

# Parent Information Booklet



**Providing quality care to children in the Hills**



**Government of South Australia**

Department for Education and  
Child Development

## **CRAFERS PS OSHC SERVICE**

Crafers PS OSHC Service has been operating since March 1999 (previously known as The Mt Lofty OSHC Service).

### **1. Philosophy**

Crafers PS OSHC aims to provide a safe, caring and stimulating environment for children. The children are cared for by a team of professional staff who provide opportunities for all children regardless of age, gender, race or disability to participate in a range of activities and experiences which are appropriate to their cognitive and physical development.

### **2. Hours of Operation**

#### **Before School Care:**

**7am-9am**

#### **After School Care:**

**3.20pm-6.30pm**

#### **Pupil Free Days:**

**7am-6pm**

#### **Vacation Care:**

**7am-6pm**

### **3. Catastrophic Bushfire**

Please note that on **Catastrophic** Fire Danger Rating days, Crafers PS OSHC will be **CLOSED**.

**As it may not be possible to provide advance notice of a closure day, please check the CFS website daily during the summer months.**

### **4. Crafers PS OSHC Contact details**

Address: Crafers Primary School  
55 Piccadilly Road,  
Crafers, SA 5152

Phone: 0413 483 731

Director: Rosie Jarvis

Email: [dl.0107.oshc@schools.sa.edu.au](mailto:dl.0107.oshc@schools.sa.edu.au)

## **5. Enrolment**

Enrolment and medical information forms need to be completed before your child can attend OSHC. These forms are available from the OSHC room or online through the Crafers PS website.

## **6. Fee Policy**

Crafers PS OSHC aims to provide quality care at an affordable price to parents who have children eligible to attend under the Australian Government Priority of Access Guidelines.

The Crafers PS OSHC fee structure will be reviewed each year, with the OSHC Advisory Committee recommending fee levels to the Crafers PS Governing Council, based on keeping the service viable. The Crafers PS OSHC fees will also be reviewed on completion of the annual budget. Any recommendation to change the fee levels will be presented by the OSHC Advisory Committee to Crafers PS Governing Council for approval. **Parents will be given at least two weeks' notice of any fee increase.**

### **6.1 Fees are to be paid via the internet, WEEKLY.**

6.2 Parents may choose to pay money in advance if they would prefer this option.

6.3 Each session of care will be recorded in accordance with Australian requirements.

6.4 Fee payment will be recorded according to the Department of Education, Employment & Workplace Relations.

6.5 Details of a family's fees and accounts will be confidential and stored appropriately.

6.6 Families may access their own account records at any time, or particulars of fees will be available in writing to parents upon request.

6.7 It is the Parents' responsibility to have their eligibility for Childcare Benefits assessed through Centrelink.

6.8 Childcare Benefits/Rebate will be deducted from fees in accordance with the Department of Education, Employment & Workplace Relations, provided the child's Centrelink CRN is supplied.

6.9 The Service will keep parents informed about Childcare Benefits by:

- advising new families to apply for assessment
- reminding families of the need and encouraging them to reapply for reassessment when required

- charging full fees when a parent does not have a current Assessment Notice

6.10 All documentation relating to Childcare Benefits will be kept for the specified period of time and made available to Commonwealth Department Officers on request

6.11 Families who cannot afford fees due to sudden unforeseen expenditure or short-term financial difficulty will be assisted where possible and/or provided with information on other possible avenues of financial support, including Special Childcare Benefits by the Director who will discuss this with Principal of Crafers PS.

## **7. Procedure Regarding Overdue Fees**

7.1 A Parent with overdue fees, i.e. unpaid fees for 28 days, will receive an email from the Director to reinforce the need to pay fees promptly. This email will inform parents of their responsibility to pay outstanding fees within seven days.

7.2 If there is no response to this email the Director will then contact either by phone or in person to explain that fees must be paid. Time payment plans will be explained to the parent.

7.3 For all outstanding debts of 60 days the Director will let the Crafers PS Principal know.

7.4 A Final Notice letter from the Principal advising that if payment or arrangements to pay are not made within 14 days, a debt collection agency will be notified, and the child/children will be suspended from the service until payment is made or a payment arrangement is made.

7.5 Consideration may be given to those families in extreme financial hardship.

## **8. Procedure and fees related to late collection of a child**

8.1 Whenever possible, the parent should ring the service to advise they will be late to collect their child.

8.2 A parent is regarded as being late when they arrive to collect their child 1 minute after closing time (closing time is 6:30pm for After School Care and 6pm for Vacation Care and Pupil Free days).

8.3 A **late collection fee of \$1.00 per minute** will be imposed when parents arrive later than the closing time.

8.4 Special circumstances, such as a traffic accident or vehicle breakdown, will be given consideration in relation to the collection of late fees.

8.5 When a parent is continually late arriving at the service to collect their child, the Director will discuss other options for Out of School Hours Care collection with the parent.

