

# **LARRAKEYAH PRIMARY SCHOOL OSHC**



## **PARENT HANDBOOK**



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## Acknowledgement of Country

May we respectfully acknowledge the Aboriginal and Torres Strait Islanders as the Traditional Custodians of the land on which our services reside. We pay our respects to the Aboriginal and Torres Strait Islander elders past, present and emerging.

## Welcome

Dear Parents/Caregivers,

Welcome to Larrakeyah Outside School Hours Care. We are excited to have you join our service and look forward to partnering with you to offer your children the very best learning opportunities.

Larrakeyah OSHC aims to provide high-quality care to all primary school-aged children at Larrakeyah Primary School, and the wider community, in a safe, fun and inclusive environment.

As family members, you play the central role in your child's learning journey. Your involvement in our service activities and in the development of our programs is always encouraged.

We have created this Parent Handbook as an introduction to our service. It provides information on some of the matters we believe to be important. We have a complete set of policies and procedures which are available at our service. If you have any questions about the information contained in either this handbook or in any of the policies and procedures, please don't hesitate to speak with one of our friendly members of staff.

As an OSHC Service, we recognise that you are entrusting us with the care and education of your child. Every child is special, and we thank you for allowing us the privilege of investing into their lives.

Kind regards,

**Christina Bijkerk**

Outside School Hours Care Director



## Our Philosophy

At Larrakeyah OSHC, we are committed to promoting a safe, secure and welcoming environment where children can develop a strong sense of belonging.

Throughout the context of play, we cater for children's emotional, physical, and intellectual wellbeing. We provide a wide range of developmentally appropriate, structured, and unstructured learning opportunities that fosters children's development in all domains; and considers their needs, interest, and strengths.

Our service strives to create an environment which fosters co-operation, care and respect for oneself and others, and where all children, families and staff are treated as equal and valued individuals. We acknowledge that the children and parents who use the service come from a diverse range of backgrounds, and therefore, offer programs and services that are inclusive for all individuals and families within our community.

We advocate for strong, open communication and partnerships between families and staff, with parent input and involvement a highly valued contributor to the development of our programs.

Our service functions most effectively when there is a positive partnership between all stakeholders including the school, management, staff, and community.

We have a strong, professional, and collaborative team who are committed to continuous improvement. The staff bring a variety of different skills and strengths to the service, which are celebrated within our programming.

## Service Information

Larrakeyah Primary School OSHC is an After School and Vacation Care service that is licensed for **150 children**. The operational management of our OSHC service is conducted by a sub-committee of the Larrakeyah Primary School, School Board. Membership consists of representatives from school leadership, governing council, and parents.

**Service Approval Number:** SE-00012176

## Opening Times

|                    |                      |
|--------------------|----------------------|
| After School Care: | 2:45pm until 5:45pm  |
| Vacation Care:     | 7:45 am until 5:45pm |

## Contact Information

|              |  |                     |   |
|--------------|--|---------------------|---|
| Mobile:      | 0438 813 211   | School Website:     | <a href="https://larrakeyahprimary.com.au/">https://larrakeyahprimary.com.au/</a> |
| Landline:    | (08) 8941 4521   | Director:           | Christina Bijkerk   |
| Email:       | <a href="mailto:larrakeyah.oshc@education.nt.gov.au">larrakeyah.oshc@education.nt.gov.au</a> | Assistant Director: | Joshua Bentes   |
| OSHC Seesaw: | See OSHC staff for details   |                     |   |

## Child Care Subsidy (CCS) for reduced fees

The Australian Government provides child care subsidy to help with the cost of childcare. To be eligible for the Child Care subsidy you need a myGov account linked to Centrelink. Families are required to complete the online Child Care Subsidy assessment via the myGov website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement.

On enrolment you will need the CRN of the person (account holder) linked to the child, along with the child's CRN to ensure that you will receive the correct subsidy.

It is your responsibility to ensure that your CCS details are up to date and correct. Visit [www.education.gov.au/childcare](http://www.education.gov.au/childcare) for more information.

