

Highgate School

Out of School Hours Care



Family Handbook 2022



CONTACT DETAILS

Address: 4 Hampstead Ave, Highgate SA 5063

Director: Cluny Fenner

OSHC Phone: 0449 908 645

Email: oshc.highgates336@schools.sa.edu.au

ABOUT US

Highgate OSHC operates from the Highgate School grounds. It offers regular Before School Care, After School Care and Vacation Care for the children of Highgate School and the wider community.

The program is designed to meet the interests of children aged 4 -12 years. Children are offered the opportunity to participate in leisure and recreation activities (eg. art, craft, games, sports) in a 'home-like' atmosphere. The program and it's experiences are program-based on documentation of previous activities and the learning framework for school age, 'My Time, Our Place'.

The Highgate School Governing Council is the Approved Provider of Highgate School OSHC Service. The OSHC Advisory Committee, comprised of a representative from Governing Council, the OSHC Director, Highgate School Principal and Finance Officer and a family user representative, supports the overall management and administration of the service.

OUR LOCATION

The OSHC service is currently operating from within the school buildings. Our main operating area is the school gym. We also utilised the Studio space, STEM room and outdoor areas.

Upon pick up and drop off the Director or one of our Responsible Persons will be available to greet you and answer any queries you may have. They will be situated at the family area, which is outside the door to the gym.



CONTENTS PAGE

Our Philosophy

Session Times

Before School Care Routine

After School Care Routine

Fee Structure

Payment of Fees

Debt Management for Non-Payment of Fees

Permanent Bookings

Casual Bookings

Cancellation of BSC & ASC Bookings

Vacation Care Bookings & Cancellations

Delivery & Arrival of Children

Collection of Children

Late Collection

Food

Personal Items from Home

Illness, Accident and Medication

Digital Technology

Policies

Grievances



OUR PHILOSOPHY

Highgate Out of School Hours Care (OSHC) aims to provide the children and the wider School community with a high level of professional care for children outside of school hours.

Highgate OSHC's philosophy is based on duty of care, responsibility and ethical action, where the primary interest is the safety and wellbeing of children and their families as well as the staff. In order to achieve these aims, the OSHC Director, educators, School Principal(s) and Advisory Committee will;

- 1.1 Provide children with a safe and nurturing environment.
- 1.2 Behave in an ethical, equitable manner at all times, showing respect for all individuals.
- 1.3 Understand the needs of children of different ages, cultures and family backgrounds and provide diverse experiences that take these differences into account.
- 1.4 Create a program that takes into account children and families' voices.
- 1.5 Provide an environment where children are happy and secure, whilst providing opportunities to foster moral development, build friendships and develop an overall sense of wellbeing.
- 1.6 Develop positive relationships between staff, families/caregivers and children, with an emphasis on clear, professional and regular communication between families/caregivers and staff.
- 1.8 Seek regular feedback and input to ensure that the service is committed to continually improving.



SESSION TIMES

Before School Care: 7:00am – 9.00am

After School Care: 3:15pm – 6:15pm

Vacation Care and Pupil Free Days: 7:00am – 6:15pm

BEFORE SCHOOL CARE ROUTINE

At 7:00am-8:15am: Breakfast is provided to children. Children engage in a range of programmed learning experiences and activities.

At 8:30am: Upper primary children (Year 2 – 6) are signed out by an educator and able to walk to their classroom.

At 8:40am: Junior primary children (Reception – Year 1) are signed out and walked to their classrooms. Children can play outside as there is a supervising yard duty teacher.

AFTER SCHOOL CARE ROUTINE

At 3:10pm: Reception and Year 1 children are collected from individual classes, signed in and taken to the gym

At 3:15pm: Year 2 to Year 6 children arrive at OSHC where they are greeted by an educator who will sign them in

Children will have their afternoon snack upon arrival and sit down for group time

At 3:45pm: Afternoon meeting conducted – housekeeping, allocation of activities and spaces available to them. Children will participate in a wide range of planned and unplanned learning experiences.

At 5:30pm: Joint clean up followed by quiet indoor activities in the gym.

At 6:15pm: OSHC is closed.