**Current fees and charges**

**Before School Care:                 \$9.00**

**After School Care:                 \$20.00**

**Pupil Free Day:                     \$50.00**

**Vacation Care (per day):         \$50.00**

**(minus CCB/CCR if applicable)**

**Late Collection fee:                \$1.00 per minute**

**11. Cancellations**

**Before & After School Care: 2 working days'** notice required

**Vacation Care/ Pupil free: 5 working days'** notice required

If the above required notice is given, no fee will be charged.

If a booking is cancelled WITHOUT the required notice (stated above), or if a child does not attend, **THE FULL FEE FOR THE SESSION** will be charged minus rebates. It is the parent's responsibility to cancel the booking with OSHC and not the school's responsibility to let the OSHC know the child was absent.

## **12. Bookings**

Bookings are made by phoning or emailing the Director - Rosie (ph: 0413 483 731).

Due to strict staffing ratios and catering requirements, it is essential that all children attending OSHC are booked in prior to the commencement of each session. The Director will inform you if there is a place available. If you have not booked and we have reached our maximum numbers you will be asked to collect your child from the school front office.

## **14. Signing Children In & Out**

It is necessary that you sign your child:

- **Into** Before School Care
- **Out** of After School Care
- **Both in and out** of Pupil Free Days and Vacation Care

Please also inform a staff member that you are collecting your child from OSHC, before you depart the Service.

## **13. Service Policies**

### **OSHC Program**

Crafers PS OSHC will provide a program that is appropriate to the leisure needs of the children attending the service. It will provide for the development of each child's social, physical, emotional and intellectual potential. Children will be involved in program planning, implementation and evaluation processes.

### **Nutrition**

Food provided at the Crafers PS OSHC will be nutritious and varied. The menu for afternoon tea will be display on the fridge.

### **Sun Protection (included in Health Policy)**

During terms 1 and 4, children/Staff are required to wear hats when outside at OSHC. Sunscreen is used for additional protection but not as an alternative to a hat.

### **Confidentiality**

The Crafers PS OSHC protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure place and are accessed by, or disclosed only to those people who need information to fulfil their responsibilities at the Service or have a legal right to know.

### **Medication & Illness**

Over the counter medication will NOT be administered without a Medication Plan from the child's doctor detailing the medication to be administered and the dosage.

A child must have already taken at least 1 dose of any Prescription medication prior to attending OSHC, before OSHC staff will administer such medication to a child. This is to ensure that no reaction to new medication occurs while in OSHC.

The initial dose of a medication will only be administered at OSHC if a parent remains on site at the OSHC Service with their child for 1 hour after the medication is given.

Prescription medication will be administered strictly according to the prescription label as far as dose and time given. A Medication Plan completed by the child's doctor must accompany the medication if parents require the staff to alter the time the medication is taken or the dose given.

### **Behaviour Management**

It is essential in promoting appropriate and positive behaviour, that staff and parents communicate regularly. This may take the form of verbal or written communication. Staff will model and reinforce appropriate behaviour in a consistent and positive way which shows respect for individuals. They will provide clear expectations for children and take appropriate action for inappropriate behaviour.

### **Access**

Access for families and children to the Crafers PS OSHC Service will be non-discriminatory. Children's access to safety and care at the service will be ensured and the custodial rights of parents to access the service will be protected. Enrolments will be subject to Australian Government Priority of Access Guidelines (Childcare Service Handbook 2011-2012).

It is a policy of the Crafers PS OSHC that children using before and After School Care attend school on the day that care is used. If children are absent from school they are not permitted to access before or After School Care on that day.

### **13.1 Grievance Policy**

The Crafers PS OSHC fosters positive communication between children, parents and staff and aims to treat everyone with respect. All issues and concerns will be investigated fully, and confidentiality will be maintained at all times. Crafers PS OSHC aims to deal quickly and effectively with any grievances that may arise.

#### **How the policy will be implemented:**

##### **Parent/Caregiver**

- Talk to a member of staff about the problem as soon as possible;
- If the problem remains talk to the OSHC Director either in person or over the phone (0413 483 731). If necessary make an appointment to discuss the issue.
- Allow a reasonable timeframe for the issue to be addressed.
- If the grievance still exists then the Parent/Caregiver may arrange a time to speak with the Principal of Crafers PS who can be contacted via Crafers Primary School or write a letter to the Crafers PS Governing Council explaining their concerns.

Contact phone number:	(08) 8339 1073
Contact Address:	55 Piccadilly Rd, Crafers, SA 5152

- If a parent/caregiver is still unhappy they should contact DECD OSHC Unit (ph.: 8226 6427).

##### **Child**

- The child should talk about the problem with the person involved. The child should use “I” statements e.g. “I don’t like it when... I would like you to stop... If you don’t stop I will have to ask a grown up to help...”
- If the problem continues the child should see a staff member immediately so they can help the child resolve the issue. Parents/caregivers may be notified depending on the level of the grievance.
- If the problem remains the child should talk to someone they feel comfortable with. They should talk to the Director or their Parents/caregivers about the problem at an appropriate time.



- A reasonable timeframe will be allowed for the issue to be addressed.
- If the issue is unresolved, Parents/caregivers and the Director will work together to develop strategies.

**Other policies**

For information on all Crafers PS OSHC Policies see the Policies Folder near the OSHC building front door. This is readily available for anyone to inspect.