



# Parent Handbook 2017

# LARRAKEYAH OUTSIDE SCHOOL HOURS CARE PARENTS HANDBOOK

<b>Content</b>	<b>Page</b>
Contents	1
Introduction	2
Philosophy	3
Overview of Service	3
Contact Details	4
Hours of Operation	4
Responsibility of Parents/Guardian	4
Staffing	5
Payment/Fees	5/6
Enrolment	6
Priority of Access	6/7
Attendance/Absence's	7
Sign IN/OUT	8
Collection of Children	8/9
Terminating Care	9
Policies and Procedures	9
Standards of Behaviour	9/10
Emergency Procedures	10
Sun Policy	10
Afternoon Tea	11
Activities	11
Homework	12
Lost Property	12
Medication	12
Accident/Illness	12/13
Parent information Board and Sign out area	13
Sharing is Caring	13
Program and Activities	13
Excursions	13
Feedback	14

# LARRAKEYAH OUTSIDE SCHOOL HOURS CARE PARENTS HANDBOOK

## INTRODUCTION

This handbook is designed to provide Parents/Guardians with important Information about how the Outside School Hours Care Programme operates and what is required of parents/guardians who use the Service.

We hope that this information assists in providing a positive OSHC experience for you and your child/ren. It should be read in its entirety and if you have any questions please feel free to contact Larrakeyah OSHC on **0438813211**.

Larrakeyah out of School Hours Care (OSHC) provides after school hours care during term time and vacation care during school holidays. It operates under the auspices of the Larrakeyah Primary School Board and is registered and accredited Quality Care and Education Services.

Larrakeyah OSHC aims to provide safe, fun and stimulating activities for early childhood and primary school children and shares Larrakeyah Primary School's values of responsibility, care, respect, achievement inclusion and support.

The service is managed by the OSHC Director, and overseen by the OSHC Management Committee of Larrakeyah Primary School Council.

We are proud of Larrakeyah OSHC. It has provided a first class service since 1990 and we believe it will continue to do so into the future.

On behalf of the management and staff of Larrakeyah OSHC we welcome you to our service and hope that you enjoy your time with us.

Tania Tamaotai

OSHC Sub Committee Chairperson

2017



# LARRAKEYAH OUTSIDE SCHOOL HOURS CARE PARENTS HANDBOOK

## PHILOSOPHY

The Larrakeyah Primary School outside School Hours Care Service is a child focused place where

- children, families and staff are treated as equals and valued individuals;
- the value of play is important and children have opportunities for challenge; and children are encouraged to develop to their full potential within a safe, caring and supportive environment.

## OVERVIEW OF SERVICE

### AIMS

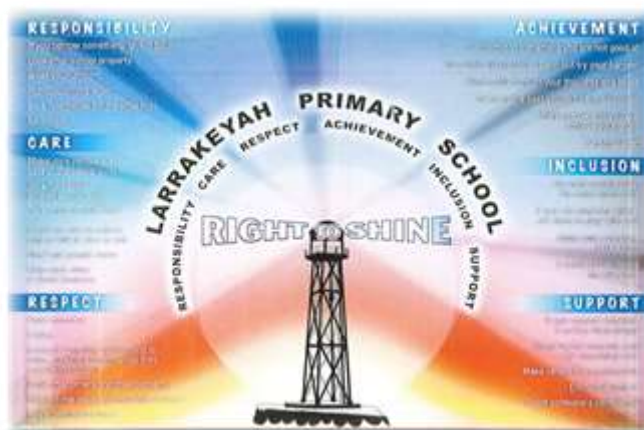
The aims of the Larrakeyah OSHC are to:

- provide quality care in a safe and caring environment, which engenders a spirit of mutual respect, tolerance and co-operation between children, staff and parents/guardians;
- offer a range of exciting and challenging activities and experiences, interesting and entertaining excursions and the opportunity to relax; and
- Recognise the individual needs of children within the context of OSHC programs and policies.

### VALUES

Larrakeyah OSHC shares the “right to shine” values of Larrakeyah Primary School. These are illustrated in the below Picture.

It is also committed to the principles of Equal Opportunity in relation to access to the service and the appointment of staff. Individuals will be treated with respect regardless of their gender, race, religion, age, impairment, marital status, political conviction, pregnancy, family responsibility or family status.