## Fees

The fees for After School Care (ASC) are as follows:

|                            |                    |
|----------------------------|--------------------|
| Casual: 1-2 days a week    | - \$35 per day     |
| Part Time: 3 days a week   | - \$98.01 per week |
| Full Time: 4-5 days a week | - \$98 per week    |

The fees for Vacation Care (VAC) are as follows:

|                            |                  |
|----------------------------|------------------|
| Casual: 1-3 days a week    | - \$75 per day   |
| Full Time: 4-5 days a week | - \$250 per week |

\*These fees are before the Child Care Subsidy (CCS) has been applied.

## Late Fee

A 'Late Pickup Fee' as set by Management will be charged when any parent or authorised person collects their children after the Service's closing time (See Hours of Operation Policy). Larrakeyah Primary School OSHC reserves the right to charge Parents/Guardians an upfront fee of \$25 and an additional fee of \$1 a minute for each occasion their child is picked up late.

## Excursion and Incursion Fees

There is a surcharge per student, for each excursion and incursion, for cost recovery. The excursion and incursion fee will be added to the parent/guardian's SmartCentral balance.

## Lunch Fees

Parents are required to provide a packed lunch for Vacation Care days. The service reserves the right to charge a daily fee of \$5 per child when lunch is not provided by parents.



## Payment of Accounts

Larrakeyah Primary School OSHC accounts must be paid two weeks in advance at all times.

Parents will receive a projected invoice/statement via email. It is expected that this invoice is paid within seven days of receiving the statement.

The preferred method of payment is via direct debit utilising ChildCare EasyPay. A direct debit application can be sent to the parent/guardians upon request. Direct debits are processed fortnightly on a Friday. It is the parents/guardian's responsibility to ensure there is adequate money in their account to cover fees. In the case of a declined payment, the full amount must be made prior to the next payment date.

The following methods of payment are also accepted by the Service:

- Eftpos Transaction
- Direct Debit
- Phone Payment
- Electronic Bank Transfer

## Overdue Fees

Any Parent/Caregiver with an outstanding account balance will be contacted via email in the first instance, with a follow up phone call to organise a mutually agreeable method and date of payment. All exchanges will be documented in the Parent Outstanding Contributions Excel spreadsheet.

In consultation with the OSHC Sub-Committee and Nominated Supervisor, failure to pay the balance by the agreed upon date may result in the child's booking being suspended.

Any suspended or withdrawn booking will only be reinstated once payment is received in full.

Should a situation occur in which a booking is cancelled more than twice due to non-payment of fees, the family's enrolment at the Service may be terminated. The enrolment may only be reinstated when full payment is received and all documents registering the family with a direct debit payment system are completed.

## Booking Cancellations

Two weeks' notice in writing must be given to alter or cancel bookings, due to illness and/or holidays. If this is not adhered to, the service reserves the right to charge normal fees for this period.

## Attendances/Absences

Parents/guardians are responsible for notifying the director if their children will not be present. They can do this by texting the service mobile or sending an email to [larrakeyah.oshc@education.nt.gov.au](mailto:larrakeyah.oshc@education.nt.gov.au). Alternatively, you can telephone the school between 8.00am and 2.45pm on 8981 3211, asking that a message be relayed to the director.

**Please Note:** Notifying the school of your child's absence does not automatically mean OSHC is notified. Please clearly state your child attends OSHC and that you would like the service to be notified.



## Enrolment

Prior to commencing at our Service, you will be required to enrol online using SmartCentral and include health and medical information, permissions and consents and emergency contacts.

The OSHC Director must be notified of changes to parent's contact details or changes to authorised persons permitted to collect children from the service.

To Enrol: [https://www.smartcentral.net/v2/service\\_profile/show/509](https://www.smartcentral.net/v2/service_profile/show/509)

## Places and Priority of Access

Larrakeyah OSHC offers 150 places for After School Care and 150 places for Vacation Care.

Larrakeyah Primary School students receive priority in both programs.

If demand for places exceeds supply, Larrakeyah OSHC provides priority of access in accordance with the Commonwealth Government's Priority of Access Guidelines for Childcare i.e. to children at risk of serious abuse or neglect, then children of a single parent who satisfies, or of parents/guardians who both satisfy, the work/ training/ study test under section 14 of the Family Assistance Act, and then other children.

