

THE HILLS CHRISTIAN COMMUNITY
SCHOOL

OUT OF SCHOOL HOURS CARE

2017

PARENT / GUARDIAN
HANDBOOK

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**The Hills Christian Community School
Out of School Hours Care**

PARENT/ GUARDIAN HANDBOOK

Mission Statement

The Hills Christian Community School Out of School Hours Care service believes in the uniqueness of each child. Staff and parents work in partnership to provide high quality recreational care for early learning and primary school age children, in a safe and comfortable, Christian environment. We also welcome and embrace the community and its cultural diversity.

Director: Jacki Willis

Assistants: Jemma Henley, Laura Daddow, Jen Dolman, Molly Foubister and Jess Bate

Location: Sandow House

Philosophy Statement

The HCCS OSHC is an integral part of The Hills Christian Community School and the local community. It provides a time and place for the children to learn and develop relationships and useful life skills as well as have fun and enjoy being together.

CHILDREN

We believe our Programme should promote an educational and caring environment for children which encourages learning, by providing:

- A choice over their learning experiences, together with educators to maximize their own identity.
- A safe, caring, comfortable and happy environment.
- For each child's uniqueness and cultural needs to be respected, and to be treated as an individual.
- Opportunities for personal growth.
- Opportunities for social, physical, emotional, creative and imaginative development.
- Age appropriate activities, which encourage problem solving, responsibility, initiative and life skills.
- A balance of stimulation and relaxation.
- Opportunities for positive relationships with educators and other children.

PARENTS AND FAMILIES

We aim to support parents and families in their roles as primary caregivers and educators by:

- Welcoming and greeting them into OSHC in a genuine and sensitive manner
- Respecting and supporting the cultural background of the parents and families.
- Respecting and accommodating their child-rearing practices
- Encouraging and working in partnership with families to provide a high quality centre and incorporating their suggestions into the Programme
- Providing and updating families with information about the service and upcoming events.

STAFF

To ensure provision of a safe, happy, quality service, which provides educational experiences for children, our staff will aim to:

- Support the School's Christian ethos
- Follow the Centre's policies and procedures
- Follow the National Quality Framework and Regulations
- Recognise children as individuals and understand their needs
- Promote an awareness of different cultures which will be reflected in the program
- Provide a stimulating, appealing, caring, safe and happy environment through developmentally appropriate experiences.
- Communicate appropriately with one another, to show respect and work as a team
- Be sensitive to the needs of the families and community, and to be able to respond to these needs through open communication
- Deal with conflict in a positive and supportive manner according to the policies and practices of HCCS and OSHC.
- Be enthusiastic, approachable, professional and show initiative.

OUR CENTRE IS COMMITTED TO PROVIDING STAFF WITH:

- Encouragement and access for training and professional learning.
- Opportunities and encouragement to be involved in decision making on issues in the Centre

- Opportunities to communicate and enhance team work skills

PROGRAMME

We aim to provide a Programme which is interesting and flexible to meet individual children's needs, in the following manner:

- Follow the children's imaginative and spontaneous ideas, and encourage input into the Programme.
- Follow parent's input into the Programme
- Follow My Time Our Place and the learning outcomes
- Adhere to the School's and OSHC's policies, and philosophy
- Allow choice and an opportunity to explore, experiment and enjoy learning

COMMUNITY

Our Centre will work with the School and aim to:

- Provide flexible, accessible, high quality services in response to community needs
- Participate with other community groups, agencies and services to share resources and develop a support network
- Endeavour to remain aware of, and respond to, where possible, the changing needs of the community.

INFORMATION

Our OSHC is a Government Licensed Child Care Service, the School being the Approved Provider. The service provides Before School Care, After School Care and Vacation Care. There are 25 approved places at our centre.

We participate in continual self-assessment and evaluation required by National Regulations and Standards. The National Quality Framework provide broad direction for School-aged care educators to facilitate children's learning and this is the basis of our planning and implementation of a high quality program for children in our care.

CHILD CARE BENEFIT (CCB)

The Hills Christian Community School Out of School Hours Care (HCCS OSHC) is an Approved Service. That means that we have been approved by the Australian Government to pass the Child Care Benefit on to families as a reduction in their child care fees. If you wish to claim the Child Care Benefit or the Child Care Rebate then you must register by contacting:
Family Assistance Office.

Phone: 13 61 50

Website: www.familyassist.gov.au

A reduction in fees is processed automatically through our software package in direct communication with the Government. It is therefore important that you apply for Child Care Benefit prior to your child commencing at OSHC to ensure you receive the appropriate fee reduction. It is expected that all families will begin making payments towards fees while waiting for CCB approval.

WHO IS ELIGIBLE FOR CHILD CARE BENEFIT?