# LARRAKEYAH OUTSIDE SCHOOL HOURS CARE PARENTS HANDBOOK

## **CONTACT DETAILS**

Larrakeyah OSHC may be contacted during operational hours on 0438 813 211.

During school hours OSHC has a direct landline which you can leave a message on 89414521

Larrakeyah OSHC is also contactable by email on [larrakeyah.oshc@ntschoools.net](mailto:larrakeyah.oshc@ntschoools.net)

## **HOURS OF OPERATION**

The OSHC after school program operates during the School Term from 2:45pm to 5:45pm Monday to Friday.

Vacation Care operates during school holidays from 8:00am to 5:30pm Monday to Friday.

The Vacation Care program shuts down for two weeks over Christmas and New Year period. Parents /guardians are notified of exact dates prior to the commencement of the Christmas holiday vacation care program.

Larrakeyah OSHC staff members are not accountable for the supervision of those children who arrive at vacation care earlier than 8:00am.

Late fees of **\$0.50** per minute apply, if children are collected after the above finishing times for both after school and vacation care.

## **RESPONSIBILITY OF PARENTS/GUARDIANS**

To enable Larrakeyah Primary School Council Inc. to provide the best possible service to parents and guardians using the OSHC programme to meet the requirements associated with offering the Child Care Benefit Scheme, we rely on the cooperation of parents and guardians to complete several tasks.

1. Provide centre with the CCB holder's CRN (customer reference number).
2. Provide the centre with your child/ren CRN (customer reference number).
3. Provide the centre with the CCB holder's date of birth.
4. Sign your child/ren IN/OUT of the programme each day.
5. Provide the service with a copy of your child/ren immunisation records.
6. The enrolment will be classified as 'informal' until all CRN's have been presented.
7. The enrolment will be classified as 'formal' when all CRN's have been presented.

### **Parents are required to notify Larrakeyah OSHC if the following occurs:**

1. You have used absent days in other approved Child Care Services during the year or other Vacation Care Programmes during the current financial year.
2. You have other children in approved care services when you have a child/ren attending programme.
3. Your Contact details have changed or are incorrect.
4. If your child/ren will be absent for a particular day.
5. Your child/ren will not be attending any future Larrakeyah OSHC Programmes.

# LARRAKEYAH OUTSIDE SCHOOL HOURS CARE PARENTS HANDBOOK

## STAFFING

Paragraph 3.1.1 of the National Standards for OSHC specifies that there is to be a child/staff ratio of 15 children to 1 staff member.

All staff working at Larrakeyah OSHC are required to hold a current Ochre Card.



## PAYMENTS/FEES

OSHC fees are designed to meet the costs of providing the high standard of service provided by Larrakeyah OSHC. Over the years fee increases have been kept to a minimum.

Fees for the next school year are determined at the last School Board meeting of the year, with increases reflecting the Darwin CPI to enable OSHC to meet annual cost increases. Parents/guardians of students already using the service will be advised prior to the end of the school year.

Payments are required to be made in full either through a “direct debit” mechanism from bank accounts or from credit cards. An approval for payment form is included in this handbook. Please direct payment enquiries to the OSHC Director.

There is no provision for reimbursement of fees for absences including public holidays, or booked Vacation Care.

Overdue fees will result in a child no longer being able to attend OSHC. However arrangements can be made with the OSHC Director in instances of genuine financial hardship

Ezidebit Pty Ltd is a fully compliant Direct Debit Service. Larrakeyah Primary School OSHC has partnered with Ezidebit to provide you with this service.

Payments can be rescheduled weekly or fortnightly either via direct debit from your nominated bank account or credit card.

The Direct Debit Form must be returned alongside enrolments forms prior to commencement. This will secure a place at OSHC. Ezidebit DDR can be downloaded from the Larrakeyah Primary School After school care website.

## LARRAKEYAH OUTSIDE SCHOOL HOURS CARE PARENTS HANDBOOK

### OSHC FEES

Full Time: \$98.00 weekly per child 5 days per week (10 weeks) or \$98.00 for 4 days per week (10 weeks)

Permanent- Part time: \$35.00 per day for 1-3 days per week (10 weeks)

### VACATION CARE FEES

Full Time: \$250.00 per child 5 days per week (10 weeks) or \$250.00 per child for 4 days (10 weeks)

Permanent- Part Time: \$75.00 per day for 1-3 days per week (10 weeks)

**Note: - Late Fees** will be charged if child/ren are going to be collected **after 5.45pm for OSHC and 5:30pm for Vacation Care.**

Late fees of **\$0.50** per minute apply, if children are collected after the above finishing times for both after school and vacation care.