Further information on the Commonwealth Government's Priority of Access Guidelines for Childcare can be found at <http://education.gov.au/priority-allocating-places#priorities>

## Dropping Off/Signing In

### Vacation Care

Children are not to be left at the Service at any time prior to the opening hours of the Service.

On arrival, the parent/guardian bringing the child is responsible for electronically signing the child in, which records the time of arrival. In the event that a parent/guardian has failed to sign their child in on drop off, the parent will be contacted to return to the service and either sign in, or collect their child.

In the event that a child is dropped off, and not booked in, the parent/guardian will also be contacted to return to the service and collect their child.

The parent/guardian that is dropping off the child, must ensure that an educator is aware of the child's presence before leaving the Service and that any special needs are communicated. Any points of information provided to educators are to be communicated to educators verbally and in writing.





## After School Care

As the children arrive at the service during an afternoon session, the Nominated Supervisor or Responsible Person on duty will sign them in electronically, indicating time of arrival. This will happen as part of the roll call process.

If a child is not present at the Service by 3:00pm, and the Service has not been notified of their absence, the Responsible Person on duty will follow the Absent and Missing Children Policy and Procedure.

## Picking Up/Signing Out

Parents/Guardians must always sign their child out electronically, indicating time of departure. Should a parent/guardian fail to sign their child out, on multiple occasions, the service has the capability to cancel the enrolment. The cancellation of enrolments is on the grounds of children's health and safety, and service liability.

If the child is to be collected by anyone other than the parent or authorised nominee on the Enrolment, the Service must be personally informed by the parent/guardian or authorised nominee in writing or by email. Parents must ensure the person provides the Service with proof of identity e.g. driver's license or photo identification.

The Service will not release a child into the care of anyone not authorised, without prior consent.

If the Service has not been notified and someone other than the parent/guardian or authorised person attempts to collect the child, the Responsible Person on Duty will ring the parent/guardian to get their authorisation. The child will not be released from the Service until proper authorisation has been received.

**If a person under the age of 18 is to pick up a child/ren, the service must be alerted by the parent of the child/ren or alternatively a written authorised letter/email must be received by the office or service.**

In the case of a non-custodial parent/guardian attempting to collect a child from the Service without written consent, an educator will attempt to make immediate contact with the parent/guardian who holds primary custodial rights. For child safety, the Service will go into lockdown while the Responsible Person on Duty strongly discourages the person from trying to take the child. If they threaten any violence or harm to the staff, child or themselves, the Responsible Person on Duty must be aware of their Duty of Care to all children and educators on the premises and will call the police immediately.

If parents do not consistently sign their child out they will be sent a reminder of the practices which must be followed. If this does not change the outcome of the signing out status of the child, cancellation of enrolment will be considered due to the health and safety measures which must be taken within the Service.

## Policies and Procedures

As Larrakeyah OSHC is managed by Larrakeyah Primary School Board, several of the policies and procedures that apply to the school, also apply to OSHC; there are also OSHC specific policies. The OSHC policy and procedures manual is available to be viewed by all parents and guardians of children attending the service. Policies and procedures are reviewed regularly, and feedback from parents, guardians and children attending the service is welcomed.



## Standards of Behaviour

Larrakeyah OSHC has established basic agreements and clear guidelines on acceptable behaviour. These guidelines encourage and highlight respect for the rights of others, help create a caring environment and are based on safety, order, and cleanliness.

All rules/guidelines will be clearly expressed in a positive way and reinforced consistently.

Children will be made aware of the consequences which will occur when rules are broken. All consequences will be relevant to the situation and not demeaning to the child. No child will ever be subject to, or threatened with, corporal punishment. No child will ever have food, or other basic needs, withdrawn as a form of punishment.

