

# Prescott College Southern



## OSHC Information Booklet

Updated February 2022

## **Hours of Operation**

Before school care operates between 6:30am and 8:30am

After school care operates between 3:15pm and 6:30pm

(Every Monday, Tuesday, Wednesday, Thursday)

Vacation care and Pupil free days operate from 6:30am until 6:30pm

### **Then**

Friday am 6:30am – 8:30am

Friday pm 2:30pm -6:30pm

This centre is not open Public holidays and 2 weeks of the Christmas Holidays

## **Bookings are essential**

### **Fee structure/payments of accounts**

#### **Before school:**

1 session: 6:30 - 8:30 - \$9.50

#### **After school:**

1 session: 3:15pm – 6:30pm - \$18.50

#### **Vacation Care:**

1 session: 6:30am – 6:30pm - \$49.50, \$51.50 on excursion days

#### **Excursions:**

Excursions for holiday programs are included in the fees.

### **Outstanding Fees for Non-Prescott families**

**(Prescott families have fees debited to their school fees)**

Accounts are not to be more than 2 weeks in arrears.

When the account is 2 weeks in arrears, a reminder notice will be sent giving seven days' notice to pay the account. If still no payment is received a final notice will be sent giving 7 days to pay the account.

Parents may be refused use of the OSHC service if accounts are not kept up to date.

Assistance is available for children who attend Prescott College Southern and may be having difficulty in meeting commitments due to their current circumstances. A Prescott Fees Assistance form is enclosed with enrolment forms.

### **Child Care Benefit (Government Fee Assistance)**

Childcare Benefits are available to parents at a variable rate depending on parental income. Information and application forms are available from the Centre and Proceed through Family Assistance Office.

Organisation ID: 1-607-97

Approval ID numbers with Cenrelink/Family Assistance Office are:

Before School Care: 1-631-6256

After School Care: 1-631-6255

Vacation Care: 1-631-6257

### **Priority of Access:**

First Priority – see OSHC Priority Access Policy

### **Staff Ratios:**

Staff ratios are as follows:

1-12 children – 1 Director

13-30 children – 1 Director & 1 Assistant

1:8 children for excursions

1:5 children for excursions in water

30 + children – 50% Qualified staff following ratio

### **Arrival/Departure**

#### **Before School Care:**

Children must be signed in on arrival by parent/caregiver. If not signed in, the parent may be charged for 2 sessions even if they were only in for one.

#### **After School Care:**

All students are expected to go straight to the OSHC waiting area following their dismissal from class. A roll is marked and then we proceed to the OSHC building. Children will only be released into the care of those specified on the enrolment form **unless** written permission is received.

### **Non-attendance**

If a child does not turn up to the waiting area, a staff member will:

1. Check classroom
2. Check office
3. Check yard
4. Ring parent to confirm child has gone home

### **Extracurricular activities**

When children are attending extracurricular activities during OSHC sessions you will need to provide the following information to OSHC:

1. The day on which it is on

2. The time the activity begins and finishes

## **Bookings/cancellations**

**To ensure we have the correct ratio (staff/child) bookings must be made in advance as early as possible.**

Bookings can be made through the school office on 8381 4290 or at OSHC during operational hours: 6:30am – 8:30am or 3:30pm-6:30pm. The OSHC phone number is 0450 951 645 (including an answering machine facility).

Permanent bookings: please notify OSHC or the school office if your child will not be attending on any day. You will need to cancel at the school office if your child is absent from school as well.

## **Vacation Care**

Enrolment and consent forms need to be completed and returned before the holidays start. This is to ensure the staffing and numbers for places are booked. Please send along healthy lunches and snacks for throughout the day.

The OSHC centre does not supply food throughout the holidays except for our cooking activities. Vacation care does lunch orders as a fundraiser which needs to be ordered in the morning. Vacation Care provides one lunch per week.

## **Emergency Care Procedure**

If your child/ren is not picked up by the closing time, OSHC will contact the parent. If no contact is made, alternative contacts will be called and if still no contact, the staff will wait another 30 minutes after closing then will proceed through Crisis Care on 131611.

If still no contact is made, we will hand the children over to Crisis Care. Parents will need to contact Crisis Care for the whereabouts of their child/ren.

## **Food Nutrition – see policy**

For afternoon tea we provide a variety of different foods e.g. savouries, soup, toast, fruit etc.

## **Medical Policies – see policies**

## **Illness**

If a child is sick, their parent/guardian will be contact to collect them. Please do not send a child who is sick to OSHC.

## **Infectious Disease**

A child with an infectious disease will be isolated from the other children until a parent/guardian can collect them.

**Medication**

If a child needs to be medicated during their time at OSHC medication must be clearly marked with the child's name. The medication must be in its original bottle. The parent must complete the 'Permission to Administer Medication' form with the child's name, time medication is required, dose of medication and parent signature.

