

PARENT HANDBOOK

PARA VISTA
OUTSIDE SCHOOL HOURS CARE
AND VACATION CARE 2019



PARA VISTA
PRIMARY SCHOOL



OUR STAFF

We believe it is extremely important for children to feel safe and secure in our environment. To ensure we are doing all we can to provide this we endeavor to create consistency ensuring the same educators are around all the time, continually building relationships with children.

Our core team of educators are dedicated to providing quality care to enhance children's social and emotion.

GOVERNANCE

Para Vista OSHC is governed and run by the Para Vista Governing Council. The governing council will approve all Vacation Care programs, fees, budgets and any other functions involved in running the OSHC.

The governing council is informed by an OSHC committee consisting of parents of children that attend the OSHC from Para Vista Primary, OSHC representatives and School representatives. Any information or complaints should be sent through Para Vista Primary School front office and address it to the Chairperson of the Governing Council. Please ensure it is marked confidential.

NEW FAMILIES

Families are encouraged to visit before first attending so staff, parents and children can all get acquainted. Parents and staff will negotiate pick up procedures for the children from their classrooms. Staff will actively encourage new children to be involved in the service and will inform them of the timetable, rules and assisting them in developing new friendships.

PRESCHOOL

Para Vista OSHC can accept children from Para Vista Preschool who will be picked up by a staff member at 2:45pm. We will accept children from the preschool if:

- The child has been attending the preschool for at least 5 weeks or has previously attended childcare.
- The child is happy and confident in attending OSHC
- The family has an older sibling at OSHC OR will be attending OSHC when they begin school.
- The service can adequately meet the needs of the child. i.e. toileting etc.

Para Vista OSHC reserve the right to refuse enrolment if any of these criteria are not met.

HOURS & FEES

We are open Monday to Friday excluding public holidays and a 2-week period over Christmas and New Year's.

	SCHOOL TERM	SCHOOL CLOSURES
Session Type	Before School Care After School Care	Holiday Club & Pupil Free Day
Session Time	6:45am - 8:45am 3:00pm - 6:00pm	7:00am - 6:00pm
Fees	\$15 \$22	\$55*

In the case of planned early dismissal days, late start days. The Centre hours may be extended, and fees calculated according to need. *Excursion days are an extra \$5.

CHILDCARE SUBSIDY

The Australian Government may provide financial assistance towards the cost of your child's care. If you would like to access this assistance, you will need to complete a Child Care Subsidy assessment with Centrelink by following the below steps:

- Sign in to your [myGov](https://my.gov.au) account. If you don't have one, you will need to create a myGov account at <https://my.gov.au>.
- Select Complete your Child Care Subsidy assessment task.
- Work through the steps to provide new information and confirm your current details.

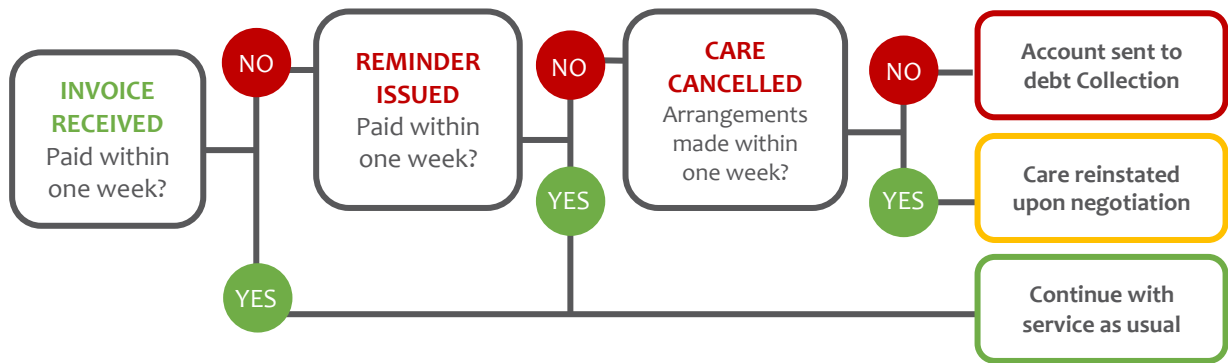
Please ensure you provide your Customer Reference Number (CRN) and the CRN for each of your children when you enrol them at the service.

