

**Leanyer School Council
OSHC
& Vacation Care
Program
Parent Handbook**

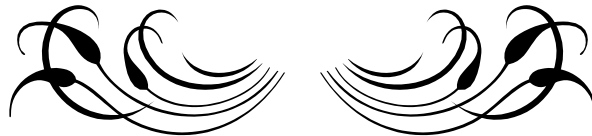


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**The Centre's rules & guidelines are displayed in both areas of the Centre.
Parents are requested to please look and comment on these.**

HISTORY & INTRODUCTION

The Outside School Hours Care Service at Leanyer Primary School was established in 1984, initially catering for 22 children.

Today we are a 75 place centre, providing Quality OSHC Service for Leanyer Primary School in child friendly environment.

The OSHC and Vacation Care Programs are operated by Leanyer School Council and overseen by a Parents' Management Committee whose input is essential to the development of the Program.

We encourage parents to become involved in our Parents Management Committee, which meets once a month during the Term for approximately one hour.

Leanyer School Council OSHC is now monitored by Quality Education and Care and will participate in the Quality Assessment and rating process which is part of the National Quality Framework.

Our Goal at Leanyer OSHC is to provide our children with meaningful play and leisure. The Framework describes this as a context for learning through which children organise and make sense of their social worlds as they engage actively with people, objects, ideas and the environment.

The Council has identified the following Five Quality areas:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

PHILOSOPHY

Creating a Professional Learning Community with shared and clear expectations of roles and responsibilities, to provide a safe and happy environment for all.

The aims of **Leanyer Outside School Hours Care** Program are to support the School Community and parents who use the service:

- To provide **quality care** in a safe and secure child friendly environment for those children who require care.
- To support Leanyer Primary School Community and the local community.
- To help children to develop **social skills** through interaction with their peers from a range of backgrounds.
- To respect and foster the individuality and the interdependence of the children, recognising the various cultures within the Service.
- To provide **varied, interesting and challenging activities** for all children, using a variety of materials and resources to help each child reach their full potential.
- To cater for **individual needs** of children from different cultural backgrounds.
- To provide children with a **set of limits** and to help them to understand their responsibilities for themselves and others.
- To ensure that **a healthy and co-operative relationship** exists between all participants in the program; staff, children and their families.
- To respect every family and child's right to privacy.
- Not to divulge any information of a confidential nature we may obtain to any other person except where required by legislation.

HOURS OF OPERATION

Before School Care	7.00am to 8.05am Mon - Fri
During School Term	2.30pm to 5.30pm Mon - Fri.
During School Vacations and on Pupil-free days	7.30am to 5.30pm Mon - Fri

ENROLMENT AGREEMENT

Parents must complete an enrolment form prior to their child/ren commencing care. The Director must be notified of changes to parents' contact details or different persons permitted to collect children.

Fees must be paid in advance by two weeks at all times with the initial payment required prior to commencement of care.

Parents must complete a Leanyer OSHC Enrolment form. This includes agreeing to the Leanyer OSHC Debt Policy regarding the payment and recovery of fees if a parent should default on their account.

Parents agree to notify the Centre if their child is going to be absent as soon as practical for each absence.

DELIVERY/COLLECTION OF CHILDREN TO/FROM PROGRAM

Parents are required to sign their child/ren out each day. If any other person is to pick up their child/ren they will also have to sign for the release of the children. They should also contact the Director or Assistant Director prior to leaving the centre with the children.

• Collection of children from the centre

The Director or staff in charge must ensure the person collecting the child/ren is authorised by the parent or legal guardian.

In the case of parent/guardian with parental responsibility for the child arriving at the service to collect their child in a visibly intoxicated or unfit state to drive the parent/guardian will be encouraged to contact an alternative adult to drive them and their child home or the Service will offer to call a taxi. If the parent/guardian insists on taking their child, the police will be informed. This is a directive from the Commonwealth Department of Families, Community Service and Indigenous Affairs re our duty of care.

• Emergency Pick ups

In event of a change in a pick up person for a particular day, parents are asked to notify the Director or Assistant Director by telephone on 8945 5321 prior to collection time with the name of the person picking up their child.



FEES

A deposit of two weeks fees per child is required prior to the commencement of care with fees being paid two weeks in advance at all times.

- Parents will receive an invoice each fortnight for attendances in the preceding fortnight. The Invoice will be attached to their child/ren's sign out sheet.
- Parents who are late paying fees will be given a reminder account and seven days to settle the account.
- Parents experiencing difficulties are asked to contact the Director to discuss payment options.
- It is our policy to refuse care or suspend care if fees remain unpaid.
- As per the Leanyer OSHC Debt Policy, accounts that remain in arrears without agreed arrangements will be referred to a third party for collection with recovery fees added to account.

Fees are charged at booked hours, not attended hours. For absences longer than a week, if at least 7 days' notice is provided, a holding fee (rather than a full fee) will be applied.

Full fees will apply for absences of less than one week or where less than 7 days notification is provided.

