

# Gulfview Heights

## *Out of School Hours Care And Vacation Care*



## ***Family Information Booklet***

*Located on the Gulfview Heights Primary School grounds*

## ***Contents Page***

<b>Philosophy.....</b>	<b>3</b>
<b>Venue Location &amp; Contact Numbers .....</b>	<b>4</b>
<b>Staffing .....</b>	<b>5</b>
<b>Services Provided .....</b>	<b>6</b>
<b>Bookings .....</b>	<b>8</b>
<b>Child Care Benefit .....</b>	<b>8</b>
<b>Who Can Access the Service/Priority of Access .....</b>	<b>8</b>
<b>Centre Program .....</b>	<b>9</b>
<b>Drop Off Procedures .....</b>	<b>9</b>
<b>Collection Procedures .....</b>	<b>10</b>
<b>Expectation of Families .....</b>	<b>11</b>
<b>Sick Children/Exclusion of Sick Children .....</b>	<b>11</b>
<b>Accidents .....</b>	<b>12</b>
<b>Immunisation .....</b>	<b>12</b>
<b>Medication/Health Needs .....</b>	<b>13</b>
<b>Nutrition .....</b>	<b>14</b>
<b>Hygiene .....</b>	<b>15</b>
<b>Behaviour Management Policy .....</b>	<b>17</b>
<b>Environment .....</b>	<b>17</b>
<b>Sun Protection .....</b>	<b>18</b>
<b>Emergency Procedures .....</b>	<b>18</b>
<b>Family Involvement .....</b>	<b>19</b>

## Philosophy

Gulfview Heights Primary School Out of School Hours Care aims to provide a caring and safe environment where children are able to participate in positive experiences whilst developing socially, emotionally and intellectually. We expect children to respect all people and property. Parents, staff, children and the community are encouraged to participate in decision making.

### Acknowledgement

We recognise that the Kurna people are the landowners and original custodians of the Adelaide plains.

### The child

We believe that children in our care:

- feel safe, secure and supported both physically and emotionally
- learn through fun, play and experimentation
- have an awareness and understanding of differences in culture, language, age, needs and ability
- develop an awareness and respect for their environment

### Environment

Our service provides for children, families, staff and visitors:

- will be nurturing and caring that fosters confidence, self-worth and self-esteem
- is positive role modelling
- is a welcome and friendly atmosphere
- is to build and maintain secure, respectful and confidential relationships

### Program

Our OSHC program:

- acknowledges each child as unique and an individual
- offers a variety of interesting and challenging experiences for children to choose from
- supports children with additional needs
- values individual expertise of staff and community members
- provides structured and unstructured options
- allows parents/caregivers to exchange information about their child

## **Venue Location & Contact Numbers**

Gulfview Heights OSHC & Vacation Care is located in the Primary Years building next to the Resource Centre.

Site/Postal Address: 39 Kiekebusch Road  
GULFVIEW HEIGHTS SA 5096

Contact Numbers: ph. 8182 6950  
mb. 0417 945 104  
fax. 8281 5839

Email: [oshc.ghps176@schools.sa.edu.au](mailto:oshc.ghps176@schools.sa.edu.au)

## Staffing

At Gulfview Heights OSHC and Vacation Care we aim to provide the highest level of staffing. To ensure we are providing this to your family, we aim to maintain our ratios as follows:-

Before School Care	1:12
After School Care	1:12
Vacation Care Home Days and Incursions	1:12
Vacation Care Excursion Days	1:8
Vacation Care Swimming Excursions	1:5

During Before School Care and After School Care there will always be 1 qualified staff member on site who holds a current senior first aid certificate. The remainder of the staff will carry out qualified and non-qualified roles.

Vacation Care is structured in a similar manner, with either the Director or Supervisor opening and closing the centre.

The Director of the Service is Jackie Cridland.

## **Services Provided**

At Gulfview Heights OSHC and Vacation Care we offer the following services:-

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

***6.30am - 8.35am***

The children are able to participate in a range of activities as well as outside play, weather permitting.

