



LET  
YOUR  
*light*  
SHINE

# Out of School Hours Care Parent Handbook



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# General Information

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## OPERATING TIMES

Monday to Friday (except public holidays and 2 weeks over Christmas)

- Before School Care (BSC) 6:45am to 8:30am
- After School Care (ASC) 3:15pm to 6:00pm
- Vacation Care/Student Free Days 6:45am to 6:00pm
- Early Dismissal Days 2:15pm to 6:00pm

## 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 wellbeing 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 operates from the Multi Purpose Room, next to the Barrie Holmes Stadium. It is available for children aged 5 to 13 years.

## 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.

## 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.

## 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](http://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.

## 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 works with other persons, agencies and services to develop a support network for all.

# Procedures & Expectations

## 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.

## 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. Reception children will be collected from their classrooms and walked down to the OSHC service. 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/carer 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.

## BOOKINGS AND CANCELLATIONS

### Bookings

Bookings for OSHC can be made by emailing [oshc@tenison.catholic.edu.au](mailto:oshc@tenison.catholic.edu.au) or phoning the Front Office during Term time on 8725 5455 or during Vacation Care on 8724 4633.

### Cancellations

- Before/After School Care:  
Cancellations of bookings received up to 48 hours prior to care will be taken out free of charge.  
Cancellations received with less than 48 hour's notice will be charged as absent.
- Vacation Care/Student Free Days:  
Cancellations of bookings made greater than 2 weeks prior to the session date will be taken out free of charge.  
Cancellations received with less than 2 week's notice will be charged as absent.

## 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.

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# Procedures & Expectations

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## 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, Infectious 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 children are displaying symptoms of illness/ infectious disease, a parent/carer will be called to collect them 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 on an Injury/Incident form. 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 form will need to be signed.

## DRESS CODE

- Before School Care & After School Care  
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. If your child/ren is allergic to sunscreen, please ensure that you provide labelled sunscreen for them to use while at OSHC. This can be kept in their bag or given to the supervisor.

## 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/carer has previously signed a permission note.

## POLICIES

Copies of our Policies are on display 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.

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# Procedures & Expectations

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## 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 PROCEDURE

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.

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# Program

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## PROGRAM

A program of activities for both Before, After School Care and Vacation Care is displayed on the desk 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 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. Excursions need to be paid in cash before the day and a consent form signed before children are able to leave the service.

## MEALS

- Before School Care  
Breakfast will be provided by the service, if requested on enrolment form, between 6:45am to 8:00am. Breakfast includes: yoghurt, wholegrain cereal, milk, fresh fruit and juice.
- After School Care  
Afternoon tea will be provided by the service, between 3:45pm to 4:15pm.
- Vacation Care  
Breakfast will be provided by the service, if requested on enrolment form, between 6:45am to 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 regarding 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.

## 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.

## SUGGESTION BOX

A suggestion box is located in the OSHC room.

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# Fees & Payment

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## CHILD CARE SUBSIDY

We are an approved service for Child Care Subsidy. Please complete your assessment by providing information and confirming details using your Centrelink online account through myGov.

Your account is available through the app or [www.my.gov.au/loginservices](http://www.my.gov.au/loginservices).

## FEES

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|-----------------------------------|--|
| • Before School Care (BSC)        | \$15.00  |
| • After School Care (ASC)         | \$25.00  |
| • Vacation Care/Student Free Days | \$60.00  |
| • Early Dismissal Days            |  |
| 2:15pm to 3:15pm                  | \$10.00  |
| 2:15pm to 6:00pm                  | \$30.00  |
| • Late Pick Up Charge             | \$50.00 (\$50.00 for every 15 minutes or part thereof) |

## CLOSURE AND LATE FEES

The service closes at 6:00pm, if a child is collected after closing time a fee of \$50.00 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.

## ACCOUNT PAYMENT PROCESS

Accounts will be processed every week; you will receive an account via email. It is the families responsibility to keep email address details updated and to request hard copies if you have any computer issues.

Payment options include;

- EFTPOS
- Cheques
- Cash

These options can be carried out online, via post or in person.

## UNPAID FEES

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|-------------------|--|
| • 14 Days Overdue | 'Friendly Reminder' – via email.   |
| • 21 Days Overdue | 'Final Notice Payment Within 7 Days or Legal Action will be taken' – via email.  |
| • 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. |

In the event of default of fee payment, OSHC may refer the default to a debt collection agency. If this occurs, personal information will be disclosed to the agency and you will be responsible for the collection costs.



# Contact Us

## ADDRESS

Cnr White Avenue & Shepherdson Road  
Mount Gambier  
South Australia 5290

## POSTAL ADDRESS

PO Box 965  
Mount Gambier  
South Australia 5290

## TELEPHONE

Out of School Hours Care (OSHC)	(08) 8724 4633
Tenison Woods College	(08) 8725 5455

## WEBSITE

[www.tenison.catholic.edu.au](http://www.tenison.catholic.edu.au)

## EMAIL

[oshc@tenison.catholic.edu.au](mailto:oshc@tenison.catholic.edu.au)