FEE STRUCTURE

The fees for the OSHC service are a flat rate. The current costs for the OSHC service are as follows:

Permanent Before School Care Sessions:	\$12.00
Permanent After School Care Sessions:	\$23.00
Casual Before School Care Sessions:	\$14.00
Casual After School Care Sessions:	\$25.00
Vacation Care In-House:	\$50.00
Vacation Care Incursion:	\$65.00
Vacation Care with Excursion:	\$65.00
Pupil Free Day:	\$50.00

*Child Care Subsidy: You will need to sign the Complying Written Agreement via the Xplor Home app or website and then confirm the enrolment in your MyGov account, eligible subsidies will then be deducted by from your OSHC fees. **Please direct queries regarding subsidy eligibility directly to Centrelink 13 61 50.***

Additional Fees

- A **late booking fee of \$10.00** will apply when a booking is made for After School Care after 2:00pm on the day of the session and for Vacation Care when a booking is made within 24 hours of the session beginning (7:00am).
- A **non-notification fee of \$10.00** will apply when a booking is not attended and the service is not notified of the absence.
- A **fee of \$5.00** will apply when a hat is not provided for a child during Vacation Care. They will be provided with a plain green bucket hat which they can then keep.
- A **fee of \$5.00** will apply when a drink bottle is not provided for a child during Vacation Care. They will be provided with a plain green reusable drink bottle which they can keep.
- A **late collection fee of \$10.00 and \$1.00 per minute** will apply after the service has closed (see Delivery and Collection of Children policy)

Any additional fees incurred will not attract CCS and are charged at the full rate.



PAYMENT OF FEES

All families will receive an account statement via email on each Monday. This is for the previous week's fees (and any fees still owing before this). This is emailed to the primary carer on the account which is the parent/guardian who is linked to the Child Care Subsidy (CCS) via their CRN.

Payment can be made via Direct Debit, the Pay Now option on your Xplor Home app or EFTPOS (when available).

DEBT MANAGEMENT FOR NON-PAYMENT OF FEES

At **3 weeks** overdue, the Director will send a reminder email to the family.

At **5 weeks** overdue, the Director will send a reminder email and text to the family.

At **7 weeks** overdue, the Director will send a reminder email and text to the family notifying them that service will be suspending in two weeks if the balance is not paid.

At **9 weeks** overdue, the Director will send an email and follow up with a phone call notifying them that their account with the service will be suspended until the balance has been paid or a payment plan has been set up.

Following this, debts will be referred to the OSHC Advisory Committee for further action, including debt recovery services.

PERMANENT BOOKINGS

Permanent bookings are regular bookings that repeat each week. For example, after school care is required each week on a Friday.

For permanent bookings

- Please email or text us to add or alter permanent bookings.
- Permanent bookings do not roll over year to year but they do roll over each term into the new term.



CASUAL BOOKINGS

Casual bookings relate to any non-recurring, once off bookings. For example, one week the child requires before school care on Tuesday and Friday, but the following week only requires before school care on Monday.

For casual bookings

- You can book via the Xplor Home app (ensure when booking to note whether you require Before or After School Care)
- You can also email, text or call us

CANCELLATION OF BSC & ASC BOOKINGS

Cancellation of bookings must be made via the Xplor Home App, text message, phone call or email 48 hours before the booked session is to commence.

Cancellations of bookings made within this period will incur the full fee. For the fee to be waived, a medical certificate must be provided.

VACATION CARE BOOKINGS & CANCELLATIONS

By week 6 of each term a program and booking form will be available at the family area at the sign-out iPad, via email and via Skoolbag. Please complete and return the booking form to ensure a booking, as a limited number of places will be available.

Bookings will only be secured once a form has been fully completed and returned. You will receive a booking confirmation email to confirm the days booked.

Cancellation of bookings must be made via the Xplor Home app, text message, phone call or email **2 weeks** before the booked session is to commence. If a cancellation is made within this period the full fee will be charged. For the fee to be waived, a medical certificate must be provided.



DELIVERY AND ARRIVAL OF CHILDREN

When a child is booked into After School Care and has not arrived by 3:30pm the Responsible Person will check the daily school absence list and call the school front office to confirm. If the child's whereabouts are still unknown caregivers will be contacted immediately by Director, Assistant Director or Responsible Person. If contact priority 1 does not answer the phone a voice message will be left and contact priority 2, 3 etc. will be contacted until all provided contacts have been exhausted. If no contacts have called back within 15 minutes this procedure is repeated. After another 15 minutes, if there has been no response and there has been no contact with any parent/caregiver to confirm the whereabouts of the child, the police and child services must be called as this matter is classified as a missing child.

We will not contact parents/guardians of children who are booked in for a Before School Care or Vacation Care/Pupil Free Day session but do not arrive.

COLLECTION OF CHILDREN

All children must be collected and signed out using the Xplor Hub by a parent/guardian or authorised nominee. Children will not be permitted to leave the service unless accompanied by a parent/guardian or authorised nominee.

