



# Virginia Schoolcare Family Pack

*Reviewed September 2016*

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Virginia

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**Government  
of South Australia**  
Department for Education  
and Child Development

## **PHILOSOPHY**

### **(Reviewed June 2013)**

**VISION:** To provide a high quality and affordable Before School, After School Care and Vacation Care service for children, whilst their parents/caregivers work, study or undertake other activities.

**AIMS:** Through the Virginia OSHC program children will:

- Engage in enjoyable, fun activities.
- Experience positive relationships with peers and staff through, developing and maintaining skills in getting along with others and problem solving skills.
- Have the opportunity to engage in developmentally appropriate activities, guided by My Time, Our Place framework
- Have access to nutritious snacks and be encouraged to engage in physical activities.
- Have the opportunity to access supervised homework support.
- Engage in activities and daily practises that support the development of life skills.

**MISSION:** OSHC staff will:

- Provide a welcoming and fun environment
- Provide a safe and harassment free environment
- Work as a team with children and families
- Provide a range of stimulating and developmentally appropriate activities, guided by the ***My Time, Our Place*** framework.
- Provide a range of social opportunities for children including individual, small group and large group

#### **GOALS:**

1. Children will feel safe at OSHC and all children have strategies for reporting.
2. All children are happy at OSHC.
3. Children will show respect and take responsibility for themselves, others and their environment
4. Children participate in a range of activities to broaden their experiences and develop skills and knowledge
5. Children work collaboratively with peers, staff and the community to design relevant and worthwhile experiences.

**VALUES:** The OSHC values underpin how we expect children, parents and staff in the OSHC service to relate to each other.

- Caring
- Respect
- Fairness
- Diversity
- Achievement

## **LOCATION**

The location of the Virginia Primary Out of School Hours Care program is Virginia Primary School, Park Road Virginia – in the activity room.

The telephone number is 8380 9292.

## **HOURS OF OPERATION**

The program operates from

Before School Care – 6.30am to 8.30am

After School Care – 3.00pm – 6.00pm

Vacation Care – 7.00am – 6.00pm

## **FEES**

Before School Care - \$7.50

After School Care - \$11.50

Vacation Care - \$39.50

Childcare Benefit greatly reduces the cost of childcare and is accessed through Centrelink. If you require assistance in applying for Childcare benefit please let staff know.

Accounts will be sent home regularly, and are due and payable at the end of that week, unless prior arrangements are made.

Casual users will be required to pay appropriate fees on the day that they collect their child/ren.

Outstanding Fees

1. Parent reminder note
2. Overdue reminder notice is issued.
3. Final notice – care will be cancelled until payment is received.
4. Account will be forwarded to debt collectors.

## **LATE COLLECTION OF CHILDREN**

When a child is left after 6.00pm the Shift Supervisor will

1. Contact all the parent contact numbers listed at the service.
2. If there is no response, staff will contact in order, the emergency contact numbers listed at the service.
3. Optional – if there is no response, unlisted emergency contacts known by OSHC staff will be contacted and asked to make contact with the families.
4. If there is still no response, then the OSHC Director and/or the School Principal will be contacted.
5. The OSHC Director/School Principal will contact the Elizabeth Police station, on 8207 9411, to organise care of the child.

Please note that in accordance with Out of School Hours Care guidelines, a late fee of a dollar a minute will be charged to cover the cost of overtime salary.

## **DIETARY REQUIREMENTS**

Breakfast is provided to children who attend Before School Care, cereal and toast are on offer.

Children will be provided with a snack after school and during Vacation care. Recess and lunch need to be brought from home during Vacation Care and there are no canteen facilities.

If your child has any dietary requirements please ensure that they are clearly stated on the Enrolment form.