Payments

Payment of fees is to be made by Direct Debit agreement. Payment can be made from Visa, MasterCard, or cash

For a schedule of current fees (including deposits) please see the Director of Assistant Director.

Late Fees will be charged if children are collected after 5.30pm @ \$20 upfront and **\$1** per minute for the first 5 minutes and **\$2** per minute there-after.

Vacation Care requires that a non - refundable deposit to be paid per child per week of booked care to hold a place in the Vacation Care Service. We regret that we cannot guarantee access to casual care places as priority is given to permanent placements.

Full fees are charged for **public holidays** when they fall within the Vacation care or OSHC period.

TERMINATING CARE

Please inform the Director or Assistant Director at least two weeks in advance if care for your child/ren is no longer required. Otherwise two week's fees will be charged at the normal rate.

Priority of access will be given to children under FAaHCSIA's guidelines. In the event of this occurring families that are inconvenienced will be given two weeks' notice.

SUN POLICY

- Children and staff are required to wear a hat, a T-Shirt and encouraged to apply sunscreen at all times when outdoors.
- T Shirt or solar suit bathers are required to be worn whilst swimming.

Some Vacation Care outdoor excursions may occur during peak UV hours – children will be encouraged to apply sunscreen (under supervision) and seek shade during these times.

ACTIVITIES

OSHC Program of activities is displayed on the Centre notice board.

Vacation Care: - The program of activities and menu is provided to parents for each week of Vacation Care. These are available for collection one week prior to care.

HOMEWORK

To help parents, the **OSHC** program runs homework sessions usually held twice weekly from 3.30 - 4.30pm. This is supervised by a staff member from the OSHC. It is not compulsory for children attending our Service unless authorisation is given by parents for their child/ren stating that they wish their child to do it at the centre.



FOOD/MENU

OSHC: - Afternoon tea is provided for the children at approximately 3pm each day. The menu changes weekly and is displayed on the Menu board in the kitchen.

Vacation Care: - Morning & afternoon tea are provided during vacation care. Children will need to bring their lunch every day in a zip lock bag during the school holidays unless otherwise stated in the program.

Leanyer OSHC is a NUT AWARE centre – please do not pack nuts, peanut butter, nutella, etc. in your child/ren’s bag.

If your child/ren has a specific dietary requirements (intolerance/cultural) please discuss this with the Director or Assistant Director.

This year there are children at Leanyer OSHC who have severe food allergies, in particular, to Nuts of all sorts.

This is called Anaphylaxis and can be a life – threatening situation.

In these children’s case, eating, touching or even inhaling trace elements of peanut or nut products can trigger a serious reaction. There are also several other children who have allergies to nuts but the reaction is not as severe and requires different approaches when dealing with the condition.

We ask that products such as Nutella, peanut butter and nuts, do not come to OSHC. Plans are in place and staff have been trained for any situations that may arise.

There is an excellent web site for those who wish to gain further understanding of allergies/ anaphylaxis : www.allergyfacts.org.au

Another site which details substitute products is: www.sweetwilliam.com.au

Thank you for your assistance in this matter.



STANDARDS OF BEHAVIOUR

For the safety of all children who use our Centre, the staff expect that all children will be well behaved and act in a safe manner. Whilst participating in the Centre activities and excursions, our aim is to provide a relaxed and safe environment for the children and prohibit any behaviour that is offensive to the children and staff.

Unacceptable Behaviour:

1. Offensive or aggressive behaviour to staff or other children.
2. Abusive language.
3. Misuse of Leanyer OSHC facilities or equipment.

Behaviour Management:

1. Leanyer OSHC expects a high standard of behaviour from its students. Rules are based on common sense and respect for the rights of others. A strong emphasis is placed on self-control and accepting responsibility for one's own behaviour. Discipline is based on the rights and responsibilities of everyone concerned.
2. The emphasis is on safe behaviour whilst participating in the centre's activities and excursions. Our aim is to provide a relaxed and safe environment for the children and staff in our Centre.
3. When inappropriate behaviour occurs, firstly, we refer to the rules and remind the child of the appropriate behaviour. The child is then given a warning. If the child continues to act in an inappropriate manner, the child will be removed from the situation.
4. If the child's inappropriate behaviour continues then the parents and staff will need to identify, if possible, the cause of the inappropriate behaviour and to plan strategies for improving it
5. If inappropriate behaviour continues, the parents will be requested to remove the child from the Service until the child is prepared to make a commitment to follow the centre's rules.

MEDICATION

Written permission is required from a Parent for Outside School Hours Care Senior staff to administer medication to their Child.

Permission and Medication details will be recorded in the Illness & Medication Register.

Medication must be in the original bottle and be clearly labelled with the child's name, required dosage and time the medication is to be administered. Staff will sign the Register once medication has been administered and parents are required to confirm this by signing the register when they pick up their child.

