



OUT OF SCHOOL HOURS CARE PARENT HANDBOOK

Tenison Woods College
Early Learning to Year 12 Co-educational Catholic College
Shepherdson Road, PO Box 965
Mount Gambier South Australia 5290

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CRICOS Provider Code: 01751G

OUT OF SCHOOL HOURS CARE (OSHC)

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OPERATING TIMES

Monday to Friday (except public holidays & 2 weeks over Christmas)
Before School Care (BSC): 6:45am–8.30am
After School Care (ASC): 3:15pm–6:00pm
Vacation Care/Student Free Days: 6:45am–6:00pm
Early Dismissal Days: 2:15pm–6:00pm

CHILD CARE BENEFIT

When registering for Child Care Benefit (CCB) or rebates please quote specific numbers for BSC, ASC & VAC Care available on our website (www.tenison.catholic.edu.au).

For further information or to register your family for CCB contact the Department of Human Services on 136 150 or go to: www.humanservices.gov.au/customer/services/centrelink/child-care-benefit

FEES

Before School Care (BSC)	\$10
After School Care (ASC)	\$20
Vacation Care/Student Free Days	\$50
Half Day 6.45am-12pm or 1pm-6pm	\$25 (if collection is 15mins late-full day fee applies)
Early Dismissal Days	
2.15pm-3.15pm	\$10
2.15pm-6.00pm	\$25
Late pick up charge	\$5 (\$5 for every 15 minutes or part thereof)

INTRODUCTION

Tenison Woods College is a dynamic Early Learning to Year 12 Co-educational Catholic College located in Mount Gambier, South Australia. Consisting of approximately 1400 students, the College offers regional and international students access to an exciting array of educational and vocational programs to enable each student to meet their needs and aspirations. The Tenison Woods College motto, 'Let Your Light Shine', lies at the heart of our curriculum and pastoral care programs. Based on the Mercy and Marist charisms of providing every child with the opportunity to thrive, the College is proud of its heritage and its commitment to supporting the pastoral care and well-being of all students as we support them in meeting their needs and exceeding their aspirations.

BACKGROUND

Tenison Woods College established an OSHC service in 2013 to meet a growing need within the local school community. The OSHC is a stand-alone service run by Tenison Woods College and will be run from the Multi Purpose Room, next to the Barrie Holmes Stadium. It will be available for children attending school aged 4 up to 13 years.

PHILOSOPHY

Tenison Woods College Out of School Hours Care service is a child-focused service where:

- Children, families and staff are treated as equal and valued individuals;
- The value of play is paramount and children have opportunities for challenge and ongoing learning;
- Children are encouraged to develop to their full potential within a safe, caring and supportive environment that recognises the importance of families for children;
- Through a positive approach, children's behaviour is guided to build their confidence and self-esteem; and
- The service operates according to a stated philosophy and aims to reflect the local community by encouraging participation and discussion about all issues relevant to the running of the service.

VISION

Tenison Woods College Out of School Hours Care (OSHC) aims to provide a high quality, safe, stimulating and caring environment which offers children numerous opportunities to develop physically, intellectually, socially, emotionally and spiritually. We focus on nurturing positive group relationships, fostering individual self-worth and self-esteem and making strong links to the school community. Parents/Carers can feel secure knowing that their children are safe and happy.

ENROLMENT

Interested families are welcome to make a time to visit the service for an orientation. During this time we can discuss the expectations of your family, the service and your child's needs. Enrolment forms are available on our website (www.tenison.catholic.edu.au), the Front Office and the OSHC room. Priority of access is given to children at risk and children with working parents.

CLOSURE AND LATE FEES

The service closes at 6.00pm, if a child is collected after closing time a fee of \$5 for every 15 minutes or part thereof will apply.

If a parent/carer is expected to be late collecting the child/ren, staff at the program must be notified as soon as possible. Late pick up will be documented on the sign in/sign out sheet and forwarded to the Administration/Accounts Department.

If a parent/carer is continually late arriving at the service to collect their child, the Director will discuss alternate care options with the parent.

UNPAID FEES

14 Days Overdue: 'Friendly Reminder' - Yellow Sticker

21 Days Overdue: 'Final Notice Payment Within 7 Days or Legal Action will be taken' - Red Sticker

28 Days Overdue: Your child/children will be denied access to the service until all outstanding debts are paid. The Director will be informed when children have been denied access to the service.