During this time we have breakfast available from 6.30-8.00am. This consists of a variety of cereals, toast and eggs or pancakes once a week changing days to ensure no one misses out.

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

***3.10pm - 6.30pm***

During this time we have a lot of activities on offer for the children. They range from board games suitable for all ages, art and craft activities, play dough, chalk boards, lego, mobilo, free making, outdoor games and activities, construction, plus many more. For those students who are academically minded we also offer the opportunity for them to complete their homework. Due to time constraints we request your child to read at home. If you would like to request your child not do their homework at OSHC please speak to staff.

### ***Pupil Free Days/School Closure***

***6.30am - 6.30pm***

We usually offer care to all families when the school has a closure day. During this time we have a lot of activities on offer for the children. They range from board games suitable for all ages, art and craft activities, play dough, chalk boards, lego, mobilo, free making, outdoor games and activities, construction, plus many more.

We require that you provide recess, lunch and a drink for your child during the day. Afternoon tea will be supplied.

## Vacation Care

We offer full day care for every day of the school holidays, with the exception of 2 weeks during the Christmas/New Year holidays. During this time the service offers many of the same activities as Pupil Free Days, as well as going on excursions and having other activities come to the centre, for example Jumping Castles, Footsteps Dance Company, Wheel Chair Sports and the S.A Metro Fire Service.

Children are required to bring along their recess, lunch, drink and a hat for every day they attend Vacation Care. Afternoon tea will be served at approximately 3.15pm. The children will receive a snack and fresh fruit.

Programs are available approximately 2 weeks before the holidays commence. Places fill quickly, so please complete your booking form and return it with your deposit as soon as possible.

## Fee Structure

Before School Care: .....	\$10.00
After School Care: .....	\$18.00
Pupil Free Day/School Closure Day: .....	\$50.00
Vacation Care Home Day: .....	\$50.00
Vacation Care Incursion Day: .....	\$55.00
Vacation Care Excursion Day: .....	\$65.00

Fees can be paid via cash, cheque, EFTPOS and credit card. Internet banking is also available. They can be paid by coming into the centre or over the phone between 6.30 – 9.00am and 2.00 – 6.30pm. Alternatively you can send an email with your account details. All outstanding OSHC fees and Vacation Care deposit must be paid prior to commencement of the holidays. **If fees are not paid by the start of the holidays, care will be denied.**

### **Please note the following:**

Any cancellations will be charged for unless 24 hours' notice is given. All Vacation Care bookings will incur full fees once program has started.

In the case of the school being closed due to a Catastrophic Bushfire announcement OSHC will be closed and your booking for that day will not be charged.

## **Bookings**

Bookings for OSHC can be made by emailing the service for long term bookings. For day to day bookings you can either email or phone 81826950 or 0417945104 to let staff know. These numbers are also used to inform staff of your child's absence.

## **Child Care Subsidy**

Most families are entitled to receive Child Care Subsidy. To be eligible for this rebate you must register with the Family Assistance Office and provide us with your Customer Reference Number (CRN) and your children's CRN as well. To find out more about Child Care Subsidy, you can contact them on **13 61 50**.

## **Who can Access the Service?**

Any child who is school aged is allowed to attend the service. We are able to accept non-school age children, who are 4, however, we are only allowed to have 4 on site within this category at any given time. **Also a non-school aged child is not allowed to take the place of a school aged child.** Enrolment forms for all children attending care will need to be completed and returned before care can commence.

## **Australian Government Priority of Access**

The demand for OSHC and Vacation Care places sometimes exceeds the places available. The Australian Government has determined guidelines for allocating places in these circumstances. These guidelines apply to Out of School Hours Care services. They set out the following three levels of priority:

**Priority 1** – a child at risk of serious abuse or neglect

**Priority 2** – a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the Family Assistance Act

**Priority 3** – any other child

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families on lower incomes
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents



Any child care service that has no vacant places and is providing care for a Priority 3 child may require that child to leave the service in order for the service to provide a place for a higher priority child. Further details can be found in the “Child Care Services Handbook” or online at [www.facsia.gov.au](http://www.facsia.gov.au)

### **Centre Program**

Gulfview Heights Primary School OSHC will provide a developmentally appropriate program that will provide for children’s social, physical, emotional and intellectual abilities including language skills and creativity. The program will include a range of indoor/outdoor experiences, quiet/active activities and structured and unstructured activities.