Parents are required to pay fees **two weeks in advance** prior to commencement of care. If fees are not kept in advance, parents may be requested to find alternative care arrangements.

### HOLDING FEE

For long absences due to illness or holidays, the full fee is required to be paid for the first two weeks and then a holding fee of \$30.00 per week per Child will be charged. **Please note child care benefit cannot be claimed on this fee.**

### ENROLMENT

Parents must complete an enrolment form prior to their child/ren commencing care. A new enrolment must be completed at the beginning of every year to re-enrol your child.

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.

### AVAILABLE PLACES & PRIORITY OF ACCESS

Larrakeyah OSHC offers 70 places for after school care and 45 places for vacation care. Places for both programs are quickly filled and parents/guardians are encouraged to indicate their interest in the relevant programs early. 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.

## LARRAKEYAH OUTSIDE SCHOOL HOURS CARE PARENTS HANDBOOK

### PRIORITIES

- First Priority: a child at risk of serious abuse or neglect
- Second Priority: a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'
- Third Priority: 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 which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$41,902 for 2013-2014, or who or whose partner are on income support
- children in families from a non-English speaking background
- children in socially isolated families
- children of single parents.

A child care service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if you:

- are notified when your child first entered care that your service follows this policy
- are given at least 14 days' notice of the need for your child to vacate.

### Outside School Hours Care

Outside School Hours Care is primarily for school children. A service may ask a child not yet in school to leave care if a child who is in school applies for a place.

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>

### ATTENDANCE/ABSENCES

Parents/guardians are responsible for notifying the director if their children will not be present that day by either telephoning the school between 8.00am and 2.45pm on 8981 3211 and asking that a message be relayed to the director; or telephoning the director of the program between 2.00pm and 2.30pm on 0438 813 211.

**Notifying the school of your child's absence from class does not automatically mean that OSHC will be notified – this needs to be clearly stated.**



## LARRAKEYAH OUTSIDE SCHOOL HOURS CARE PARENTS HANDBOOK

### SIGNING IN/OUT

A register of attendance is in place to ensure all children are accounted for especially in the case of an emergency.

Children are signed IN at afterschool care by a formal roll call by the Director or their deputised staff member in the school assembly area immediately after school at 2:45pm. Children attending vacation care must be signed IN on the attendance sheets provided by parents/guardians on arrival.

Parents/guardians must sign their children OUT each day on the attendance sheet for OSHC and both IN and OUT for vacation care and are asked to check for any messages from the staff. Children are their parents'/guardians' responsibility until they are signed IN in the morning. Once they are signed OUT in the evening they become the parents'/guardians' responsibility again.

Authorised adults (as named in the enrolment form) other than parents and guardians may collect and sign out children. Staff may contact parents/guardians to confirm these arrangements. Parents/guardians must inform the Director by phone or in writing if the child is to leave the Centre with someone other than themselves or an authorised adult.

Written permission is required from a parent/guardian stating the days and times their child is allowed to leave the school unaccompanied by an adult. In these instances, no responsibility will be taken by staff once a child leaves OSHC. A staff member will record the time the child leaves the centre.

If in an emergency a parent cannot collect their child from Larrakeyah Primary School OSHC, they can telephone the mobile number to give permission for their child/ren to walk/ride their bike home. The phone call and the time the child leaves will be recorded and signed by a senior OSHC staff member. Parents/guardians will be required to sign the book when the child next attends.

Any days that are not signed or accounted for will not receive any CCB or CCR for these days; this is a Requirement from the Department Education (QECNT)

### COLLECTION OF CHILDREN FROM THE CENTRE

If a person who is not an authorised person on your child/ren enrolment form arrives to pick up your child/ren the Director will not allow the pickup. Staff will contact parents/Guardians to verify, if no conformation is given the child/ren will remain in our care until permission is given. Parents must advise the Director or school office of all authorised persons and keep the school advised of any changes.