ACCOUNT PAYMENT PROCESS

Accounts will be processed every week; you will receive an account via email or post. It is the families responsibility to keep postal and email address details updated and to request hard copies if you have any computer issues. Payment options include; EFTPOS, Cheques or Cash, these options can be carried out online, via post or in person.

If you prefer to pay by direct debit you will need to contact the school for specific information needed for this process. Where families experience genuine hardship, they may be entitled to a Special Child Care Benefit. This can be arranged with the Director.

DROPPING OFF AND COLLECTING CHILDREN

Children attending Before School Care must be signed in by their parent or carer and signed out by an OSHC educator.

Children attending After School Care must report to the Multi Purpose Room as soon as possible after school is dismissed and will be signed in by an OSHC educator. All children will be collected and signed out by a parent or approved person. Children may not go home unaccompanied unless there is signed written permission from a parent/guardian that identifies and qualifies such expectations.

The Director and educators reserve the right to negotiate such requests where there is concern about children's safety. Children attending Vacation Care/Student Free days will need to be signed in and out by a parent/carer.

PARENTS, CARERS AND FAMILIES

Families are strongly encouraged to become involved in the program and will be made to feel welcome and respected at all times. It is expected that families update information at OSHC in regards to their child's health, changes in family circumstances and contact details as well as the names of those who can collect children is kept up to date.

Signing in and out is considered to be of paramount importance and it is the parents/carers responsibility to do this, along with the OSHC educator.

BOOKINGS AND CANCELLATIONS

Children must be booked in and enrolled in advance so that supervision ratios can be adhered to and safety of children is at the forefront. This is also in place to ensure families avoid disappointment. If your child is booked in but unable to attend you must **notify us by 12pm the day prior**. If OSHC is not notified, full cancellation fees will apply.

Service policies and procedures ensure that for any given session there is a list of children booked for care so that educators can accurately check attendances and efficiently follow up any booked children who fail to arrive. Centrelink permits 42 allowable absences per year. After 42 absences, CCB may not apply to any absences. Remember, changes to bookings within 14 days of the session are treated as allowable absences and after 42 changes, CCB won't apply.

Families with Vacation Care bookings need to notify the OSHC service of foreseeable absences, at least 7 days notice will be required and there will be no charge for the session. There will be a charge of 50% of the original fee if notice is given within the 7 day timeframe.

STAFF AND VOLUNTEERS

Our staffing includes the Director and educators necessary to meet the requirements of child/staff ratios. All our staff and volunteers require a police check through Catholic Education SA. Staff are trained in First Aid and Mandatory Notification (Responding to Abuse and Neglect). Volunteers are most welcome and a Catholic Education Police Check would be required.

COMMUNITY

Our program is sensitive to the wide range of social and cultural backgrounds within the community. The program will work with other persons, agencies and services to develop a support network for all.

BEHAVIOUR

The behavioural expectations are as follows:

- We respect and care for ourselves, other people and property;
- We work and play safely and cooperatively;
- We follow directions of teachers/staff members;
- We stay inside the supervised boundaries.

Implementation

The following steps are introduced when the rules are not being followed:

- 1) The child is reminded of the rule or expectation.
- 2) A short time away from the area of play, or a logical consequence, such as removal from, for example, the sandpit is imposed.
- 3) Additional time out of play is imposed, with associated consequences, such as loss of some privilege or a written apology.
- 4) Repeated inappropriate behaviour will result in consultation with families. At this time, the child, parent/carer and Director may negotiate and formulate a behavioural plan.
- 5) If parental consultation and behavioural plan does not improve behaviour, the issue will be directed to the school's Principal and may result in Internal Suspension.
- 6) If all of the above steps prove unsuccessful, the child may be asked to leave the program.