- You must meet the Australian residence requirements and be living in Australia (or have an exemption)
- Your child must meet the immunisation requirements (or have an exemption)
- Your child must attend either approved or registered care and you are liable for the child care fees.

HOW DO I CLAIM CHILD CARE BENEFIT?

- If you receive Family Tax Benefit as fortnightly payments, you can lodge a claim by calling 13 61 50, or you can claim online at www.familyassist.gov.au
- Call the Family Assistance Office to request a form be posted or download the form at <http://www.facs.gov.au/internet/FAO/fao1.nsf/content/claimforms>
- Complete the claim online at www.familyassist.gov.au. You will need to register to use this service.

You will receive a letter from your Family Assistance Office telling you whether your claim has been approved. Please advise us of your and your child's Customer Reference Number (CRN) when this is received. We cannot process CCB without both of these numbers and Date of Birth for the Enrolling Parent.

HOW CAN I RECEIVE CHILD CARE BENEFIT?

There are two ways to receive payments:

Reduced Fees

- Your Child Care Benefit will be paid directly to the HCCS OSHC and will be deducted from the amount of your child care fees.
- You must claim Child Care Benefit as reduced fees if you want to receive your Child Care Tax Rebate as a quarterly payment, even if you are assessed at a zero rate of Child Care Benefit.

Lump Sum Payment

- Claimed at the end of the financial year through the Family Assistance Office, or online, see contact details above.

CHILD CARE TAX REBATE

In addition to the Child Care Benefit, you may be able to receive the Child Care Tax Rebate. The rebate covers some of your out-of-pocket child care expenses for approved child care, up to a maximum amount per child per year. Contact the Family Assistance Office for further information.

HOURS OF OPERATION

Before School Care	7:00am – 8:30am
Short Term Care	3:25pm – 4:00pm
After School Care	3:25pm – 6:00pm
Vacation Care/Pupil Free Day	7:30am – 6:00pm
Half Day Vacation/Pupil Free	7:30am – 1:00pm or 12:30pm – 6:00pm

OSHC is open on School closure days.

Sports Day and Swimming Carnival, will be determined closer to the day.

These sessions will be advertised in the School newsletter prior to the event.

FEE STRUCTURE

Please refer to the attached fee pack for all of the fee information.

POLICIES

The HCCS OSHC has a policy folder, which is kept near the sign in/out sheets. This folder is essential in any sort of child care setting. The policies are there for you to read at any time. Included in the enrolment pack we send home are the Delivery and Collection of Children, Child Protection, Parental Interaction and Involvement, Guide to Exclusion Periods Policies.

If you would like a copy of any of our other policies please ask, and they will be sent home for you.

HEALTH AND SAFETY PROCEDURES

First Aid: All staff are required to have their up to date First Aid, Asthma and Anaphylaxis certificates.

Medication: No patent medicines will be administered to children by staff, (e.g. Panadol etc). Prescribed medicines will only be administered on receipt of a written request by a parent/guardian. In addition, an appropriate medication form must be completed, as per Children Services guidelines. The medication needs to have the amount to be given, the child's name and the doctor's name. Please ask staff if forms are needed.

Illness: Sick children cannot be cared for at the Service (refer to policies). If a child becomes unwell during the course of the day, parents will be notified and expected to collect their child.

Protection from the sun: Children and staff must wear a hat outdoors during Term 1,3 and Term 4, when the UV rating is above 3. Families are encouraged to

bring an extra hat with their child's name in it to keep at OSHC. Following Cancer Council recommendation, during Term 2 this does not apply.

Food and Nutrition: Children can expect a nutritious breakfast of fruit, cereal, toast etc before 8am during school and vacation periods. Afternoon tea includes a platter of fruit, and a platter of breads with spreads. Once all of this food has been eaten the children receive "SPECIAL" (the name given by the children) which is something extra to fill their tummies enough to last them till dinner. The 5-week rotation menu is on display in the hall. We encourage children to be as independent as possible. We achieve this by getting them to use tongs to get their food in the afternoons, and washing their plates.

During Vacation Care periods parents are asked to provide their children with **RECESS and LUNCH** everyday unless the Programme states otherwise. It is up to parents to notify the Service if there are foods their child cannot have. We are a **nut free** centre, so please do not send your child with peanut butter, nuts, or nutella etc.

Emergency Evacuation: Children will rehearse emergency evacuation drill at regular intervals at least once per term. The drill procedure is clearly visible in OSHC. Continuous loud whistle blows will replace the School siren. OSHC WILL BE CLOSED ON CATASTROPHIC FIRE DANGER DAYS.

Non-Smoking: OSHC is a smoke free zone at all times.