**Persons unknown to staff MUST provide a photo ID when picking up your child/ren.**

**If a person under the age of 18 is to pick up a child/ren, the office 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 that a parent/guardian with parental responsibility for the child/ren arrives at the service to collect their child in a visibly intoxicated or unfit state to drive, the parent/guardian will be encouraged to contact an alternative adult to drive them and their child/ren home or they may wish to call a taxi. If the parent/guardian

## LARRAKEYAH OUTSIDE SCHOOL HOURS CARE PARENTS HANDBOOK

insists on taking their child, the police will be contacted. This is a directive from the Commonwealth Department of Families, Community Service and Indigenous Affairs regarding duty of care.

If your children are leaving the service unattended we need from parents the "Leaving OSHC of other activities" form: see back of Handbook. These forms will be left in your child's Sign IN/OUT folders so you can update.

### **TERMINATING CARE:**

Parents are required to give **2 week's notice** when care for your child/ren is no longer required, otherwise 2 week's fees will be charged at the normal rate with no CCB/CCR rates applied.

### **POLICIES & PROCEDURES:**

As Larrakeyah OSHC is auspiced by Larrakeyah Primary School Board, in the main, 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 annually and feedback from parents, guardians and children attending the service is welcomed.

If you have any queries regarding policies and procedures of the service please make them known to the Director.

### **STANDARDS OF BEHAVIOUR**

For the safety of all children who use our service, the staff expect that all children are expected to behave in a way that is appropriate to meet the aims and objectives of the programme. Whilst participating in the activities and excursions, our aim is to provide a relaxed and safe environment for the children and their families and prohibit any behaviour that is offensive to the children and staff. It is essential that the children attending the service do not cause the supervision of other children to be compromised by their behaviour.

Parents will be asked to either replace or substitute Items their Child has misused causing either damage or breakage.

When inappropriate behaviour occurs, we firstly refer to the rules and **remind** the child of the appropriate behaviour. If the behaviour continues the child is then given a **warning**. If the child still continues to act in an inappropriate manner, the child will be taken to the Director's office for time out and the parents will be advised.

### **Remind - Warn - Act**

If the child's inappropriate behaviour continues, the parents and staff will need to identify, if possible, the cause of the inappropriate behaviour and plan strategies for improving it. If the inappropriate behaviour continues to **three incidents**, parents will be required to remove the student from the service for 1 week. Staff will document the warning system for the children who misbehave at OSHC.

## LARRAKEYAH OUTSIDE SCHOOL HOURS CARE PARENTS HANDBOOK

Larrakeyah OSHC program expects a high standard of behaviour from its students, and follows the same *Care and conduct policy* as applies at Larrakeyah Primary School. The following behaviour is expected:

- speak kindly and honestly;
- play in a friendly manner to not hurt others;
- play within the designated areas;
- respect the property of our school, carers and others;
- keep our buildings and grounds tidy;
- ask for help if there is a problem;
- ask a carer to help sort out disputes and not to retaliate; and
- follow instructions of carers at all times.

The following behaviour is not acceptable:

- offensive behaviour e.g. obscene gestures;
- offensive language e.g. swearing;
- bullying and harassment of another person;
- dangerous behaviour like fighting, throwing objects, kicking and climbing on roofs;
- leaving school grounds or going out of boundaries;
- damage to property; and
- continued refusal to follow carers' instructions.
- Misuse of the Services facilities or equipment or belongings of others.

### **EMERGENCY PROCEDURES**

#### **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.

#### **Fire and other emergencies**

Children and staff will be evacuated from the school premises in the event of a fire or other emergency during OSHC. Parents/ guardians will be contacted to collect their children as soon as possible following any emergency. The rally point is either at the pre-school front fence or on the oval. Emergency drills are undertaken once every 3 months as per the regulations.

### **SUN POLICY**

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.

A child's skin is very sensitive to sunburn, therefore, if you require your child to wear sunscreen whilst at the service you will be required to supply the product and give authority for staff to administer the sunscreen to your child. This is because of some reactions that children sometimes have to various lotions.

## LARRAKEYAH OUTSIDE SCHOOL HOURS CARE PARENTS HANDBOOK

### AFTERNOON TEA

Children will be offered a healthy afternoon tea from the five main food groups. Afternoon tea is served soon after 3:00 pm and this will consist of a varied assortment of fruit, raw/cooked vegetables, pesto pasta, dips, nibbles, cheese and crackers to name a few. The weekly menu is displayed in the noticeboard on the back wall. Food served at afternoon tea meets the guidelines of the Northern Territory Government's *Canteen, nutrition and healthy eating policy*.

Parents have a responsibility to inform the Director or staff of any special dietary needs their child/ren may have. Children are encouraged to serve themselves and staff will serve hot food.



