



ST MARTIN'S OSHC

Family Information Handbook 2021

(Review 2022)

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St Martin's Catholic Primary School OSHC

Service Philosophy

St Martin's OSHC is committed to providing high quality care to children in a safe, stimulating and supportive environment. Our educators encourage each and every child to find their own place in our program and will cater to these individual needs and the big interests of the group.

We offer a diverse program, with outdoor play experiences as a focus when possible. When outside play is an option we offer the playground, courtyard, oval and the mud garden to cater for children of different ages, interests and development. Our indoor environment has different interest areas; the block station, 'Home' area, arts and craft tables and 'Chillout' zones. All of these areas are set up and cleaned daily in order to be safe and inviting to the children who utilise them. When children are engaged in ongoing projects, they are able to be stored and displayed in a designated area.

As educators, we are committed to improving ourselves professionally and personally. We learn from our experiences and each other, and work together as a team to continually improve children's educational outcomes in the service. We understand how important it is to have a cohesive workplace and we are proud to say we don't just work with colleagues; we work with friends.

We value open communication at all times and are always happy to sit down and discuss any issues or needs from parents and caregivers. We believe that this helps develop positive relationships with the parents and families of our service which is critical to understanding each child's background and life story.

We believe that all children have the right to feel safe, secure and respected at all times. Each child has a voice and the ability to express their agency. They are recognised as individuals and treated as such. Children are capable learners who have the right to be involved in planning projects with staff and discussing decisions that involve them. We encourage a pedagogy of listening.

St Martin's OSHC supports and incorporates the four pillars of OLSH education by being people who are faith filled, who reverence relationships, who pursue excellence and who touch the hearts of others. Our values are also reflected in planning, programming and day to day running of the centre. We take into account our school's focus on sustainability and bring this into our service through our recycling food scraps with the schools' chickens, using recycled materials in our constructions, reusable cutlery and utensils, reusing furniture rather than just buying new. We are also aware of the diverse cultures that exist in our school and community and cater to them with through the images represented, family contributions, meal choices and holiday celebrations. We also acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.

Our service follows a daily routine to provide a framework for each session and a sense of predictability, but we also enable flexibility, so that we can be responsive to children's interests and needs.

OSHC Contact Information

Street Address: 66 – 80 Princes Road
Greenacres SA 5086

Postal Address: St Martin's OSHC
P.O. Box 246
Greenacres SA 5086

Accessing OSHC:

The OSHC entrance gate is located on Whysall Road, access is available during operational hours only.

* Please remember to close the gate upon entry / exit of the service.

Telephone:
(08) 8211 2443

Mobile:
0439 835 590

OSHC Email:
oshc@smg.catholic.edu.au

OSHC Hours of Operation

Before School Care: 7:00am – 8:30am

After School Care: 3:00pm – 6:00pm

Vacation Care: 7:00am – 6:00pm

Pupil Free Days: 7:00am – 6:00pm

OSHC doors are locked until 7:00am, early access is not permitted.

OSHC Fee Structure

The following fees are charged per child, per session. The prices listed are Full fees and do not include rebates / Child Care Subsidy fee assistance.

Families are required to apply for the Child Care Subsidy by contacting Centrelink.

Session / Care Type	Permanent	Casual
Before School Care	\$10.50	\$12.50
Before School Care with Breakfast	\$12.00	\$14.00
After School Care	\$18.50	\$20.50
Vacation Care – In House	N/A	\$50.00
Vacation Care – Incursion	N/A	\$55.00
Vacation Care – Excursion	N/A	\$60.00

Permanent Fee

This fee is applied when families hold an ongoing booking or have booked the session prior to the following cut off times.

Approved Time Frames for Bookings

After School Care bookings must be placed before 9:00am on the day of care.

Before School Care bookings must be placed before 6:00pm the night before care and 6:00pm Friday for the following Monday.

Casual Fee

This fee is applied when a child attends the session without a booking or has not been booked in the approved time frames (see above).

Late Cancellation

The session fee is applied if a child has not been cancelled in the approved time frame (below).

Absent

The session fee is applied and an absence registered when a child does not attend a booked session of care and no attempts have been made to notify the service.

