



**St Andrew's Little Saints**

*Early Learning & Outside School Hours Care*



# Outside School Hours Care

## Family Handbook



## **Parent Welcome and Information**

We warmly welcome you and your family to St Andrew's Outside Hours School Care (OSHC). We are proud of our ability to provide high quality care and education for all the children and families who use our service. Please read this specific OSHC Families and Children's Handbook *in conjunction with* the more comprehensive Little Saints Parent Handbook. These two documents will guide you in becoming familiar with our service's guidelines, policies and general information. We welcome your feedback regarding all our operations at St Andrew's Little Saints and Outside School Hours Care as we continuously strive to meet and exceed the needs and expectations of all families.

### **National Quality Framework**

Our Service participates in and values the National Quality Framework (NQF). This Framework Quality Assurance system is administered by the Department of Education and Training. The system is designed to ensure children have access to quality child care experiences

From time to time a visitor from the Department of Education and Training may come to the service to see how things are going and undertake an Assessment process. Your input into this process is important and you may be asked to participate in discussions and/or surveys on what you think about the service.

### **School Age Care Framework**

'My Time, Our Place' is the name of the National Quality guideline for School Age Care. This framework is used to guide staff to plan, implement and evaluate children's play, leisure and learning. This comprehensive document outlines in detail 5 primary Outcomes for children;

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

These outcomes are the backbone of our OSHC program. By using the interests of your children to guide each day's activities, we ensure that each child is catered for as an individual. We have copies of 'My Time, Our Place' available for you to read at any time.

### **What is Outside School Hours Care?**

Outside School Hours Care is a safe and fun place for children to go before school, after school, and during the holidays (F Block Primary Campus). OSHC is where your child can be cared for while participating in a variety of different and fun games and activities with other school aged children.

### **Staffing**

Our service meets all staffing requirements as set out by the regulatory authorities. All staff hold a current Blue card, appropriate first aid certificates and are suitably qualified. Staff are chosen because of their excellent personal qualities, dedication to their chosen career in child care and love of the children.

### **Orientation process**

On enrolment at our service you will

- ❖ Hand in all relevant enrolment forms
- ❖ Receive a copy of the Little Saints Parent Handbook
- ❖ Receive a copy of this specific OSHC Family Handbook
- ❖ Receive a copy of the Children's Handbook
- ❖ Have a Centre tour or make a time to have a look around.

Enrolments can be handled either in the Little Saints reception (8-4pm) or at OSHC (7-830am or 230-6pm).

Please ensure that you let us know if your child will be absent from after school care by either phoning the Little Saints reception on 5471 5600 or emailing [littlesaints@saac.qld.edu.au](mailto:littlesaints@saac.qld.edu.au).

The OSHC direct number is 5471 5616. Please note that if you cannot get through to staff, they may be in the playground. Please contact Little Saints on 5471 5600 and we will get a message across to OSHC.

If your child has additional needs, a meeting will take place between relevant parties before the child commences.

### **Communication with families**

We highly value your role as your child's primary educator, caring for your child involves a lot of two-way communication between families and staff. We have in place a variety of communication processes and welcome any suggestions on how we can communicate with you more effectively. Within the room you will find:

- ❖ Our monthly statement of intent
- ❖ Our parent noticeboard with important information for families
- ❖ A description of our daily routine
- ❖ iPads for Signing your child out

Regular communication will occur via email. Please ensure that you keep this up to date at all times. Little Saints also has a Facebook page that you may like to join to keep informed of general events and happenings at the service.

### **Behaviour Management**

All children are encouraged to be responsible for their own actions and must accept any consequences that may arise from their actions. The behaviour management guidelines in OSHC promote self-control and consideration for others. The children assist in developing room 'rules' for behaviour that they agree to follow. On Enrolment you and your child/ren will be required to read and sign a Community Agreement accepting the guidelines in OSHC.

On occasion where there is repeated inappropriate behaviour from any child, that child along with their family will be involved in the development of an Individual Behaviour Management Plan.

### **Runaway Children**

If a child leaves the service in any circumstances and for any reason without permission, the staff will assess the situation immediately and will call the police and a parent/guardian as quickly as reasonably possible.

### **Bullying**

Our Service is a 'Bully Free Zone', bullying is not accepted at any time. We hope to provide a place where children feel safe and are encouraged to speak up when they are feeling uncomfortable or intimidated by others. The service has policies and procedures in place to ensure children feel safe and that incidents of bullying will be dealt with immediately.

### **Homework**

Upon parental request, children are provided with enough time, space and supervision to complete their homework.

## **Personal Effects**

We discourage the children from bringing electronic toys such as iPads, iPhones etc. as we cannot guarantee the safety of these expensive items. These items will also distract children from the interesting activities provided each day and from interacting with their peers.

If a child has a mobile phone it is to remain in their bag when they are at OSHC. Parents wishing to contact their children need to ring the service's landline.

## **Nutrition and Food at OSHC**

Little Saints OSHC provides a healthy and delicious afternoon tea each day. The daily menu is displayed on the fridge in the room. Please feel free to tell us your suggestions or to comment on the meals we provide. Our service is a NUT FREE zone due to children attending who have severe nut allergies.

## **Educators' After School Collection Procedure (for parent information)**

### Missing Children Procedure

If a child does not arrive to After School Care, and the parents have confirmed that the child should be there, follow the procedure below:

1. Staff member to walk to/contact primary office and administration building to check if child is there.
2. At Peregian Springs SS, Sunshine Beach SS & St Thomas Moore – teachers and Principal to be alerted and begin search of school. (PSSS ph. 5351 2222) (STM ph. 5449 2022) (SBSS ph. 5474 6333)
3. At St Andrew's send an 'allstaff' email and all available College staff to begin searching College.
4. Parents to go home to check whether their child has walked home.
5. Contact the Police on 000.

## **Responsibility**

The Centre becomes responsible for children once they are signed in on the iPads.

## **Important Reminders**

### **Bring your ID**

Ensure you bring your ID when collecting your children. If staff are unsure of who you are, you will be asked to show your photo identification.

### **Change of Details**

Please ensure you keep your contact details up to date as we rely on this information to know how best to contact you especially in times of an emergency.

### **10 working days' notice required to cancel bookings**

Please ensure you choose your days carefully, as 10 working days' notice is required to cancel a booking.

### **Absences & Inconvenience Fee**

If your child will be away (especially after school care) please contact the Centre by 3pm to let us know. We will be contacting you and trying to find your child after school if they are expected to come and an Inconvenience Fee will be applied (1<sup>st</sup> Offence \$15, 2<sup>nd</sup> Offence within 3 months \$25 and 3<sup>rd</sup> Offence within 3 months \$50). To avoid the inconvenience fee please either ring 5471 5600 or email us on [littlestaints@saac.qld.edu.au](mailto:littlestaints@saac.qld.edu.au).

## What to Bring to Vacation Care

- Hat
- Shoes
- Meals (MT, Lunch, AT)
- Water Bottle
- Permission form returned for excursion days

## Fee Information

Before School Care \$18 daily

After School Care \$30 daily

Vacation Care \$55 daily (excursions & incursions are at an extra cost – please refer to the program)

*Please note: All students booked in on excursion days, must attend the excursion as there will be no educators remaining at the service.*

*Please let us know if you have any questions.*

(07) 5471 5600

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