SUPERVISION

Children at HCCS OSHC have a reasonable range of activities to choose from. They are encouraged to play outside and to make the most of the area available to them. The boundaries are clearly defined when the child starts OSHC.

Included in this tour is information about:

- Why the boundaries are where they are
- Which toilets to use
- What to do if a ball goes over the fence, another child at OSHC goes outside the boundaries or stranger approaches you etc.

PRIORITIES OF ACCESS:

As stated by the Government.

Priority of access is given to:

- Parents and guardians who are working, studying, training or looking for work
- Families on lower incomes
- Aboriginal families
- Parents / Guardians or children with disabilities
- Children at risk of abuse or neglect
- Families with non-English speaking background

- Single parents
- Socially isolated families

LEAVING SCHOOL GROUNDS

In the event of a child leaving school grounds of his or her own accord, every effort will be made to have the child return to school. If this is unsuccessful parents or guardians and (if necessary) police will be notified.

PROGRAMMING AND ACTIVITIES

As of January 2012 the Government launched a new framework for all children's services. At OSHC, we follow the MY TIME OUR PLACE Framework. Included in this pack is information explaining what it is all about. At HCCS OSHC we create a programme every term and Vacation Care period. These programmes are designed by staff and children, catering to their needs and interests. We also do observations on all children that attend the Service and from this we create experiences that will benefit your child. You are welcome to view these at any time. We set up activities and games and if the children wish to participate they can. We also understand that after school and holidays are the children's free time and they should be able to have free play. We encourage this as much as possible. The children have the large area of grass in front of the Sandow house and they can also play on the playground and in the sandpit. Children can also play on the basketball court, when there is no sports practice.

We encourage children to play outside as much as possible, but due to weather we sometimes have to play inside. We have a TV, DVD player, and a Wii. These items are monitored and time limits are set. If children wish to do their homework a space is available for them to concentrate.

Violent or war games will not be allowed and staff will discourage aggressive play.

Vacation Care Booking forms are sent out via Email during week 7, these need to be completed and returned to Jacki as soon as possible.

PARENTS' ROLES AND RESPONSIBILITIES

Parents have the responsibility to:

- Collect their children on time
- Pay fees on time
- Make bookings and cancellations appropriately
- Keep the Director informed of the physical and emotional well being of the child
- Update enrolment information
- Complete and return surveys or any material given out.

It would also be appreciated, if time and resources allow, that parents:

- Contribute ideas and resources such as craft materials etc
- Help as a volunteer or conduct a special activity

Parents of a non English speaking background can have information translated and bilingual support workers can be arranged. Children can access assistance in relation to cultural or language barriers.

Routines

Before School Care

7:00 Children start arriving. If they need breakfast they are encouraged to organize it themselves, or staff will help them. Otherwise, indoor activities like craft, board games etc and the TV may be put on, once all children have finished breakfast the TV will be turned off and if weather allows outside play is encouraged.

8:30 Children are asked to pack away anything they have accessed, wash any dishes in the sink, retrieve their bags and walk down to school.

After School Care

3:25 Children walk up from school and smaller children may be collected from class. They are to put their bags on a hook in ELC area. Staff sign them in. Children are now free to play. This includes all of our activities available. Homework is also encouraged.

4:00 Children are called inside to wash their hands and sit in the lounge room for afternoon tea (we have it outside on nice days).

4:30 Once children have finished all of their food and washed their plates in the sink, they are free to go back to what they were doing. Only in wet or extreme heat is the TV or Wii put on at this time. We encourage them to go outside as much as possible. Our programmed activities are set up for children to do if they wish.

5:30 Around this time the TV and Wii are allowed to go on.

6:00 Centre is closed.

Vacation Care

7:30 Centre is open, staff set up the allocated activities for that day. Children are free to either get their own activity out or do an arranged activity. If the weather is nice staff suggest they go outside.

10:30 – 11:00 Recess time. Children can leave their activity where it is, wash their hands and get their recess from their bags.

11:30 Children are free to do whatever activity they were doing. TV only goes on if it is extremely hot outside, or if it is raining, but first we try and get the children to do an activity.

1:00 Lunch time. Children can leave their activity where it is, wash their hands and get their lunch from their bags. If your child needs their food heated, we will do that for them.

1:30 Children are free to do whatever activity they were doing. Smaller children can have a quiet rest if they wish.

4:00 Afternoon tea

4:30 Children are free to do whatever activity they were doing. Staff will interchange activities set up for the day

5:00-5:30 Start getting the children to pack up what they were doing.

6:00 VACATION CARE IS CLOSED.

If you have any concerns about what your child/ren does while at OSHC please let Jacki know. We also really appreciate parent involvement with programmes, or ideas on improving our centre. So please let us know your ideas.