Approved Timeframes for Cancellations

To cancel without charge, you must meet the following requirements;

- Before School Care (to cancel without charge)
The sessions must be cancelled before 6:00pm the night before and 6:00pm on a Friday for the following Monday.
- After School Care (to cancel without charge)
The sessions must be cancelled before 9:00am the day of care.
- Vacation Care and Pupil Free Day (to cancel without charge)
Cancellation requires 7 days' notice to receive no charge. For example, a session on Monday, 11th can be cancelled with no charge on Sunday, 3rd (not Monday, 4th).

Late Pick-Ups will incur an additional fee of \$2.00 per minute for every minute a child remains in care after 6:00pm for After School Care, Pupil Free Days and Vacation Care. The charge is per child, not per family.

It is recommended you make alternate arrangements for your child's collection if you are not able to reach the service before 6:00pm.

Accounts and Payments

We use the online based platform 'Fully Booked' for our fees. Payment details will be required during the completion of the OSHC enrolment form. It is recommended that families use the 'Ezydebit' direct debit feature in 'Fully Booked' to make regular payments. Cash and online payments are also welcome.

Accounts are to be paid in full fortnightly. Failure to maintain regular payments will result in refusal of future care. A bond may be imposed before future care is provided.

Receipts are issued for all payments made onsite and account balances are updated immediately.

Accounts which remain unpaid will be referred to our Debt Collection Agency.

Payment arrangements / schedules can be arranged in consultation with the OSHC Director.

Account Inquiries

All account inquiries are to be made outside of operational hours. During operational hours the children are our priority. Educators cannot leave an area of supervision to check account balances / bookings / receive payments on the phone or in person.

A responsible person is onsite and available to support all account inquiries from 8:45am – 9:15am or 2:30pm – 3:00pm. Meetings can also be arranged outside of OSHC operational hours with the Director if the above times are not suitable. Inquiries can also be emailed or phoned in at any time and will be investigated as soon as possible.

About St Martin's OSHC!

What is OSHC?

OSHC is an Outside School Hours Care Program, located in the Sweeney Building at St Martin's Catholic Primary school.

We are committed to providing high quality care for children in our before and after school care program. We also offer full days' care in our Vacation Care program, on Pupil Free days, and or School Closure days.

Our service is operated as a non-profit organisation, we rely on our families regular payments to sustain our program.

What can I do in OSHC?

We aim to meet the needs of each child by offering a safe and secure environment in addition to a fun and engaging program which is specifically developed to support all children individually and as part of a group.

We offer a wide variety of activities which include but are not limited to; indoor and outdoor games and exploration, dramatic play experiences, quiet reading, rest and relaxation, exploration using technology, homework help / room, arts and crafts, music, dancing, cooking and gardening.

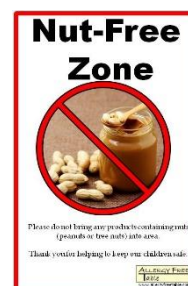
If you would like additional information regarding the program and services offered or to discuss how we can meet your child's individual needs, please contact the OSHC Director.

Food in OSHC

We are committed to providing healthy snacks to the children in OSHC.

Our menu is developed to meet the nutritional requirements of children aged 5 – 12 including individual religious and dietary requirements. We are an Allergy Awareness Service and thus a strict nut-free zone.

Breakfast is available in Before School Care between 7:00am – 8:00am at an additional cost of \$1.50 per child. Breakfast is a daily choice of cereal, toast, spreads, milk and fruit.



Afternoon snack is provided at approx. 3:45pm during After School Care, Vacation Care and Pupil Free Day programs. Filtered and cold drinking water is available at all times.

Afternoon snack consists of fresh fruit / vegetables platters in addition to a specialty dish which varies daily. Specialty foods can include; soups, pasta bake, butter chicken, savoury platters, sandwiches, custard, tacos, spaghetti bolognese, vegetable no bake pizzas and much more.

During Vacation Care we offer the same breakfast and afternoon tea service, but children must bring a nutritious lunch, recess and a refillable water bottle.

