

Edwardstown Out of School Hours Care Parent Handbook



Out of School Hours Care: 0437 534 691 or 8293 8253.
Corner of Edward St and Maria St, Melrose Park, 5039.

Email: eps.care321@schools.sa.edu.au



Welcome

Welcome to Edwardstown Primary Out of School Hours Care (OSHC)!

This handbook provides an outline of our service's policies and procedures. Please take the time to read the following information and feel free to contact us for any further information.

Contents

1. Enrolments
2. Bookings and Absences
3. Accessing OWNA (Software/App) & Policies
4. Accounts and Payments & Overdue Accounts
5. Service Details & Drop Off/Collection
6. Food Provided, Lost Property, & Medication
7. Accidents/Illness, Infectious Diseases & Sun Protection
8. Programming & Vacation Care
9. Management, Staffing, and Grievances

Our OSHC Educators:

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OSHC Director

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Verity
Max
Jumana
Taylor
Laura
Troy
Erin
Charlie

Enrolling Your Child

We utilise a software system called 'OWNA'. This enables parents/caregivers to access bookings, photos, invoices, announcements, and much more.

If you have not already submitted an enrolment form, families will need to:

1. Complete an enrolment form for each child. These are available online at: <https://www.owna.com.au/enrol/edwardstownoutofschoolhourscare.html>
All medical conditions, additional needs, custody issues and contact details should be addressed on the enrolment form. It is the responsibility of the parent/caregiver to inform us of any changes to personal or medical details.
2. Please note: the service will be in contact for additional paperwork requirements if the child has medical or health requirements. These must be returned *prior* to the child's attendance.
3. Once the above is received and complete, the service will process your child's enrolment. Parent/Guardians will receive an email with your login details.
4. If you are claiming Child Care Subsidies (CCS) please ensure you have completed ALL Centrelink paperwork:
 - a. If you have not claimed CCS in the past 26 weeks with *any* services, they will have cancelled your application and you will need to complete a new application form.
 - b. Once your CCS application AND Edwardstown OSHC enrolment is completed, the parent whom completed the CCS application will need to log into their My Gov and confirm that you wish to claim Child Care Subsidies at our service. The instructions are:
<https://www.servicesaustralia.gov.au/centrelink-online-account-help-confirm-your-childs-enrolment-details-for-child-care-subsidy>
Centerlink will require families to complete this step after any 12 week break from claiming subsidies.
 - c. Please note: Centrelink will only provide subsidies between a child's first and last day of physical attendance. If your child is absent on their first or last day, Centrelink will not provide subsidies and families will be expected to pay full fees unless a medical certificate is provided.
 - d. Absences can affect your subsidies. Centrelink provides subsidies for 42 absences per child for each financial year. Absences accumulate in Vacation Care and Before/After School Care combined. If you exceed this total you will then be required to pay 100% of fees on absent days for the rest of the financial year.

Bookings

We currently have space available in all Before and After School Care sessions for 'permanent bookings'. These are weekly or fortnightly bookings for set sessions of the week. In addition to these, we offer 'casual bookings' (once-off dates), however, the availability of these are restricted to the remaining spaces available in the session.

If you are interested in booking your child, you will need to download our OWNA app and login using your details that were sent to you upon enrolment. From the app parents can complete a Permanent Booking form or request a Casual Booking. Instructions how to access these guides can be found on the next page.

Permanent bookings are not applied during school holidays. Instead we provide a 'Vacation Care' program and families can request Casual Bookings for each individual day through OWNA. These only become available once the Vacation Care Program has been released (through OWNA, the EPS School Newsletter, and Skoolbag app) to ensure consent has been provided for the activities involved. Please note – these dates can become full so we advise families to act promptly upon release of the program.

We at Edwardstown OSHC will always try to cater to families' needs in regards to availability. Our capacity is 105 children per session. If reached for the date/session requested, your child/ren will be placed on a waiting list. You will be contacted if a vacancy arises.