PAYMENT POLICY

Invoices are sent via email on Tuesday the week after your child has attended. Accounts must be paid within 1 week of being issued.

Any account not paid by the due date will be considered overdue. Account holders will be notified that their position at the service will be cancelled if payment is not made within a week.

If no further payments have been received in that week care will be cancelled and their debt will be sent to debt collection. Account holders acknowledge when enrolling their children that any fees payable for debt collection will be added to the total amount owed.



Account Holders who are consistently in debt will be asked to sign up for direct debit payments. Failure to do so will result in cancellation of service.

The Management Committee and Governing Council reserve the right to terminate the service.

CAPACITY

As regulated by the Federal Government we are licensed for a limited number of attending children as follows:

Before School Care	After School Care	Vacation Care
45 children max.	60 children max.	60 children max.

We are also required to adhere to a CHILD:CARER ratio to ensure safety for children and educators as follows:

Years R-7 on site	Preschool	Excursions/ISS	In the water
15:1	10:1	8:1	5:1

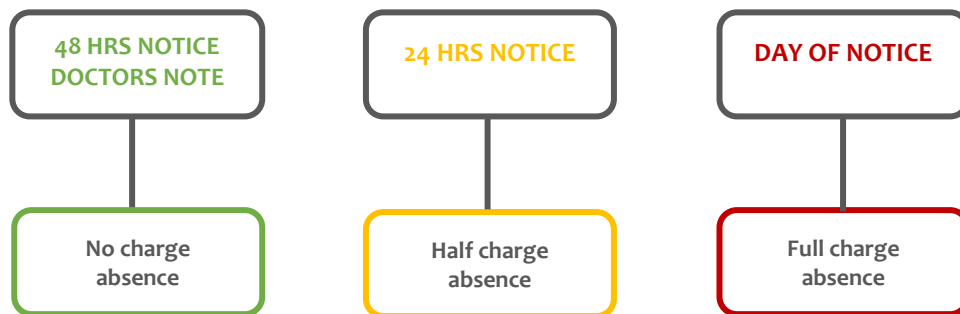
BOOKINGS

Upon enrolment you will be asked if your enrolment is permanent or casual

Permanent	Casual
Attendees who are booked in Monday to Friday or for specific days of the week on a regular basis. Their places are held and they will always be expected on the days stated	Attendees who book prior to the session or on the day required as a once off booking. Casual places are limited and can not be used on a regular basis to fulfil a permanent need as this reduces our ability to offer short term emergency care.

CANCELLATIONS

If you no longer need care on a previously booked day please notify staff, failure to notify will incur a fee.



LATE PICK UP

When children are not picked up by 6.00pm, the Management Committee will charge a late fee of \$10 per 15 minute interval after 6.00pm. i.e.

Pick up 6:01pm = \$10 Late Fee. Pick up at 6.16pm = \$20 Late Fee etc. Staff will contact the family at 6.00pm and a late fee will be applied to next invoice.

SIGNING IN/OUT

When bringing or collecting your child(ren) please advise the staff & sign the "Sign In/Out" on the iPad. Children will only be released persons specified on the enrolment form.

Parents/Guardians will need to escort their children to and from the Centre. Guardians will need to sign their children in for Before School Care (BSC) and sign children out for After School Care (ASC). During Vacation Care parents will sign their children in and out.

As children are on the school premises, unless otherwise negotiated, older children will be encouraged to find their way to and from their classroom for ASC. Please assist OSHC staff by ensuring your child knows that they are coming to OSHC and that they must come straight to the OSHC room.

Children attending the preschool will be picked up by a staff member at 3:00pm.

Children who attend school and are in V1, V3, V5 or V7 or are not aware that they are coming to OSHC will be picked up by an OSHC staff member at 3:00pm

Children attending from Wandana Primary will be signed in/out by Wandana Staff and parents accordingly.

FOOD & NUTRITION

Children attending from Wandana Primary will be signed in/out by Wandana Staff and parents accordingly.