We recommend foods from:

- Right Bite Easy Guide to Healthy Food and Drink Supply for Schools and Preschool
<http://bit.ly/2r43NDF>
- The Australian Dietary Guidelines
<http://bit.ly/33Yt0xP>

For more information regarding the menu or to discuss your child's individual dietary requirements please contact the OSHC Director.

Sun Protection

St Martin's OSHC is a 'SunSmart' service and consequently, bucket hats and sunscreen are required to be worn for children who are outdoors when the UV level reaches 3 or above. Children are expected to bring their own bucket hat and wear clothing that covers their shoulders. Staff model this by wearing their own bucket hats when supervising outside.

Homework

Children are provided with the opportunity to do their homework, but staff are unable to individually tutor children. St Martin's OSHC Staff will not force or make homework time compulsory for any child but we will however encourage as much as we can and inform parents of any issues.

Information Sharing

St Martin's OSHC Information Sharing procedures follow the Government of South Australia, Office of the Guardian for Children & Young People and their Families and understand that confidentiality will be maintained.

For more information, please see website:

<https://www.childprotection.sa.gov.au/child-protection-initiatives/information-sharing-guidelines>

Feedback/Grievance/Complaints Procedure

Feedback received from all sources allows constant review of our service and is reviewed regularly. If a family or carer has a grievance they will need to discuss this with the service Director who will provide them with a Suggestions/Comments/Complaints Form that will be required to be completed. On receipt of the form, the Director will review the grievance and take the necessary steps to address the issue and advising the family or carer of the outcome. Should the outcome not be satisfied, they may also put their complain in writing to the Principal.

Enrolment Process

All children attending OSHC must be enrolled prior to attending the service. Children with Medical Conditions will require additional paperwork be completed prior to attending their first session (please refer to Medical Conditions and Medication for more information), families with Custodial Orders are required to provide a copy to the Service Director.

Parents/Guardians are required to complete the online OSHC enrolment form by following the link on our school website: <https://www.smg.catholic.edu.au/community/out-of-school-hours-care>.

Medical Conditions and Medication

Upon enrolment, prior to accessing OSHC families must provide a current (less than 12 months old) Medical Management Action Plan for any child diagnosed with a medical condition such as; Anaphylaxis, Allergic Reaction, Asthma, Diabetes, Epilepsy and or Heart Care Plan. All management plans are to be completed by a registered Medical Practitioner. A recent coloured photo of the child is to be attached.

In collaboration with the service Director a Risk Minimisation and Communication Plan will be developed specifically to support your child's medical condition and treatment.

All Medical Management Plans must be updated annually or as the child's diagnosis changes, whichever comes first. Failure to provide the relevant documentation will result in refusal of care.

All prescribed medications must be provided to the OSHC Director prior to the child attending the OSHC service.

Medications provided must be the same as listed on the Medical Management Plans, all medication is to be supplied in the original packaging with a chemist label outlining the prescribed dosage and child's name. This is a requirement for both prescription only and over the counter medication.

Failure to provide all prescribed medication will result in refusal of care.

Medications must be in date.

No medication is to be stored in the child's school bag, self-administration of medications is not permitted.

In emergency situations, the service may provide medication to a child, with medical practitioner approval, should the service staff be unable to contact the parents/guardians.

Grievance Process

All grievances are to be addressed with the OSHC Director, escalated concerns will be forwarded to Christine Comas (Principal).

Our OSHC Grievance Policy is available to view in service, please ask for assistance should you wish to access any policies.

OSHC Policies

OSHC policies are available onsite and can be accessed on request.

To provide feedback regarding an OSHC policy or procedure please speak to the OSHC Director.

OSHC policies are subject to change as required to ensure best practice is occurring at all times. Families will be alerted to policy changes and updates via the Parent Information Board, located in the OSHC entrance.

Additional Information

Additional information is available by speaking directly to the OSHC Director. All families are invited to visit the OSHC program with their child prior to attending the first session.

During your child's first visit to OSHC they are introduced to all educators and children from their age group. Educators work closely with small groups of children to build, develop and maintain respectful and trusting relationships with peers.

Receptions are supported for several weeks to transition from Before School Care to School. Children will be encouraged to develop independence during this time.

Thank you for considering OSHC at St Martin's Catholic Primary School, we hope to see you soon!