The program will also give children opportunities that foster and enhance:

- friendships
- individual/staff interactions
- co-operative and responsible behaviours
- individual/group experiences

It will also take into account the specific needs and interests of all children but be flexible to allow for change.

Written programs will also be displayed which parents will have the opportunity to view and discuss any aspects of the program with staff. Parents will be encouraged to have input in the development of programs as well as be able to evaluate. All parent input will be encouraged and considered.

Children will also be actively involved in planning, implementing and evaluating each program and their suggestions will be listened to and acted upon where appropriate. Staff will join in the activities, where appropriate, and encourage children to try new experiences as well as being supportive and communicating in a positive, friendly manner. When communicating, staff will do so at the child’s eye level and understanding.

### **Drop Off Procedures**

It is a legal requirement that each child is signed in by their parent or legal guardian. Children are **not** to be dropped off in the car park and walk in unattended to OSHC and be signed in by a staff member.

## Collection Procedures

It is a legal requirement that each child is signed out on the roll each day. Only those person(s) specified on the enrolment form will be able to sign out and collect the child/ren. If for some unforeseen circumstance those person(s) specified cannot collect the child/ren, the centre must be notified via a phone call that someone else is authorized to collect them. The person picking up must be 18yrs or older.

Parents and authorised persons must accompany their child/ren from the centre. Children will not be allowed to meet their parents in the car park. This procedure is to ensure the safety of your child/ren as well as meeting government standards.

All children are expected to be collected by 6.30pm. **A late fee at the rate of \$1.00 per minute will be charged after 6.30pm.** In the case of unforeseen emergencies or if you will be late collecting your child/ren, the centre must be notified by phone.

If a parent is late and has not contacted the centre, every effort will be made to contact the per-son(s) listed on the enrolment form. If no one is contactable and the child/ren are still in care by **7.00pm**, Crisis Care will be notified and the child/ren will be collected by them. A notice will then be put up on the gate with relevant contact numbers.

## Collection of Children After School

All children are signed out in the morning and signed in in the afternoon by one of the staff members of Gulfview Heights OSHC. If a child has not signed in, all measures will be taken to locate the child. Staff will check the communication books to ensure a message was not overlooked, ring the school to see if the child went home ill or is waiting at the front, check their classroom, search the school grounds and ring all contacts listed on the computer. All avenues will be explored until the child is located.

Children who have just commenced school (Reception) will be taken to their class in the morning and collected in the afternoon by one of the staff members. This procedure will continue until the child and parent feels confident and comfortable walking to and from OSHC. Please notify the Director if you would like this service.

## **Expectations of Families**

It is expected that families keep an open line of communication with the staff at Gulfview Heights OSHC & VC. This can be done via the telephone, e-mails and the communication book located on the sign out cabinet. If you require any alterations made to your bookings or enrolment form, you can simply write a note in the communication book. This book is then checked every morning and the information is transferred on to the computer. If you would prefer to discuss a matter privately, please do not hesitate to speak to one of the staff members.

## **Management of Unwell Children**

- If a child becomes unwell while at the service, the parents will be notified and asked to collect the child. The child will be made comfortable and separated from the other children until the parent arrives or until the child recovers. When a parent cannot be contacted, staff will phone emergency contacts.
- If a child requires immediate medical aid, the service staff will secure that aid and notify the parent.
- If medication is required in an emergency, and there is no prior consent of the parent, the service staff will obtain consent from a registered medical practitioner, if possible the family's preferred medical practitioner.

## **Sick Children and Exclusion**

In order to protect the health of both the children and staff at our centre, it is necessary to minimize the risk of cross infection. In the case of illness an exclusion period may be necessary. This exclusion is the minimum period to be absent from OSHC & Vacation Care. However a child may need to stay at home longer than the exclusion period in order to recover from an illness.