### **Children will:**

- Accept and value every child and adult regardless of race, cultural background religion, sex or ability.
- Treat each other with respect, courtesy and understanding.
- Be encouraged to maintain positive communication and relationships between educators, children and other adults.
- Ensure that appropriate language and behaviour is maintained at all times.
- Be aware of, and fulfil, their responsibilities as an active part of the Service community.
- Settle their differences in a peaceful manner, using communication skills to resolve difficulties and never using violence against another person or child.
- Develop self-discipline skills through positive examples and direction.
- Develop an understanding that behaviour results from choice made by the individual and that all behaviour has consequences.

### **Educators will encourage children to take responsibility for their actions by:**

- Initiating conversations with all children, and developing an understanding of the child and their interests.
- Forming friendly and warm relationships with the children in their care and being supportive and encouraging.
- Ensuring that expectations relating to the children's behaviour is explicit and clear and consequences are consistently applied.
- Acting as a role model for acceptable behaviour.
- Encouraging and rewarding acceptable behaviour.
- Focusing on the behaviour, not the child.
- Giving praise and positive feedback to the children as often as possible.
- Providing an environment which will foster the child's self-esteem.
- Helping children develop self-discipline skills through positive examples and direction.
- Introducing older children to simple conflict resolution skills.
- Helping children to appreciate and care for each other and their surroundings.
- Ensuring that appropriate language is used at all times.
- Never singling out any children or making them feel inadequate at any time.
- Avoiding threatening or verbally abusing the children in any way.



## Incident Behaviour Monitoring

When behavioural incidents occur, these are always noted in an incident behaviour monitoring document. The document highlights the following information.

- Students name
- Incident date
- Incident notes
- Injury
- Educator / Witness notes
- Parent conversation notes
- Faculty conversation notes

The document allows for all behavioural incidents to be stored and allows management to monitor any trends in continuous or ongoing behaviour that needs to be taken further.

Where a child demonstrates consistent unacceptable behaviour, steps will be taken through discussion with the parents to attempt to minimise these actions. If unacceptable behaviour continues, a child may be removed from the service on a temporary or permanent basis. This will be decided by the Management Committee in conjunction with the Nominated Supervisor and where appropriate, the School Principal.

## Emergency Procedures

To ensure the safety of children at the service Larrakeyah OSHC practices Emergency Evacuation and Lock Down procedures quarterly.

### Cyclones

Larrakeyah OSHC will not operate if a cyclone warning is issued prior to the commencement of either after school hour's care or vacation care on a given day. If a cyclone warning is issued during OSHC, parents/guardians will be contacted to collect their children as soon as possible.

### Armed Threat

If there is an armed threat, the service staff will follow strict Coded Armed Threat Procedures to keep all children safe.

### Evacuation

If there is an emergency evacuation, the service staff will follow strict Emergency Evacuation Procedures to keep all children safe.

## Sun Safety

Children and staff are required to wear sleeved shirts and hats with a full 360-degree brim at all times when outdoors.

Shirts or Swimsuits are required to be worn whilst doing outdoor water play.

The service requires all students playing outdoors to wear sunscreen. Sunscreen is provided, however if your child has a sunscreen allergy or sensitive skin, it is your responsibility to notify the service and provide an alternative lotion.



## Afternoon Tea

We provide nutritious and varied food of good quality at the service. Every meal is selectively chosen to meet the dietary requirements, food allergies and cultural or religious dietary practices of our students, and the guidelines of the Northern Territory Government's Canteen, nutrition and healthy eating policy.

*Please note:* The weekly menu is displayed on the service noticeboard, parents have a responsibility to inform the Director or staff of any special dietary needs their child/ren may have., and Larrakeyah OSHC value parent input and feedback on the service menu.

## Medication

Written permission is required from a parent for staff to administer medication to their child. If a child requires prescribed medication while at the Service, parents are asked to make sure the medication is in the original bottle/packet with the original script label. Dosage and the time the medication is to be administered clearly written on your child's Medication Record, that can be found at the service.

## Accidents and Illness

In the case of a child with a serious illness or accident requiring medical attention, the Director or a staff member will contact parents as soon as possible. If a parent is not available, the child will be accompanied by a staff member to the Royal Darwin Hospital in a St Johns Ambulance. The Director will inform the parents to meet the staff member at the hospital.