## **ROLE OF THE GOVERNING COUNCIL AND MANAGEMENT COMMITTEE**

The operator of the Virginia Primary Out of School Hours Service is Virginia Primary Governing Council. The Governing Council will ensure that all relevant guidelines, acts and regulations are adhered to in the management of the service. Decisions about the overall management of the service will be made in negotiation with members of the Management Committee and ratified by the Governing Council

The Management Committee is responsible for –

1. The determination and implementation of policies relating to the children, staff, financial and facilities management of the Virginia Primary Out of School Hours Care Program.
2. Promotion of a supportive atmosphere and working environment for the staff.
3. The provision of a program that is interesting, instructive and fun, and that is relevant to the specific needs of the children.

## **ROLE OF THE PARENTS**

Parents have the responsibility to

1. Collect their children on time.
2. Pay their fees on time.
3. Advise staff, either personally or by telephone of non-attendance of child/ren.
4. Inform the staff of any changes to contact numbers, access provisions or addresses etc.

Parents are also encouraged to take an active interest in the program and staff by

1. Contributing ideas and resources such as art and craft materials etc.
2. Attending excursions as a volunteer if a current criminal history check is available.
3. Serving on the Management Committee.

## **ENROLMENTS**

Every family must enrol their child/ren in the program by completing an Enrolment Form. Enrolment Forms are available from OSHC, the Virginia Primary website and the Front Office.

## **BOOKINGS**

Families are required to complete booking sheets. Permanent bookings are required for ongoing care. Casual bookings will be taken if the places are available. Booking sheets are available at the activity room or the school's front office. Casual bookings can be made over the phone to OSHC during session times and to the school during school opening hours.

## **EMERGENCY AND MEDICAL POLICY**

### **ILLNESS**

In the event of a child becoming ill during school hours, or suffering a contagious infection, that child will not be permitted to attend the program.

If a child becomes unwell during the program s/he will be comforted and cared for, and the parent/guardian will be notified to collect the child as soon as possible.

### **MEDICATION**

Prescribed medicines- that is medicines prescribed for that individual, can only be administered after a Medication Authority form has been completed by a parent or guardian, with a medication plan signed by the child's doctor.

## **EMERGENCY AND ACCIDENT PROCEDURE**

In the event of a serious accident, the staff will notify the parents immediately.

In the event of an accident, the staff will provide First Aid.

In the event of a serious injury or illness the staff will seek the nearest medical assistance required, including ambulance transport to the nearest hospital.

The cost of the ambulance will be incurred by the parents/guardians.

The staff will complete an accident report form.

## **BEHAVIOUR MANAGEMENT**

Behaviour Management of the children will be consistent with the policy of the Virginia Primary School.

The Director has the right to suspend any child, following consultation with the Management Committee who reserves the right to terminate the enrolment of any child if their disruptive behaviour persists, after reasonable efforts have been made to include the child in a positive manner.

## **OUT OF SCHOOL HOURS CARE RULES**

1. We respect each other which means we care, share and co-operate.
2. We are aware of O.S.H.C. boundaries and we stay inside them unless we ask.
3. We look after our equipment and materials, which means we pack up and look after the things we use.
4. We keep safe, which means we don't climb on tables and chairs, run inside or behave irresponsibly.
5. We respect the rights of others who want to do their homework, watch T.V. etc. – so we keep the noise down inside.

## **CONSEQUENCES**

All children at Virginia OSHC are supported to develop and maintain the behaviours and optimistic attitude needed to be successful and to become responsible adults. Our purpose is to ensure that all children are cared for in an environment which is safe, inclusive, orderly, and free from harassment and bullying. All staff work with children to develop skills and behaviours that allow them to manage their behaviour in a positive way and to accept responsibility for their own behaviour. Staff support children to solve problems.

When children behave inappropriately, consequences will be issued based on the severity and the nature of the incident, and they will be supported in working out the problem. The child's individual needs will be taken into account. Exclusion will be implemented for those children who do not respond to consequences, or who display severe inappropriate behaviour.

## **Virginia OSHC – Positive Relationships**

Good relationships within the school community give children a greater chance of success. In the event of an issue, concern or grievance, the following procedures should be used.