Further information can be located in the '*Staying Healthy in Childcare*' (Australian Government, National Health and Medical Research Council, 4th Edition, 2005) folder, located on the sign out cabinet.

If your child/ren falls ill while attending OSHC, every effort will be made to contact a parent/guardian for the child to be collected. During this time, staff will ensure that your child is made comfortable and catered for appropriately until collected.

### **Exclusion Due to Illness**

- Children and staff with infectious diseases will be excluded from the service in accordance with DECS Administrative Instruction Guidelines (AIG's), National Health and Medical Research Council guidelines and Staying Healthy in Child Care.
- A medical certificate is required for a child or adult to be readmitted to the service after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid or paratyphoid.
- If a child is unwell at home or becomes unwell at school, parents are asked, where reasonably possible, not to send the child to the service, but to make alternative arrangements for their care.
- If a staff member is unwell, they should not report to work. Staff members should contact the Director by phone, at the earliest possible time to advise of their inability to report to work.
- In the case of serious ill health or hospitalisation, a child or staff member will require a medical certificate from their medical practitioner or specialist, verifying that they are sufficiently recovered to return to the service.

### **Accidents**

In the event of an accident, OSHC staff will administer first aid in accordance with their qualifications. This accident will be written up in the Accident book and co-signed by the staff member who administered the first aid and the parent.

### **Immunisation**

Parents will be encouraged to immunise their child against all diseases appropriate to the child's age. In accordance with the National Health and Medical Research Council exclusion guidelines, children who are not immunised may be excluded from care during out-breaks of some infectious diseases, even if the child is well (see Access to the Service policy). All staff will be encouraged to have all childhood immunisations. All adults should receive a booster dose of tetanus and diphtheria Vaccine every 10 years.

## Medication and Health Needs

If your child requires any medication while attending OSHC & VC, please ensure you have filled in all the details on the Medication Administration Form (you can get them from staff) and handed the medication to one of the staff members. This medication will then be placed in our locked medical cupboard or in the fridge. All medication must be in its original packaging with the full name of the child, date and dosage shown. This applies to both prescription and non-prescription medication.

If your child/ren has Asthma, Diabetes, anaphylaxis, food allergies, allergies or anything else which requires more medical information and support, please ensure you complete a Health Support Plan. This will enable us to cater for the needs of your child/ren.

## Medication

Those staff eligible to give medication will assist with the children's medication if:

- it is prescribed by a doctor and has the original label detailing the child's name, required dosage and storage requirements
- the parent has completed and signed the service's Request to Administer Prescribed Medication form.

When staff are to assist with a child's medication, it should be given directly to the staff member in charge, not left in the child's bag or locker.

Children eight years and over may, on the advice of their parent and doctor, carry and take their own medication (**Puffers or bee sting medication only**). Medication should be kept in a safe place out of reach of younger children and staff informed that the child is taking their own medication and of any possible side effects. This will be possible only where:

- the medication does not need secure storage
- the medication does not require refrigeration
- the Director is satisfied that potential access to the medication by other children did not create a risk.

Staff must not prepare respirator or bronchodilator mixtures for use in air pumps. If a nebuliser is prescribed by a doctor, instead of a 'puffer', and it is necessary for the child to bring the pump to the service, the parent should supply an appropriately labelled container with the solution pre-mixed.

Where possible, before medication is given to a child, the staff member will verify the correct dosage with another staff member. After giving the medication the staff member will complete the correct details on the Request to Administer Prescribed Medication Form.

Where medication is required for the treatment of long-term conditions or complaints, such as asthma, epilepsy or ADHD, the service will require a letter from the child's medical practitioner or specialist detailing the medical condition of the child, the correct dosage and how the condition is to be managed.

All illness at the service should be recorded on the Accident/Illness Record.

If children are receiving medication at home but not at the service, the service should be advised of the nature of the medication, its purpose and of any possible side effects it may have on the child.

