Kersbrook Primary School Outside School Hours Care is a child-focused service where the community can access quality child care in a safe and hygienic environment. Kersbrook OSHC provides a curriculum that encompasses education with fun. Each child in care will be treated and valued as a unique individual, regardless of cultural or religious background, abilities or gender.

**Service Information**

Kersbrook Primary School OSHC offers After School Care to all school aged children. The service is operated by the Governing Council of the school and has an OSHC Committee that is a sub-committee of the Governing Council.

**The service has 20 places for After School Care.**

The Director is responsible for the day to day operation of the service including preparing meals, planning and implementing programs, overseeing children’s wellbeing and behaviour, handling accounts and reporting to Governing Council and OSHC committees.

**Hours of Operation**

Monday to Friday After School Care 3.00pm to 6.00pm

**Fees**

After School Care: $18 per session

If children are not collected on time a late fee of $1 per minute will apply after 6.00pm unless parents show that an emergency occurred where the staff could not be contacted. Please phone the service if you know you are going to be late. When the children are left after closing time the Director will endeavour to contact the parent and then the emergency contact person. If this is unsuccessful the Director will have no choice but to contact Crisis Care who will work with the local police to locate the parent/guardian.

Fees may be paid to the Front Office of Kersbrook Primary School by cash or cheque. We also have an OSHC bank account and internet banking facilities.

**BSB 105-067 A/C no. 029911540**

Please ensure you put your name and a description of fees eg. Family Name OSHC
**Child Care Benefit**

Help with your fees is available for those who are eligible for Child Care Benefit. Applications must be made to Centrelink on: 13 61 50 between 8.00am and 8.00pm.

You will need to quote:

Customer reference no. 407 146 178J

Any other enquiries re the Child care Benefit can be made to the Family Assistance Office on 1800 050 021.

**Collection of Children**

To ensure the safety of children and to fulfil the duty of care we have to your children, the following procedure will be strictly adhered to:

- All children will be placed on the roll.
- All children will need to be signed in by staff and signed out by the authorised collection person.
- Children can only be collected by those people listed on the enrolment form unless otherwise notified by parent/guardian.
- Children will not be released to anyone else unless written or personal consent has been given to the Director by the parent/guardian.
- A staff member must be notified of a child’s departure.

No child will be permitted to leave the OSHC boundaries until this procedure is completed.

**Cancellations/Non Attendance**

24 hours’ notice must be given if your child will not be attending a booked session. If 24 hours’ notice is not given, the student will be marked as absent and families will still be charged for that session. We realise that sometimes children get sick in the morning and you cannot give 24 hours’ notice. Please telephone or message the OSHC phone 0403 604 716 by 8.30 am or we regret that the same policy must still apply.
**Priority of Access**

Access to the service is available to all school aged children; however priority of access will be given to:

- Working parents or students
- Children with disabilities or parents with disabilities
- Children at risk
- Special needs families including low income, single parent and socially isolated families.

**Parent Involvement**

Parents are encouraged to be part of their OSHC service. This can be done at many levels such as joining the management committee, helping as a volunteer, contributing ideas or resources, attending management committees where all parents are welcome or helping at events such as working bees or fundraisers. Any of these are valued and appreciated by Kersbrook OSHC. We will ensure that we communicate effectively with families to exchange information about their child, that we will listen and understand individual family’s expectations and inspirations for their children and that we gather information and feedback from the family on the child’s needs and interests.

**Parent Grievance Procedures**

For parents and families to raise an issue or concern, the first step is to

- Make an appointment to speak to the Director of the service in private or with a Management Committee member. It is preferred that concerns are not discussed in the presence of the children.
- If the issue is still unresolved the next step is to talk to the Principal of Kersbrook Primary School.
- Parents may wish to communicate concerns in writing.
- If the problem is still unresolved the DECD District Coordinator may be called in to mediate and resolve the issue (for further information refer to section 10a of the policy manual).
Management Committee

The operator of Kersbrook OSHC is the Kersbrook Governing Council. Most of the work of the operator is achieved through the OSHC committee. Decisions about the overall management of the service will be made at the OSHC committee meetings and ratified by the Operator. The best interests of the families and the service will always take priority in determining decisions. The management committee meets twice a term and families are encouraged to attend meetings. Families who wish to raise or discuss an issue at a management meeting can either let the Director know or alternatively attend and raise the item themselves. Minutes and agendas for management meetings are displayed on the notice board in the OSHC room. Parents can nominate themselves for a position on the management committee. Forms will be sent out at the end of each year for nominations. Our service has a comprehensive range of policies that are developed by management in consultation with staff and families. These are available from the OSHC room (for further information refer to section 12 of the policy manual).

Centre Program and Activities

Kersbrook OSHC has a weekly room program that offers a range of activities for children to choose from each day. These activities range from art experiences, physical games and fitness (AASC), thinking games and life experiences. Children are given opportunities to have input into the program and their suggestions are implemented where appropriate. The focus of our program is for all children to have fun, learn through play, and to be flexible to meet the needs of the individual and the group. We also program for individual children, focusing on their strengths and abilities. Children have the choice to play quietly, read, do their homework or join in with the program.

Meals and Nutrition

The focus of the program regarding food consumed will revolve around a healthy and nutritional diet, with adherence to dietary requirements of all children in attendance. Any allergies or special diets must be made known to staff on the enrolment form. The daily menus are developed to cater for the number and dietary requirements of children booked in to OSHC for that day. Therefore notification of absences and bookings are required prior to 8.30am to assist with catering.
Accidents and Illness

Children who are ill or suffering from a contagious disease will not be able to attend the program. There are documented periods of time for such exclusion (see the service policies for this information).
In the event of a child becoming unwell during the program, he or she will be comforted and cared for by staff and the parents/guardians or emergency contacts will be advised to come and collect the child as soon as possible.

OSHC staff will undertake to ensure appropriate hygiene standards are observed for all children. These measures, combined with responsible supervision assist in safeguarding the health and wellbeing of all children attending the service.

Children’s Behaviour

We aim to keep OSHC a safe and happy place for all children and staff by having clear and understandable guidelines for all to follow.

We believe that behaviour has consequences and children are able to choose between appropriate and inappropriate behaviour. Children have input into deciding the rules of the room and they are displayed for everyone to see. If inappropriate behaviour persists in a child, Parents/guardians may be contacted to collect the child. It is the parent/guardians responsibility to be contactable at all times.

Sun Safe Policy

Children are required to wear hats at all times when outside in Terms 1 & 4, as per school rules. If children do not wear a sun safe hat they must stay in a shaded area. OSHC hats are provided for children and kept in OSHC, these hats are washed every term. Children are encouraged to use sunscreen in the summer months. This is available at OSHC.

Communication and Confidentiality

Staff and parents are expected to communicate with each other with respect and consideration. Staff will not discuss confidential information regarding other children or families using the service.
National Quality Framework

The National Quality Framework (NQF) for Early Childhood Education and Care helps ensure your child is given the best possible start to life. The NQF has new quality standards to improve OSHC services.

Benefits for families include:

- Greater individual care and attention for children
- Better support for children’s learning and development
- Educators with increased skills and qualifications
- A new rating system of education and care services.