Collection of the child is deemed by the time the child is signed out via the Xplor Hub by the parent/guardian or authorised nominee and is recorded in the Xplor software.



LATE COLLECTION

All children must be collected by the service's closing time (6:15pm). If they are not collected by this time a late collection fee of \$10 will be charged. Additionally, a fee of \$1 per minute will apply until the child is collected. The late collection fee will be charged except in the instance of a notified emergency, at the discretion of the Director.

If a parent/guardian has not contacted the service and the child has not been collected by 10 minutes after the closing time, the Responsible Person will attempt to telephone the parent/guardian or, if this is not possible, telephone the emergency contacts listed on the child's enrolment form to arrange for the child's immediate collection.

If no-one can be contacted and the child has not been collected 30 minutes after closing time, Crisis Care/Police will be contacted and asked to take responsibility for the child. A notice about this will be posted on the service's entrance with the relevant telephone contact numbers.

Continual late collection process (a Vacation Care period is classified as a term in this instance)

1st Late Collection in a term – Late collection fee charged, parent/guardian notified via email

2nd Late Collection in a term – Late collection fee charged, parent/guardian notified via email with a formal warning including reminder of continual late collection process

3rd Late Collection in a term – Late collection fee charged, parent/guardian notified via email with a second formal warning including reminder of continual late collection process

4th Late Collection in a term – Late collection fee charged, parent/guardian notified via email and service suspended for one (1) month from the following business day.



FOOD

Children will be provided with a range of healthy breakfast options during Before School Care and Vacation Care sessions.

Children will also be provided with a healthy afternoon snack during After School Care and Vacation Care.

If your child has any special dietary requirements please ensure that this is clearly stated on the enrolment form.

We have children who have life threatening allergies, we therefore ask that foods containing nuts or nut products or eggs are not brought to OSHC.

SUN SAFETY

The protection of children's skin is of high importance, this means that children (and educators) are required to wear hats outside when the UV rating is 3 or higher. Hats must be brought at all times.

Sunscreen is also available to both educators and children. Sunscreen will be provided during Vacation Care when UV is 3 or higher. If your child cannot use the OSHC sunscreen, you must provide the service with the child's own, to be labelled and kept at OSHC.

PERSONAL ITEMS FROM HOME

Families are asked to ensure children do not to bring items from home, however neither educators nor the service accepts accountability or responsibility for any loss or damage if they are brought in. These items include but are not limited to trading cards, ooshies, and other toys.



ILLNESS, ACCIDENT AND MEDICATION

Children are not to attend the service if unwell. Please seek advice from your Doctor regarding exclusion periods for infectious diseases.

If a child becomes unwell during the course of the session, parent/guardian then emergency contacts will be contacted and the child will be cared for until the parent/guardian or emergency contact arrives.

In an event of an accident/illness, qualified educators will provide first aid. If the injury or illness is of a serious nature educators will seek medical assistance or call an ambulance as they see necessary. Parents/guardians will be notified by educators as soon as possible. Parents/guardians are responsible for transport and medical costs.

Any first aid your child receives will be documented via an incident report and you will be required to sign the digital form upon collection indicating your acknowledgment of the incident and the assistance given. You can access all of your child's incident reports at any time via the Xplor Home app.

Any medication required at OSHC needs to be given to OSHC educators and accompanied by a medication authority form. Medication must be in its original container with a pharmacy label and stored appropriately. For ongoing health conditions requiring medication please discuss with the Director.

DIGITAL TECHNOLOGY

Children are not permitted to bring electronic devices to OSHC, including but not limited to laptops, gaming devices, and phones. If they are brought, they will be kept in the office until pick up.

School laptops may be used during After School Care in Seniors Club only and all use will be appropriately monitored.



POLICIES

Highgate OSHC Policies are available on the Highgate School website via the OSHC tab. The policies are also available to view at the Service any time of you wish to read them. Please speak with the Director to access these.

GRIEVANCES

Highgate OSHC is always available to discuss and resolve any issues effectively and agreeably for all concerned parties. Grievances should be addressed to the Director in person or in writing via email. If the involved parties are not satisfied with the result, or the way in which the grievance was handled, they may write to the OSHC Advisory Committee.

Confidential matters may be sent to the personal email of the Director - Cluny.Fenner829@schools.sa.edu.au



Highgate School OSHC

Address: 4 Hampstead Ave
Highgate SA 5063

Director: Cluny Fenner

OSHC Mobile: 0449 908 645

Email: oshc.highgates336@schools.sa.edu.au