ACCIDENT AND ILLNESS

Serious Illness/Accident

- In the case of a child with a serious illness or accident requiring medical attention the Director will contact parents ASAP.
- If a parent is not available to be contacted the child will be accompanied by the Director to the Royal Darwin Hospital in a St Johns Ambulance.
- The Assistant Director will inform the parents to meet the Director at the hospital.
- All accidents must be recorded in the Illness & Accident Register and signed and dated by the staff member who witnessed the accidents or treated the child or staff member.

Minor Accident

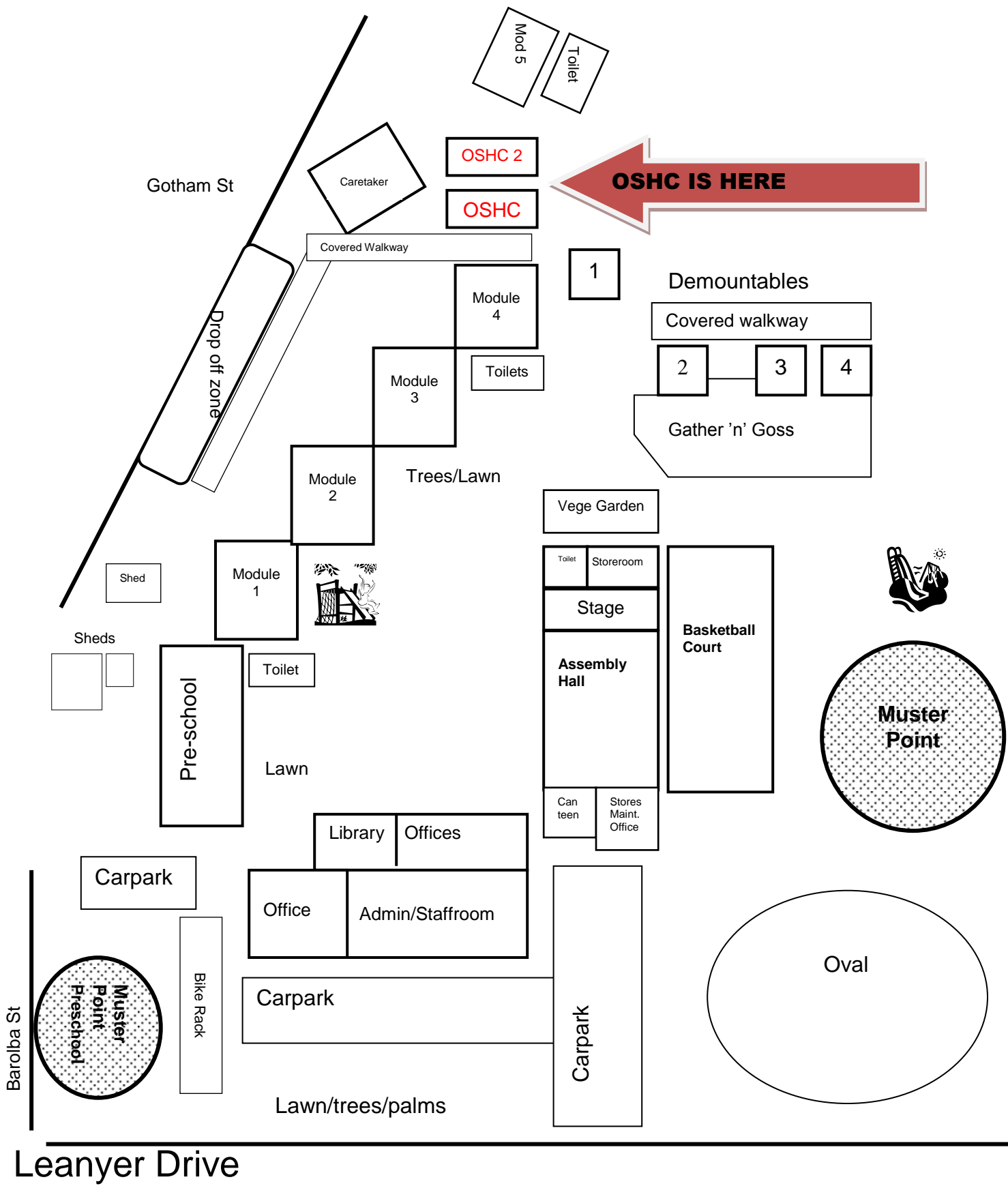
- The Director / Assistant Director will inform parents on their arrival at the service to pick up their child and the incident will be documented on an Incident Report form that must be signed by the parent prior to leaving the Centre. A copy of this report can be provided to the parent on request.

SMOKING POLICY

Leanyer School and OSHC is a **NO SMOKING** centre as per the Department of Education and Children's Services requirement for all Government school sites.

GRIEVANCE/COMPLAINT MANAGEMENT

Leanyer OSHC endeavours to foster regular open two way communication with parents/guardians. If you wish to raise any concerns you have, please make an appointment with the Director, Assistant Director. Your issue may be referred to the School Principal if further consideration is required.



Leanyer Drive