



St Andrew's Little Saints

Early Learning & Outside School Hours Care



Outside School Hours Care

Little Saints & I Block

Family Handbook



Parent welcome and information

We warmly welcome you and your family to St Andrew's Little Saints and After School & Vacation Care. 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 After School & Vacation 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 Office of Early Childhood Education and Care. The system is designed to ensure children have access to quality child care experiences

From time to time a visitor from the OECEC 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 (Little Saints building), after school, and during the holidays (I Block Secondary 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.

All enrolments are handled in the Little Saints reception.

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.

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:

- ❖ An outline of the day's activities
- ❖ Our parent noticeboard with important information for families
- ❖ A description of our daily routine
- ❖ And your child's 'scrapbook'. Please look at this wonderful personal books and feel free to add comments, ideas and pictures.
- ❖ Attendance records

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. These rules are updated regularly with the children throughout the year.

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

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 services landline.

Nutrition and Food at OSHC

Little Saints OSHC provides a healthy and delicious afternoon tea each day. The daily menu is displayed 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 primary office and administration building to check if child is there.
2. At Peregian Springs SS, Coolum Beach SS & St Thomas Moore – teachers and Principal to be alerted and begin search of school. (PSSS ph. 5351 2222) (STM ph. 5449 2022) (CBSS ph. 5471 9300)
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 attendance record.

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

The 24-hour policy for cancellations has not been in place for 2.5 years. Please ensure you choose your days carefully, as two weeks' notice is required to cancel a booking.

Absences

If your child will be away (especially after school care) please contact the Centre as soon as you can to let us know. We will be contacting you and trying to find your child after school if they are expected to come. Please either ring 5471 5600 or email us on littlesaints@saac.qld.edu.au.

Inconvenience Fee

If you do not let us know that your child will be away from After School Care, and we need to contact you to confirm this, you will be charged an inconvenience fee of \$3.00 on each occasion.

What to Bring to Vacation Care

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

Fee Information

Before School Care \$17 daily

After School Care \$29 daily

Vacation Care \$52 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

Nominated Supervisor:	Ola Goryl	ogoryl@saac.qld.edu.au
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