Absences

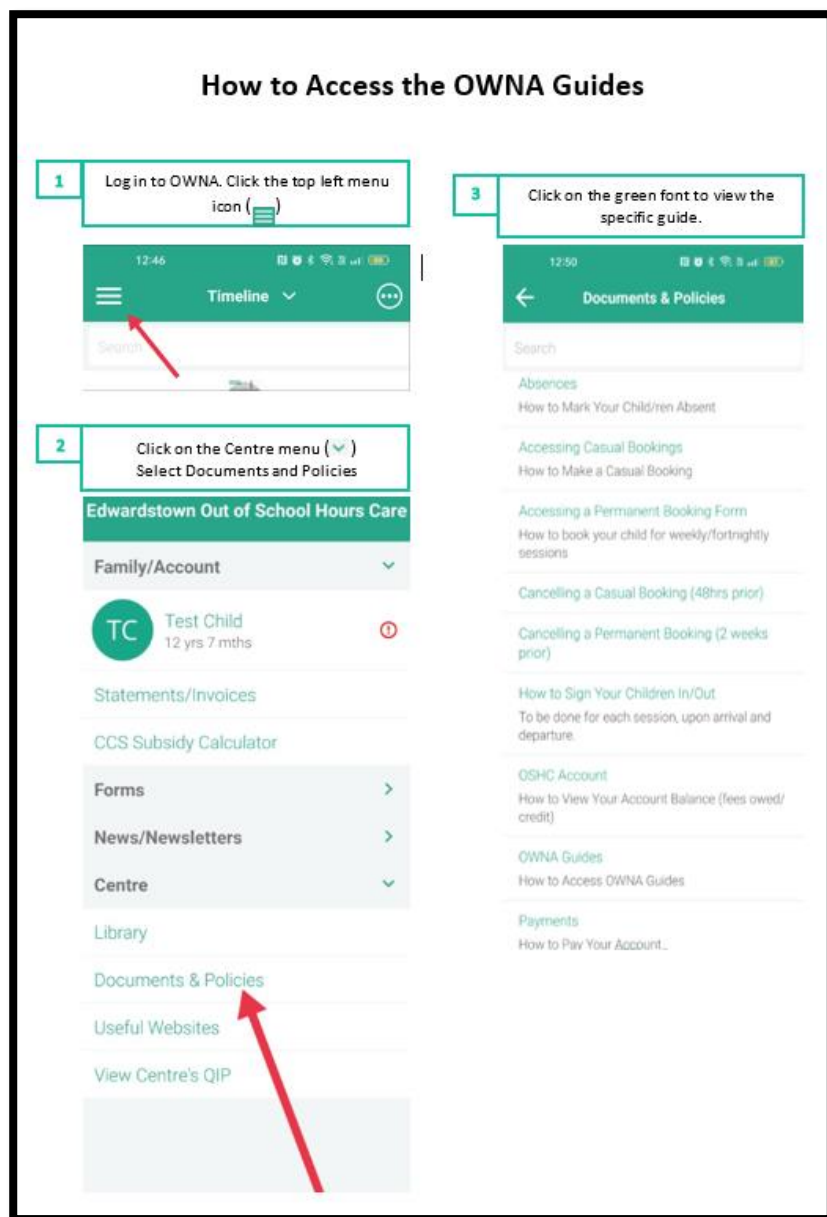
Parents/Caregivers should notify the service of their child's inability to attend as soon as possible. This can be completed via the OWNA app, EPS Skoolbag app, or direct email/call to the OSHC office. Please note the school will not automatically inform us unless parent/caregivers mention the child/ren is booked in OSHC.

If families wish to avoid a charge for their child's absence they must either:

- Provide a medical certificate for a member of the household. This must be emailed to the service *before* 6pm on Friday in the same calendar week as the absence.
- Evidence of a COVID Positive Case within your household (covering the family for the entire period of isolation according to SA Health Advice).
- The cancellation period requirements have been met:
 - Before/After School Permanent Bookings: Two Weeks' Notice.
 - Before/After School Casual Bookings: Forty-Eight Hours' Notice.
 - Vacation Care Bookings: Two Weeks' Notice prior to Vacation Care Commencement.

How to use our OWNA App

We have created guides on how to access different features on OWNA. Follow the screenshots below to view a list on how to access all the documents.



Policies and Procedures

All policies and procedures are developed in accordance with Licensing and Standards regulations, the National Child Care Accreditation Council recommendations, and in collaboration with Edwardstown Primary School Council. Any alterations or updates are referred to the Management Committee.

All of our policies are available for families via the OWNA App (see above) as well as a hardcopy available from the EPS OSHC Office.

Accounts

We ask all parents/caregivers to ensure OSHC fees are paid within a fortnight of receiving their invoice. Invoices are created in arrears (i.e. they will include the previous week's fees minus any applicable Child Care Subsidies). If payment is not received, families will be contacted and late fees will be applied.

Administration Fee – An Annual Admin Fee of \$5 is applied to every active OSHC account at the beginning of each year.

PAYMENT METHODS:



Qkr: The EPS payment app. Select OSHC option on menu.