Staff must not administer injections. In the case of children with chronic conditions which could be life-threatening, alternative fast-acting oral medications are available. The OSHC Medical and Health form, completed by parents, should disclose immediate measures to be taken in a life-threatening situation. A summary of these should be prepared and made available to all staff. Where additional advice is needed, the OSHC service Director should refer the matter to the CAFHS medical officer for the area in which the service is located.

### **Allergies**

Where a child has a known allergy it should be recorded on the enrolment form and all staff made aware of it.

### **Nutrition**

The focus of the program regarding food consumed will revolve around a variety of nutritional and healthy snacks prepared by the staff. The Gulfview Heights Primary School OSHC service considers nutrition to be a vital component in the healthy development of children. The service uses the *Dietary Guidelines for Children and Adolescents*, developed by the National Health and Medical Research Council, as a basis for the service's policy and practices regarding nutrition. We are compliant with the food handling practices contained in Australian Food Safety Standards.

## Hygiene

Hand washing is the most effective way of controlling infection in the service. Staff and children should wash their hands:

- before handling and preparing food and eating
- after going to the toilet
- after cleaning up blood and other body substances
- after handling animals.

All staff must wear gloves (disposable rubber or vinyl) when:

- in contact with blood or other body substances or open sores
- cleaning up faeces, vomit or blood
- when handling clothes, cloths or equipment which has been soiled by body fluids
- when cleaning a contaminated area.

Staff must wear gloves when cleaning if they have a break in the skin of their hands or if they have dermatitis or eczema, and wash their hands with soap and water after gloves are removed.

Surfaces will be cleaned after each activity and all surfaces cleaned thoroughly, daily. Areas contaminated with body fluids will be disinfected.

The service will ensure that toilets and hand-washing facilities are easily accessible to children. Children will be encouraged to flush toilets after use, and wash and dry their hands.

The service will ensure that girls and women have access to hygienic facilities for the appropriate disposal of sanitary pads and tampons.

Staff will use a new cloth or tissue if they are required to assist young children to wipe their faces and noses. Tissues will be disposed of immediately after wiping a child's nose.

Toys, dress-up clothes and other materials such as cushion covers will be washed regularly, and other equipment will be cleaned regularly. The criteria for selecting new toys, equipment, games, furnishings and other materials will include ease of cleaning. Each child will be provided with their own drinking and eating utensils for snacks and meals where appropriate. These utensils will be washed or discarded after each use.

Staff will encourage children to put leftover food and soiled food in the bin.

Food will be prepared, kept and served hygienically.

Bins for the temporary storage of refuse and garbage will be kept with lids on and will be emptied daily.

Hygiene practices and procedures consistent with up-to-date advice from relevant State health authorities will be observed at all times.

Children will be encouraged to follow good hygiene and dental care practices. Staff may discuss these subjects with groups and individual children if needed.

Any animal or bird kept at the Out of School Hours Care service will be maintained in a clean and healthy condition in line with 'The Code of Practice for the Use and Care of Animals in Schools', The Prevention of Cruelty to Animals Act 1985. Children will be supervised during contact with animals and discouraged from putting their faces close to animals. Children will wash their hands after touching animals.

Any animal scratches or bites will be cleaned immediately with soap and antiseptic.

Staff are expected to act in ways that do not endanger the health and safety of children, parents or other staff, and to encourage healthy and safe behaviour in children by setting a good example.

### **Policies and Procedures**

Gulfview Heights OSHC & Vacation Care has an extensive collection of policies. If you would like to view all of our policies and procedures, please ask staff for the folder. These policies are reviewed every 18 months. This is generally undertaken through the Advisory Committee and staff meetings. If you would like to be involved in this process, please notify the Director. Copies of the Agenda and minutes of both the Advisory Committee meetings and staff meetings can also be viewed, just ask staff if you would like to do so.



## **Behaviour Management Policy**

Gulfview Heights Primary School OSHC aims to provide a high quality service by ensuring a fun and active program in a safe environment. A set of rules has been developed to ensure children and staff feel safe, secure and free of harassment. These rules are displayed and made clear to all children.