All incidents that need the attention from a Medical Practitioner or a Hospital, QECNT (Regulatory Authority) will be notified.

All incidences concerning a knock to the head will be reported to parents as soon as possible.

All Incidents, Injuries and Illnesses are recorded on an Incident, Injury and Illness Form and provided to Parents/Caregivers on arrival to Parents will need to sight and sign the documentation prior to leaving the service.

## Grievances and Complaints

Larrakeyah OSHC fosters positive and harmonious relations between all families, staff and levels of management. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner. If any parents should have a grievance or complaint the parent should discuss the problem with the relevant staff member or Director.



## Confidentiality

Larrakeyah OSHC protects the privacy and confidentiality of individuals by ensuring that all records and information about children and families are kept in a secure place and are accessed by or disclosed only to those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

## Communication

Everybody has a different communication style and time for communication. We have many types of communication we use for families, which include:

- ✓ Face to face
- ✓ Phone calls/SMS
- ✓ Emails
- ✓ Seesaw

The Service works collaboratively with Larrakeyah Primary School to assist new families whose first language is not English and for whom literacy may be a problem.

## Toys

The Service has an abundance of toys and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken and disappointment for children. Educators will not be responsible to track numerous toys throughout their time at OSHC.

## Electronic Devices


We do not allow BYO devices during After School Care. If a child is found to be using an electronic device brought from home they will be confiscated and returned to parents at the end of the day upon pick up.

During Vacation Care, the service allows BYOD. The expectations for BYOD during Vacation Care are that all devices are stored in the Electronics Box at drop off; and that they are only accessed using Tech Time. This eliminates devices getting lost, broken and misused.

Larrakeyah OSHC is not responsible for lost or stolen devices.

## Program and Activities

Larrakeyah OSHC provide a variety of activities for children to participate in, which are conducted either inside or outside depending on the activity and the weather. The activities offered are developmentally appropriate, structured and unstructured. The learning opportunities foster children's development in all domains, and consider their needs, interest and strengths.



The service programs align with the My Time Our Place School-Aged Care Outcomes and promote the physical, social and emotional wellbeing of all students. Students are encouraged to choose which activities they would like to participate in.

Parent and Student input/involvement are a highly valued contributor to the development of our programs.

## Vacation Care

Once the Vacation Care program has been finalised it will be available on the Seesaw for Parents/Caregivers to download and complete. The OSHC notice board will also have a hard copy on display. Our Vacation Care program is becoming very popular, so booking and permission forms need to be returned ASAP to secure a place for your child. If you book your child in on an excursion day, you are confirming that you have read the Vacation Care program and agree to the excursion details i.e. excursion dates, destinations, mode of transport, departure and return times, items required on the day.

The OSHC mobile phone, daily attendance records, emergency contacts, first aid kit and required medication and action plans will be taken on all excursions.

## Excursions

Excursions will be planned considering children's ages, suggestions, interests, and developmental abilities.

All planned excursions will be subject to a risk assessment to identify and assess risks that the excursion may pose to the safety, health and wellbeing of any child being taken on the excursion and specify how the identified risks will be managed and minimised.

Excursions are predominantly undertaken during vacation care. Where these excursions require buses, these will be chartered from licensed charter companies that meet the NT transport regulations.

The Vacation Care booking form outlines upcoming excursions and the costs associated. Parents/Guardians will be required to sign an Excursion

Parents/guardians will be given prior notice of any excursion and a permission form will need to be signed. The same child/staff ratios will apply as for OSHC held on the grounds of Larrakeyah Primary School.

A mobile phone, children's contact numbers and a first aid kit will be taken on any excursions.

## Feedback

Should a parent wish to make a suggestion, complaint, or pay a compliment to a staff member, or the service, you are most welcome to speak to our Director or email [larrakeyah.oshc@education.nt.gov.au](mailto:larrakeyah.oshc@education.nt.gov.au)

The service is committed to continuous improvement; thus, we seek and value Parent/Student feedback. Feedback allows us to gauge the views and opinions on the running of the service, the program, menu, and more.