Note: Parents/caregivers only need to select one child not all siblings separately.



School Website: Steps: go to <https://www.edwardps.sa.edu.au/> , select payment, oshc, child name as family code, enter card details).



Online banking: Bank transfer with following details:

Account Name: Edwardstown PS OSHC and Vac

Account BSB: 065102

Account No: 10391505

Reference: *Insert Child's Name*



Payment Plan: Alternatively, families can request automatic regular payment plans organised through school finance. If this interests you, please email us at: eps.care321@schools.sa.edu.au

Please note: School Leadership has decided to not activate direct debit payments through OWNA, so please do not select the PAY NOW or DDR form. This is because there is a charge for each transaction, whereas Qkr etc. has no additional fees for families.

Overdue Accounts

The following procedure will apply for overdue accounts:

- 7 Days overdue: Account Holder will be contacted by the OSHC Director and a \$7 overdue fee applied.
- 14 Days overdue: A \$14 overdue fee is applied. "14 Days Overdue – Notice of Cessation of Care" correspondence sent with 14 Day Account.
- 21 Days overdue: If there is no attempt to pay, the account will be charged an additional \$21, forwarded to our Debt Collection Service, and your child will be unable to return to care until the amount is paid OR a payment plan in negotiated with EPS School Finance.

Service Details

Our centre is open every weekday (including Pupil Free Days but excluding Public Holidays and an annual two-week closure over Christmas).

There will be a fee of \$1 per minute per child for any child arriving/departing outside of the following times.

Session	Hours of operation	Permanent	Casual
Before School Care	07:00am – 09:00am	\$14.00	\$16.00
After School Care	03:10pm – 06:15pm	\$24.00	\$28.00
ALL DAY Vacation Care/Pupil Free Day	07:00am – 06:15pm	N.A.	\$54.00
AM only Vacation Care/Pupil Free Day	07:00am – 12:00pm	N.A.	\$34.00
PM only Vacation Care/Pupil Free Day	12:30pm – 06:15pm	N.A.	\$34.00

Please note: Half Days are not permitted on excursion days.

Dropping off & Collecting Children

Parents/caregivers use the OWNA app on their own mobile/personal device to sign child/ren in or out of care. Alternatively, we have an OSHC iPad authorised collection authorities can access by entering their mobile phone number.

If anyone other than those acknowledged on your Enrolment Form is expected to pick up your child, families need to inform the centre as soon as possible.

Before School Care: Children may be dropped off any time after 7am, with breakfast options available until 8am. The children remain our responsibility until the first bell at 8.35am. Children in Years 4/5/6 are able to leave upon rollcall at 8:30am as yard duty supervision has commenced.

After School Care: Children must come directly to ASC upon dismissal at 3.10pm where an Educator signs them in. They remain our responsibility until signed out by an approved adult. Children must be collected and signed out before 6.15pm to avoid incurring a late fee.

If a child has extra-curricular activities after the bell, families will need to submit an After School Sports form to recognise that another party is responsible for your child during the allocated timeframe.

Vacation Care: Children can be dropped off or picked up at any time between 7am-6:15pm during opening hours unless we are on excursion. For excursion dates, arrival/departure times will be listed on the program.

Food Provided

Our service aims to provide nutritious and varied food to encourage healthy eating habits of children. We provide optional Breakfast (7-8am), Afternoon Tea (3-3:40pm), and Late Snack (4:45-5pm) meals. In accordance with the Food Act, we adhere to the South Australian Food Safety Standards as regulated and inspected by the Mitcham Council (see Policy 28, Nutrition and Food Handling, for more details). We are a Nut-Aware service and prefer for families to avoid nut products as we have children attending our service who are at risk of Anaphylaxis.

Lost Property

Lost property will be located at the OSHC Building. During the school term lost property will be sent over to the school lost property cupboard.

We regret that we are unable to take responsibility for children's toys, electrical items and personal items. We recommend that items of financial or personal value are best left at home.

Medication

All medication must be handed to an OSHC Educator and signed into the premises. Educators will only accept medication in original packaging, clearly labelled with the child's name and the Doctor's instruction for use. If the medication is to be used for more than four consecutive days, the parent/caregivers must fill out a medical authorisation form.

If your child is diagnosed with Allergies, Asthma or Anaphylaxis, an Action Plan written within the calendar year must also be provided before the child attends the service.

Risk Minimisation and Communication forms will also be completed by parents/caregivers in consultation with OSHC Educators for all children with an Allergy, Asthma or Anaphylaxis.