ILLNESS/INFECTIOUS DISEASES

Tenison Woods College OSHC service follows the guidelines for prevention of infectious diseases as outlined in the document 'Staying Healthy in Child Care'. Children suffering from infectious diseases such as Chicken Pox, Infective Hepatitis, Measles, Mumps, Rubella, Scarlet Fever, Whooping Cough, Diphtheria, Meningococcal Infection, Poliomyelitis, Tuberculosis, Impetigo (school sores), Ringworm, Head Lice and Scabies will not be able to attend OSHC. If staff believe child/ren are displaying symptoms of illness/ infectious disease a parent/carer will be called to collect the child/ren and they will be cared for until they're collected. Children will be excluded from OSHC for the length of time specified and/or on the written advice from the child's medical practitioner.

MEDICATION

Tenison Woods College OSHC service staff will assist children to manage medical conditions and assist with medication if that medication is prescribed by a doctor and has the original label detailing the child's name, required dosage and storage requirements and is accompanied by a medication plan. Medications are to be given directly to the Director or Supervisor.

ACCIDENT/INJURY

Minor incidents will be documented in an Accident Register. A note will be placed in the notes column of the day sheet to alert a collecting parent/carer that there has been an incident, that they will need to speak to the designated first aider regarding the incident, and that the register will need to be signed.

DRESS CODE

BSC & ASC - full school or PE uniform. Vacation Care & Student Free Days - neat casual dress is required. Label clothing. Bring own hat.

SUN SMART

Families will be encouraged to become familiar with the policy requirements and support the educators by dressing appropriately for the conditions, including wearing a hat and sunscreen.

SCHOOL SPORT

Written permission is needed for children attending After School Care that may be required to attend extra-curricular activities during the period of care by OSHC.

USE OF TAXIS

Occasionally parents request that children be sent by OSHC, in a taxi, to a nominated destination. OSHC reserves the right to refuse a request unless the parent/guardian has previously signed a permission note.

POLICIES

Copies of our Policies are on display in the OSHC room.

PROGRAM

A program of activities for both Before, After School Care and Vacation Care is displayed on the notice board in the OSHC area. Programming is implemented around the principles and practices within the 'My Time, Our Place Framework for School Age Care in Australia' and the 'National Quality Standards'.

The program has been designed to meet the needs and interests of children between the age of 5 years and up to 13 years in an informal, relaxed, caring and fun way. The program will allow children to contribute to their community, socialise, be physically active, enjoy restful time, create, problem solve, perform and participate in group games. Time will also be allocated for homework and snacks. Excursions and Community Visitors are an important part of programming at OSHC and families will be notified of extra fees prior to each excursion.

MEALS

Before School Care: Breakfast will be provided by the service, if requested on enrolment form, between 7.30am-8.00am. Breakfast includes; yoghurt, wholegrain cereal, milk, fresh fruit and juice.

After School Care: Afternoon tea will be provided by the service, between 3.30pm-4.00pm.

Vacation Care: Breakfast will be provided by the service, if requested on enrolment form, between 7.30am-8.00am. Families will be required to provide a morning snack, lunch and a water bottle (all clearly labelled) for their children depending on the duration of their booking.

All snacks will include fresh fruit, vegetables and wholegrain carbohydrates. 'Sometimes' category foods will also be offered as part of a balanced nutrition plan.

Families will need to notify OSHC re: allergies and special dietary requirements on the enrolment form. Families will also need to comply with expectations of the service if a food item is not allowed e.g. nuts, families will be notified of this if a situation arises.

SUGGESTION BOX

A suggestion box is located in the OSHC room.

SUPERVISION

Staff ratios are adhered to in accordance with the National Standards for OSHC. In some cases the ratio is exceeded to provide the safest and best care for both children and staff.

WATER PLAY

At times the service will program activities that include water play, please notify the service if you would like your child/ren excluded from water play.

TELEVISION

Television programs and/or DVDs will occasionally be shown to children attending After School Care and Vacation Care, in these cases the programs will always have a G rating.

CONFIDENTIALITY

Tenison Wood College OSHC service makes every effort to protect the privacy and confidentiality of all individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure place and are accessed by, or disclosed to, those people who need the information to fulfil their responsibilities at the service or have a legal right to know in accordance with legislative requirements.

COMPLAINTS/GRIEVANCE PROCEDURES

If parents/carers have a grievance they can confidentially document their complaint/grievance or if they prefer they may speak directly to the Director or another person in school leadership. All communications will be treated with confidentiality and respect. The parent/carer will be notified in writing of the outcome.