safety for the day and advise children what play areas are open. The afternoon routine is as follows:

3:05pm- Children get signed in and wash their hands. They are then offered afternoon tea.

3:15pm- Group time

3:20pm- Children choose where they wish to spend their free play time / group time

4:30pm- Fruit is served at OSHC

4:45-5:30pm- Free play at OSHC or playground depending on what areas are open.

5:30-6:00pm- Quiet time at OSHC building.

During Vacation care all children must take part in group time before each excursion and some incursions. These group times allow us to establish some of the guidelines for excursions (eg, toilets, safety, expectations, recess and lunch) inform children of their routines (if applicable), check all hats and distribute sunscreen.

## **VACATION CARE CAMP**

Each January we organise a 2 night, 3 day camp for children in years 5,6 or 7 and above. We rotate our campsites between Woodside and West Beach Caravan Pk. The camps are jam packed with fun, games, activities, team building skills and hanging out with friends. We try to keep camp fees parent friendly, the cost is normally a \$60 bond plus 3 days bookings. Camp bookings open with the release of the December/January program each year.

## **VACATION CARE EXCURSIONS**

A lot of planning goes into developing our vacation care program. It is expected that all children arrive by the advertised time on Fullybooked, this is to ensure all children are present at group time, a head count, and toilet run. A hat, drink bottle, lunch and appropriate clothing must be with your child on excursions. At the beginning of each term the staff team develop our vacation care program for the following holidays so it can be presented to the Advisory committee and Governing Council committee for ratification. Much thought and consideration is put into the time of year, weather, cost, and children's interests. For this reason we rarely cancel excursions due to the weather, in extreme cases alternate arrangements will be made.

## **PARENT GRIEVANCES**

Should you have a grievance please contact Jan directly on one of the communication methods displayed on the front of this booklet and arrange a time to meet. Jan can provide you with a copy of our grievance procedure should you wish to take the matter further.

## **CHILD GRIEVANCES**

Children are encouraged to talk directly with the person they have a grievance with, alternatively they can approach an adult they feel comfortable with and ask them to follow their grievance procedure for them. An informal and anonymous way children can air their grievance is by placing a comment in the suggestion box.

## **BEHAVIOUR**

- **Children's rights**

Your children have a right to feel safe and be safe here.

They have a right to care, attention and support from all educators.

They have right to be treated with dignity and respect – to be treated fairly and thoughtfully by others

They have the right to play, to enjoy recreational time and to be involved in the activities of our program

- **Guiding children’s behaviour**

Children attending the program are expected to respect the rights of others and will be encouraged to choose acceptable behaviour during the sessions. OSHC is strongly committed to providing a positive environment for children to learn and develop positive self-esteem. Every effort will be made to ensure that all interactions within the service are respectful, genuine and caring. Our guidance of children’s behaviour is focused on reinforcing and encouraging the good and acceptable behaviours of children. Rewarding children with acknowledgement and praise for choosing to behave acceptably; sometimes rewarding children with “Oshc Bucks” that represent good behaviour. We have an Oshc bucks cupboard that has items for the children to buy using their Oshc bucks as soon as they have saved up enough.

- **Unacceptable behaviour**

If a child’s behaviour is considered unacceptable and they do not choose to behave appropriately, then the following steps will be implemented:

1. **REMINDER** about how to behave acceptably in that particular situation and informed about the consequences if they choose to behave unacceptably.
2. **IMPLEMENT** consequences (exclusion from area, pick up rubbish, write lines)
3. **REFLECTION TIME** if they continue to behave unacceptably or in an unsafe way they will be asked to serve a 10 minute “time out” in the area that the inappropriate behaviour occurred. Educators will have a conversation with the child after they have cooled off. This gives them the opportunity to reflect on why they were behaving this way, the feelings behind the unacceptable behaviour and guide them to choose acceptable ways to deal with the problem/feelings/ next time. This is to show the seriousness of the behaviour, allow time to cool off and think about fixing things. We call this **Reflection Time**.
4. In the event of reflection time not resolving the issue, children will be asked to serve further reflection in the office where they will be counselled by leadership staff about inappropriate behaviours.
5. If the behaviour continues the child will be **EXCLUDED** from an activity that they really enjoy for a reasonable time eg, no cricket for two days or a week depending on severity of unacceptable behaviour.
6. If the behaviour continues **PARENTS/ GUARDIANS** will be **NOTIFIED** and the behaviour discussed. An Individual behaviour plan will be developed between the child, their parents/caregivers and the OSHC Director.
7. Repeated serious behaviour may result in exclusion from the program.
8. Encouragement of good behaviour and rewarding with praise and “Oshc Bucks” will continue throughout the above steps.