Accident and Illness

Qualified First Aiders will attend to all injuries/accidents. The centre will record any such incidents. Parent/caregivers will receive a first aid notification via OWNA, with brief details of the incident and first aid given.

In the case of an emergency, every attempt will be made to contact the parent/caregivers. If necessary, the child will be taken to the nearest medical centre by ambulance. The costs of such medical attention are the responsibility of the parent/caregivers.

Infectious Diseases

Department for Education and Child Development (DECD) guidelines and procedures are followed in the case of infectious diseases, such as COVID-19. Parent/caregivers will be notified immediately and the child will be unable to attend for duration of their illness. Other families will be notified if their child has been exposed to the illness.

As per the 2022- June 2023 Government Initiative, families will be able to claim the 'Gap Waiver' (i.e. not pay their portion of the fees) if they provide evidence that a member of their household is COVID Positive and undergoing mandatory isolation.

Sun Protection

Edwardstown OSHC is an accredited SunSmart Centre and as such we take sun protection seriously. We have a policy of *no hat, no play* where all children are expected to bring their own broadbrim/legionnaires/bucket hat when the UV rating is 3+ (usually within terms one and four). Additionally, for the period of an outdoor excursion OSHC provides bright green bucket hats for children to wear.

We provide sunscreen for all the children and Educators; please supply your own sunscreen if your child is prone to skin sensitivity. Children are expected to attend OSHC/Vacation Care wearing clothing which aids in the protection and prevention of sunburn. Thus no singlet tops are permitted.

Programming

Our programming aims to accommodate children's social, emotional, intellectual, creative, and physical development. While we promote free choice by offering a range of play opportunities, we also actively encourage participation in organised activities.

Families can access photos and learning stories regarding both group and individual programming via the OWNA app. Please be aware that if consent for photography has been selected in your child's enrolment form, you have given permission for photos to be shared amongst OSHC families (not the wider public!) with group photos displayed in the Timeline Feed as well as the EPS School Newsletter.

Vacation Care

Once it has been finalised, Vacation Care programs will be sent out via Skoolbag, OWNA, the school newsletter, and the EPS website. Bookings only become available after this has been released. This program includes all information regarding the activities available for each day. If families choose to book their child on this date, consent for all activities is implied. If families have any requests or concerns, they need to send an email to:

eps.care321@schools.sa.edu.au

Our Vacation Care program is incredibly popular and families need to book in via OWNA as soon as the program has been released to ensure there is space available for their child/ren. New families will be placed on a waiting list if places are filling quickly. Families with permanent OSHC places will be given priority on this list.

Each Vacation Care day, children will need to bring:

- ☐ A water bottle.
- ☐ A packed recess and lunch.
- ☐ A SunSmart hat. Otherwise a *No Hat, No Play* policy will apply while outdoors.
- ☐ Please ensure children wear clothing which protects them from the sun's harmful rays. E.g. Singlets are not appropriate to wear at OSHC.
- ☐ Children should wear comfortable, supportive foot wear which allows them to run around without risk of injury.

Please note cancellations must be made two weeks prior to Vacation Care commencing in order to avoid fees (unless a Medical certificate is supplied, or evidence is provided for a COVID Positive case within the household).

OSHC Staffing

Our service provides care in a 1:15 adult to child ratio when on site, 1:8 for standard excursions, or 1:5 ratio for water excursions. For every 30 children there is an additional qualified staff member. These 'Team Leaders' are at least half way through their degree of a Bachelor of Primary School Teaching (or have finished studying a degree recognised by ACECQA).

All OSHC Educators have completed the necessary Working with Children Screening and Mandatory Reporting training. As such we are legally obliged to report any suspicion of abuse and neglect and follow the procedures set down by the Department of Child Protection.

OSHC Management

Edwardstown OSHC is a separate entity from Edwardstown Primary School, managed by the OSHC Director on behalf of the Governing Council.

Our OSHC Management Committee is comprised of the School Principal, the OSHC Director and Assistant Director, the School Business Manager, Governing Council representatives, and parent/caregiver volunteers. They meet at least once a term to discuss operational issues, and all relevant issues are henceforth reported to the School Council. If you are interested in joining and sharing your opinion, please speak to the OSHC Director.

Grievances

Any issues should be raised with the Service Director or School Principal, who will investigate the matter. If it is still unresolved, it will be referred to the OSHC Management Committee and any further action will be dealt with by School Council nominees. Good communication is the best way to avoid, or solve, conflict.

The full Grievance Procedure is located for parents in the OWNA Policy folder.



EPS OSHC Parent Handbook
Last Revised: 29/11/2022.