Para Vista OSHC have a responsibility to provide information to families to encourage understanding and awareness of good dental/oral hygiene and nutrition. Consideration is given to nutritional, dietary and cultural requirements when developing menus.

We serve breakfast between 6:45am – 8:00am and Afternoon tea and fruit between 3:00 – 4:15pm during the school term.

Please notify the Director of any food allergies or special diets to be considered.

During Vacation Care children will need to bring recess and lunch as per usual, but breakfast and afternoon tea will be provided as usual. As there are no canteen facilities or local shops children will have to bring their lunch every day during Vacation Care unless expressly noted on the Vacation Care program.

SICKNESS / ACCIDENT

It would be appreciated if children with infectious diseases did not attend the Centre and parents may be contacted in the event of a child becoming ill whilst at the Centre.

Medication can only be administered in original form and with written instruction from the doctor.

If an accident occurs action as per the enrolment form will be taken, parents will be notified, and an ambulance called if necessary.

SUN PROTECTION

OSHC hats are available for purchase for \$7 each. Hats are kept in Zip lock bags to prevent the spread of

head lice and are kept at OSHC where children can access them. Families are welcome to provide a Sun Smart hat for their child/ren.

Hats must be worn from the start of the Term 3 and will be worn each time children play outside until the end of the April school holidays.

We have a “No hat play in the shade” Policy. This means that if a child does not have a hat through this part of the year they will not be allowed to play outside.

SPF30+ broad-spectrum, water resistant sunscreen will be provided throughout the day for children whenever UV are 3 and above. Children will not be allowed outside if the temperature is above 36C.

If children do not have hats during Vacation Care and a hat is required for the activities of the day a charge of \$1 per day/child will be charged for the hire of an OSHC hat.

For more information please refer to our Policies and Procedures.

FEEDBACK

Our goal is to create a service which will provide children with a safe, stimulating and fun environment in order for them to explore, create, experiment and express themselves as they choose, in their leisure time. We welcome any ideas, suggestions or feedback you have. As the primary caregiver for your child we understand that you know your child and their interests best! Please feel free to call us, chat to us or give us written feedback.

We have a “Parent Suggestion/Feedback Box” for any suggestions, ideas or grievances. All feedback will remain confidential.

Feedback can also be forwarded to the OSHC committee.

BEHAVIOUR MANAGEMENT

All children are expected to follow instructions given by educators. Educators employed at the centre will advocate and support children with issues of behaviour management. Families are expected to assist educators at the service with their children if there are particular issues that arise. For more information behaviour management at Para Vista OSHC please refer to the full behaviour management policy.

VACATION CARE

There is a ceiling on the number of children who can attend the program and applications will be considered on a first in first served basis. Programs go out in week 6 and must be returned to OSHC by Friday of Week 9.

The fee per day or part thereof is \$55 per child. Extra costs include the outings and a \$5 bus charge as indicated on

the program as well as additional costs for days at the centre. Children need to bring their own recess and lunch (including drinks) but fruit, afternoon snacks and breakfast are provided.

Payment for Vacation Care is required prior to your child being booked in and attending Vacation Care. A quote will be done when the booking form comes in. This booking will not be final until payment is made.

PAYMENT OPTIONS

CASH: Payments will be accepted Monday to Friday before and after school.

EFTPOS: Credit card payments can be made at the OSHC Monday to Friday before and after school.

DIRECT DEBIT: Please speak to the OSHC director if you are interested in a Quick Pay Account

ONLINE TRANSFER: You can make payment online with the following information:

BSB: 065 150 ACCOUNT: 10332730 NAME: Para Vista Primary School Governing Council

Please make sure you include your family name on all payments so the director can identify who the payment is from.

If accounts are more than 2 weeks in arrears then warnings will be given to parents that if payment is not made within 7 days then care for their child will be cancelled. If no payment is made, care will be cancelled until further notice. Debt collection procedures will then begin. Account holders acknowledge when enrolling their children that any fees payable for debt collection will be added to the total amount owed.



PARA VISTA PRIMARY SCHOOL

PARA VISTA OSHC AND VACATION CARE

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