### **GRIEVANCE PROCEDURES**

#### **GUIDING PRINCIPLES**

- The safety and educational wellbeing of children is our first priority.
- Students, parents and staff have the right to be treated with respect and courtesy.
- Parents have the right to raise concerns and complaints about their child's school life.
- Wherever possible, complaints should be resolved at the school level.
- The rights and responsibilities of all parties should be considered and balanced in finding a mutually acceptable outcome to complaints.

#### **COMPLAINT RESOLUTION STAGES**

##### **Stage 1 – Raise the concern – talk to the school**

- The school should be the first point of contact.
- The parent needs to find an appropriate time to discuss the concern with the relevant staff member.
- If the parent is not satisfied after speaking with the relevant staff member, they may choose to discuss the complaint with the principal.
- The parent may write to the principal, who will then acknowledge receipt of the complaint with a written response within 5 working days.
- The parent may telephone the school to make a time to talk with the principal, who will respond within 5 working days.
- The school will aim to resolve the concern or complaint ideally within 15 working days.

##### **Stage 2 – Contact the regional office**

- If the parent is not satisfied that their complaint has been resolved by the school – or if the principal is the subject of the complaint – they may choose to contact the Northern Adelaide Regional Office for help.
- The regional office will aim to resolve the complaint within 20 working days.

##### **Stage 3 – DECD Parent Complaint Unit: 1800 677 435**

- At any time during the process the parent may contact the Parent Complaint unit.
- The Parent Complaint Unit has a dual function:
  - 1 To provide advice and support to parents about their concern or complaint
  - 2 To objectively review complaints that have not been resolved at the school or regional level.

Parents can expect to hear of a decision in most cases within 35 working days

#### **ENQUIRIES**

If you have any enquiries please phone the school on 8380 9292 to speak to staff or make an appointment.

<b>AFTER SCHOOL CARE</b>		
<b>TIME</b>	<b>EDUCATOR'S RESPONSIBILITIES</b>	<b>CHILDREN'S RESPONSIBILITIES</b>
3.15 – 3.30	<ul style="list-style-type: none"> <li>• Shift supervisor signs children in</li> <li>• Educators support children to place bags neatly on shelves, wash their hands and seat themselves for eating snacks.</li> <li>• Educators serve and or support children accessing snacks.</li> </ul>	<ul style="list-style-type: none"> <li>• Children put their bags on the shelves neatly and sign in at reception</li> <li>• Children wash their hands and select snacks.</li> <li>• Children sit down and eat snack</li> </ul>
3.30 – 4.30	<ul style="list-style-type: none"> <li>• Educators supervise and support activities in the activity room, on the asphalt and at the playground.</li> <li>• Educators open up Homework Centre in the intervention room, listen to children read, support homework tasks and monitor computer use.</li> <li>• Educators supervising AASC sessions will sign children in and walk them to the community centre and supervise and support activities as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Children can choose activities in the homework centre, activity room or on the asphalt.</li> <li>• Children whose parents have requested that they attend homework centre complete homework tasks as required.</li> <li>• Children sign into AASC sessions if attending, bring along their drink bottle and follow the instructions of the AASC deliverer and staff.</li> </ul>
4.30 – 5.00	<ul style="list-style-type: none"> <li>• Educators continue to supervise and support activities in the activity room, playground and asphalt.</li> <li>• The homework centre is closed.</li> </ul>	<ul style="list-style-type: none"> <li>• Children continue with their chosen activities in the activity room, playground or asphalt.</li> </ul>
5.00 – 5.30	<ul style="list-style-type: none"> <li>• Educators organise late afternoon snack</li> <li>• Educators supervise activities on the asphalt</li> </ul>	<ul style="list-style-type: none"> <li>• Children eat late afternoon snack</li> <li>• Children can choose activities in the activity room and on the asphalt.</li> </ul>
5.30 – 6.00	<ul style="list-style-type: none"> <li>• Final clean up for the day</li> <li>• Assist children in finding quiet activities for inside play</li> </ul>	<ul style="list-style-type: none"> <li>• Children help with final clean up</li> <li>• Children engage in quiet indoor activities</li> </ul>