**Accident Procedure**

Administer first aid

Record details in Incident book

Contact parents if necessary

**Serious Accident Procedure**

OSHC Director to make the decision if the ambulance is called. If the ambulance is called, the child's parent/guardian is to be notified immediately. OSHC staff/school staff member is to travel with the child to hospital if the parent is unable to do so. The child's medical file is to be given to Ambulance Officer. Staff member to stay with the child until the child's family support person arrives.

**Behaviour Management Policy**

Step system followed as per school. A parent is to be contacted to collect the child if the child's behaviour becomes unacceptable.

**Hot Weather Policy**

OSHC follows the school policy in this regard. Hats must be worn every day subject to the school policy at that time. There is a poster on the inside wall at the side of the main entry door listing dates that children are not required to wear hats to play outside. On specified NO HAT NO PLAY days, the OSHC staff will enforce Sun Smart rules. Sunscreen will be applied depending on activity scheduled and children that have no hat will be required to stay in the shade.

## **Parent Grievance Policy**

### **Rationale**

Positive, clear and effective processes for resolving grievances between OSHC, the school and community members assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhance learning environment. Our school encourages clear, consultative and open communication. While we accept our responsibility to consult, and to communicate both clearly and effectively with the community, community members also have an obligation to read notices and newsletters, to attend briefings, and to seek clarification when required. There may, however, still be times when members of the community disagree or are confused about the things that we are doing. It is essential that the established process as outlined below be followed to resolve grievances.

### **Aim**

To provide clear, positive and fair processes that allows grievances to be aired and resolved in a timely and effective manner.

### **Implementation**

Parents are encouraged to follow the guidelines outlined below:

- Try to establish the facts as clearly as you can, being wary of third hand information or gossip
- If the matter involves your child or an issue of everyday OSHC operation, make an appointment to see the OSHC Director, detailing the reasons for the appointment
- Staff will attempt to resolve all issues using positive communication strategies
- If you feel that the matter has not been resolved having met with the director then make an appointment with the principal.
- An appointment should also be made with the principal to discuss issues involving OSHC policy, operations beyond your child's OSHC, concerns about staff or grievances that are not possibly easily resolved
- While 'in principle' support may be sought from the school council, they will not simply become a conduit for community complaints, and will not become involved in confidential or personal issues, and will generally refer specific grievances about individual staff to the principal
- All grievances are to be kept as confidential as possible
- Community members may be accompanied by another person in a support role, at appointments to resolve grievances
- All formal discussions and processes involving grievances will be document
- The principal will provide community members with appropriate departmental contact names and numbers if grievances are not resolved

### **Privacy statement of Prescott College Southern**

1. Prescott College Southern OSHC collects personal information on all families who enrol children in their care. The primary purpose of this information is to enable the OSHC to provide care for your child/ren
2. Some of the information we collect is to enable OSHC to discharge its duty of care
3. Failure to complete any part of the information requested may have some bearing on how OSHC is able to respond to and meet the individual needs of each child/family
4. Health information about children is sensitive information under the privacy act. We ask you to provide medical details about children from time to time in order for OSHC to provide appropriate care of individuals as the need arises. We also ask you to provide emergency contact details. We encourage you to notify doctors and emergency contacts that you are disclosing their information to OSHC and why, and that they can access that information if they wish.
5. Personal information collected from children is often disclosed to their parents or guardians

6. OSHC from time to time discloses personal information to others for administrative and educational purposes. This includes the school, government departments, medical practitioners, and people providing services to OSHC including visiting professionals
7. Parents may seek access to personal information collected about them and their child/ren by contacting OSHYC. If there are items that you consider need updating or correcting, you have the right to request such changes to be made. There may be occasions when access is denied. Such occasions would include having an unreasonable impact on the privacy of others or access resulting in a breach of OSHC duty of care.

### **Emergency Drill**

Assembly area is the shelter adjacent to the staffroom near the school, (see evacuation chart or mustering point) except a bomb threat; we will then go to the church driveway.

1. A whistle will be blown 3 times
2. Evacuate building ensuring roll book is collected
3. Mobile phone and first aid kit is collected
4. All rooms to be checked by second staff
5. At the assembly point the roll will be called
6. Notify relevant authorities

### **Lock down drill**

The assembly area is the Quiet Room

1. A whistle will be blown in short bursts
2. All children and staff that are outside will be sent inside to the assembly area
3. The mobile phone and first aid box will be collected and taken into assembly area
4. All rooms will be checked by second staff
5. At the assembly area the roll will be called
6. Relevant authorities will be notified

*This is suggested for an emergency where we need to be INSIDE.*

The Prescott College Southern OSHC Policies can be perused at the OSHC Centre.