If parents discipline their own child within the centre then no form of corporal punishment or unacceptable language is to be used. If this occurs, then the educator will report the situation to the Director. Parents/ Caregivers are to approach an educator if they are concerned about another child’s inappropriate behaviour.





# Settlers Farm Campus OSHC

## Philosophy Statement

At Settlers Farm Campus Out of School Hours Care we are committed to providing your children with a safe, stimulating, rich learning environment where all children and their families are respected for their individual needs, beliefs and ideas.

We offer a program that provides children with opportunities, through play, to maximise their potential, develop social and cognitive skills, mature emotionally, and gain the self-confidence required to engage in new experiences and environments. Our program is encouraged and supported by the My Time, Our Place and Belonging, Being & Becoming frameworks.

We build strong connections with our culturally diverse community through being easily accessible, maintaining links to a wider support network and being open and responsive to the changing needs of the community. We acknowledge the importance of traditional culture and heritage to the Kurna people of today.

We share the same vision as Settlers Farm Campus R-7 and Settlers Farm Campus Kindergarten

“Settlers Farm Campus as a community works together to inspire our students to develop respectful relationships, be resilient and maximise their potential.”

### **We aim to...**

- Support children’s growth, sense of wellbeing, learning and development, by providing a safe and stimulating environment
- Provide opportunities for nature play experiences and learning
- Participate with other community groups, agencies and services to share resources and develop a support network
- Foster children’s autonomy and development by providing a program that is reflective of the ‘My Time, Our Place’ and Belonging, Being & Becoming frameworks.
- Provide educators with ongoing opportunity for professional development
- Embrace children with additional needs
- Encourage the celebration of diversity within our service

**REVIEWED MARCH 2021**

**NEXT REVIEW DATE MARCH 2021**

## **MOST FREQUENTLY ASKED QUESTIONS????**

### **Do I need to contact Centrelink?**

Yes, you need to register with Centrelink. You will need to enter the parent and child CRN's (Customer Reference Number) onto Fullybooked before subsidy will be paid.

### **Do I have to pay my account via Direct Debit?**

Yes, the only form of payment accepted is direct debit.

### **If I get called into work, can I still get care if I need?**

Jump onto your account and using your calendar add your child/ren. If it is a morning session and the session has already started, give us a call. If it is a pm session you need you can add bookings to your account up until 2:30pm. If it is between 2:30 and 3pm, you will need to call us. Providing we have vacancies, an educator will add your booking and you will receive a confirmation email.

### **What is the procedure if I am late collecting my child?**

OSHC closes at 6pm, all children must be collected by this time. A late fee will apply in line with our fee policy, these late fees are charged to partly offset overtime costs. Late collection fee is \$25.00 per family between 6:00 and 6:20pm, after 6:20pm it's \$25.00 plus \$1 per minute. Regular late pickups will result in a discussion with the director and you will need to make alternate arrangements.

### **Does my child need to wear a hat?**

Yes, children are required to wear a hat at Oshc between 8:30-4:30pm whether it be during school term or during vacation care. Children are required to wear legionnaire, wide brim or bucket style hats at all times. Bucket style hats can be purchased from the OSHC office for \$9.00.

### **If I have a suggestion or complaint – who do I talk to and what do I need to do?**

Jan (director) – Make an appointment time with Jan to discuss anything on your mind, there is also a suggestion box in the parent room. Alternatively, you can ask for a copy of the grievance policy and follow the steps outlined.

### **When is the latest time I can cancel without being charged?**

2 weeks' notice must be given during the term. Vacation Care operates differently and we advertise the last day to cancel on Fullybooked, the date is 2 weeks after the program is released.

### **How are the children involved in the program?**

The children have a voice at OSHC through our SRC, a group of 10-12 children are nominated and voted into the committee by their peers. These children help make decisions and request equipment to be purchased. The committee meet at Oshc for an informal meeting, for half an hour during school lunchtime. The representative's photos are displayed on the children's notice board.

### **If my child has homework from school, can they do it at OSHC?**

We provide a quiet area for the children to do homework and will whenever possible assist or give them the tools they may need (paper, dictionary, access to computers and printers).

### **If I have a regular term booking will that cover me through Vacation care and Pupil Free Days?**

No, all vacation care bookings must be made by using Fullybooked. The ability to book the upcoming Vacation care does not become available until Friday of week 5 each term. Pupil free days become available 3 weeks prior to the scheduled date. An email will be sent out to all families to advise parents when Vacation care and Pupil free days are available. If you are not receiving these emails please notify leadership.