- **Respect yourself**
- **Respect others**
- **Respect other peoples belongings**

If a child displays inappropriate behaviour:

**Stage 1** – Warning

**Stage 2** – Time Out

**Stage 3** – Longer Time Out

**Stage 4** – Call Parents - Parent will be called and asked to collect the child.

**Stage 5** – Suspension - If steps are repeated the next day, suspension will be discussed with the parent and implemented for an appropriate time frame and may include exclusion from OSHC and school.

**Stage 6** – Exclusion from the Program - The Governing Council reserves the right to exclude the child from the service. Gulfview Heights OSHC's behaviour policy encourages the same principles as the Gulfview Heights Primary School's Discipline Policy.

If a child has been suspended from school, they **cannot** come to OSHC until that suspension is over. All their bookings will be charged for.

## **Environment**

Note: OSHC services on Department sites should develop site-specific procedures in consultation with the school principal and with reference to the General Guidelines of the departmental OHS&W Manual.

- The OSHC indoor and outdoor environments will be smoke-free.
- All rooms in the OSHC service will be well ventilated with appropriate heating and cooling facilities.
- The Director and staff will take individual needs and specific activities into account when ensuring that lighting, heating and noise levels are comfortable.
- Consideration for environmental protection will be encouraged in the children's activities and in the day-to-day operation of the service.
- In the interests of children's health, staff are encouraged to use environmentally friendly products at the service wherever possible.

- All rubbish will be disposed of in an environmentally friendly way, and products recycled whenever possible.

### **Sun Protection**

To ensure all children attending the service are protected from skin damage caused by harmful ultraviolet rays of the sun, the following will apply:

- children will be required to wear a hat which protects their face, neck and ears whenever they are outside from September 1<sup>st</sup> to the end of term 1.
- To minimise the spread of infections such as head lice, impetigo and ringworm, children will not share hats.
- SPF 30+ broad-spectrum water-resistant sunscreen will be provided for staff and children, and applied before going outside. It is recommended that sunscreen is used only on exposed skin that cannot be protected naturally.
- staff will ensure that sunscreen is not out of date.
- discussion about skin and ways to protect it from skin cancer will be included in the children's program.
- when enrolling their child, parents will be informed about the sun safety policy, and asked to provide a suitable hat or alternatively buy one from OSHC.
- staff will be aware of the proper application of sunscreen and model the practices outlined above.
- children are to wear tops that cover their shoulders at all times when outside.

### **Emergency Procedures**

Emergency evacuation and lockdown procedures will be clearly displayed near the main entrance and exit of the room used by the service, and are to be followed in the event of fire, natural disaster, intruder or other emergency.

The evacuation plan will include:

- A safe assembly area, with its own escape route, away from access areas for emergency services and the building
- A second assembly area in the event that the first assembly area becomes unsafe
- Unobstructed routes for leaving the building, and which are suitable to the ages and abilities of the children
- A person nominated to collect the attendance roll and parent's emergency contact numbers, and at the assembly area check the roll to ensure that all children and staff are present
- A list of emergency services contact numbers and a person nominated to phone the relevant emergency service

- A person nominated to check that the building is empty and that all doors and windows are closed to contain the spread of fire
- A person nominated to supervise the children at the assembly area
- When the emergency services arrive, the Director will inform the officer in charge of the nature and location of the emergency, and of any missing children
- No-one will re-enter the building until advised it is safe to do so by the officer in charge of the emergency service.
- Safety and evacuation drills involving staff and children will be practised in before and after school care programs, as well as Vacation Care when most children are present.

### **Family Involvement**

It would be appreciated if families could support the program at any level that they feel comfortable.

This could be:

- helping as a volunteer at the service, subject to our volunteers policy
- contributing ideas or resources, such as craft, raw materials, etc.
- donating time and skills in any areas of specialised or culturally-relevant knowledge

We ask parents to ensure:

- children are collected on time and in the case of unforeseen emergencies, the service is notified for staff and children's piece of mind
- fees are paid on time
- contact with the Director regarding the physical and mental well-being of your children and of their attendance

**Please help us to provide the best possible quality of care for your children.**