Getting Afternoon Tea ready

### ACTIVITIES

The OSHC service provides a range of interesting activities such as:

Music and drama, cooking, computers, play equipment, occasional water play, board games, art and craft and an active school sports program which includes all codes of football, netball, cricket and more. Program activities are displayed in the noticeboard.



### HOMEWORK

To help parents, the After School Care Service allows children to do their homework during the week. Parents need to understand that it is the child's responsibility to do their homework and if a child says that they don't have any or they don't want to do it they cannot be forced by a staff member to do it. We offer this on a Monday - Thursday.

### LOST PROPERTY

Any belongings left at OSHC at the end of the day is collected and kept in the Lost property box in the OSHC office until claimed at the end of that particular week. On Friday OSHC lost property will be transferred to the schools lost property box. **Parents/guardians are strongly encouraged to ensure all of their children's belongings are clearly named.**

### 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 with the dosage and the time the medication is to be administered clearly written on the bottle.

A form needs to be filled in with the time the medication was last given and when next dose is due to be given. This will be signed off by a staff member and witnessed. It will be recorded in the illness and medication register.

### ACCIDENT AND ILLNESS

All parents need to be aware that accidents will happen and sometimes they are avoidable and some are not. Whatever the case may be parents will always be contacted if deemed necessary or you will be informed at your arrival.

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 accidents are recorded in the accident register and signed and dated by the staff member who witnessed the accident or treated the child/ren.

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

**Please note that the OSHC Service does not have any form of medical insurance.**

All incidences concerning a knock to the head require staff to ring parents as soon as possible.

## LARRAKEYAH OUTSIDE SCHOOL HOURS CARE PARENTS HANDBOOK

### **MINOR ACCIDENTS**

The Director will inform parents on their arrival of any minor accidents. Parents will need to sign the documentation and initial this prior to leaving the service.

### **PARENT INFORMATION BOARD & SIGN-OUT AREA**

The information board is where parents will find the services; programs, menus, philosophy and goals as well as events happening within the service and our community. They are located on the back wall.

The parent sign-out table will include some visible documentation of what is happening at OSHC.

The director will also be keeping families informed on important information via email, it is essential that your email address is provided on commencement of your child attending OSHC and any update to information is passed onto the director.

### **SHARING IS CARING**

Parents, Grandparents and extended family are invited to share their experiences, skills and culture with the children at our OSHC service. If you would like to do this please see the Director to arrange a time that would suit you, it would be greatly appreciated by all.

### **PROGRAM AND ACTIVITIES**

A variety of activities are provided at both afterschool and vacation care for children to participate in, and which are conducted either inside or outside depending on the activity and the weather. These include sporting activities, arts and crafts, electronic games and watching appropriate movies/television programs. The program for the day is outlined on the OSHC notice board. However, there is also flexibility in programming to best meet the needs of the children and the capacity of staff on a given day. In general, children are able to move between activities depending on their interest. It is important to note that children are given freedom of choice and sometimes will be moving from one activity to the next. During this time our director is aware of each child's whereabouts so please ask for assistance when you arrive. Vacation care has a daily "key activity" such as "wheels day" or excursion.

### **EXCURSIONS**

Excursions provide an opportunity to provide additional experiences and challenges for the children participating in Larrakeyah OSHC. These are predominantly undertaken in vacation care. Where these excursions require buses, these will be chartered from licensed charter companies that meet the NT transport regulations and sometimes we may require parents to pay a small fee for the hire of buses.

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.

## LARRAKEYAH OUTSIDE SCHOOL HOURS CARE PARENTS HANDBOOK



### **FEEDBACK**

Should a parent wish to make a suggestion or pay a compliment regarding the service, you are most welcome to speak to our director or email [larrakeyah.oshc@ntschoools.net](mailto:larrakeyah.oshc@ntschoools.net)

This is a great way for the service to implement your comments into the program and also gives us an idea of how we can make improvements to the service.

If parents wish to make a complaint, they should first speak to the Director who will follow up any concerns. Should the complaint be about the Director this should go to the vice principal, the members of the Larrakeyah School Board. This can be done in person by phone or email.

Phone: After 11:30 am - 0438813211

Email: [larrakeyah.oshc@ntschoools.net](mailto:larrakeyah.oshc@ntschoools.net)

Postal: PO Box 412, Darwin NT 0801