**VACATION CARE**

<b>Time</b>	<b>Educator's responsibilities</b>	<b>Children's responsibilities</b>
<p>7.00am-8.00am <i>Indoor play in the activity room and the performing arts room</i></p>	<ul style="list-style-type: none"> <li>● Set up activities as per program.</li> <li>● Turn on the computer/T.V in the performing arts room</li> <li>● Put out breakfast and support children to access it.</li> <li>● Complete cleaning tasks outlined on wall.</li> <li>● Greet families and children as they arrive and sign children in.</li> </ul>	<ul style="list-style-type: none"> <li>● Place bag on the shelves outside and greet staff member assigned to the desk, so that you are signed in.</li> <li>● Access breakfast, if you choose.</li> <li>● Select activities from around the room or quiet activity in the performing arts room.</li> <li>● Ask staff for equipment, resources or other activities that you would like to engage in.</li> </ul>
<p>8.00am-10.30am <i>Indoor and outdoor play. Intervention room, playground and shed.</i></p>	<ul style="list-style-type: none"> <li>● Continue to sign children in as they arrive.</li> <li>● Support children to engage in meaningful activities.</li> <li>● As staffing becomes available, open up other areas for children to access.</li> </ul>	<ul style="list-style-type: none"> <li>● Continued engagement in the activities on offer.</li> <li>● Advise staff if you would like to set up an alternative activity and access different resources.</li> </ul>
<p>10.30am Roll call Recess</p>	<ul style="list-style-type: none"> <li>● Ask all children to pack up activities and assemble in the performing arts room.</li> <li>● Roll is called</li> <li>● Staff take turns to have tea breaks and supervise children playing at the playground.</li> </ul>	<ul style="list-style-type: none"> <li>● As children's names are called they leave the performing arts room and get their recess.</li> <li>● Children sit on the bench to eat.</li> <li>● When finished children play at the playground/shed area for 20 minutes.</li> </ul>
<p>11.00am-12.30pm <i>Indoor and outdoor play. Intervention room, playground and shed.</i></p>	<ul style="list-style-type: none"> <li>● Support children to apply sunscreen.</li> <li>● Open up areas again for children to access and set up activities.</li> <li>● Support children to engage in meaningful activities</li> </ul>	<ul style="list-style-type: none"> <li>● Continued engagement in the activities on offer.</li> <li>● Advise educators if you would like to set up an alternative activity and access different resources.</li> </ul>
<p>12.30pm-1.00pm Roll call Lunch</p>	<ul style="list-style-type: none"> <li>● Ask all children to pack up activities and assemble in the performing arts room.</li> <li>● Roll is called</li> <li>● Staff support food preparation.</li> <li>● Lunch break roster</li> </ul>	<ul style="list-style-type: none"> <li>● As children's names are called they leave the performing arts room and get their lunch.</li> <li>● If food requires heating, children bring to staff in the kitchen and wait patiently</li> </ul>

<p>1.00pm-3.00pm <i>Indoor and outdoor play. Intervention room, playground and shed.</i></p>	<ul style="list-style-type: none"> <li>• Support children to apply sunscreen.</li> <li>• Open up areas again for children to access and set up activities.</li> <li>• Support children to engage in meaningful activities</li> </ul>	<ul style="list-style-type: none"> <li>• Continued engagement in the activities on offer.</li> <li>• Advise staff if you would like to set up an alternative activity and access different resources.</li> </ul>
<p>3.00pm-5.00pm <i>Indoor and outdoor play. Intervention room, playground and shed.</i></p>	<ul style="list-style-type: none"> <li>• Clear and wipe down tables</li> <li>• Afternoon snack is served.</li> <li>• Clean up after snack and set up activities again.</li> </ul>	<ul style="list-style-type: none"> <li>• Continued engagement in the activities on offer.</li> <li>• Advise staff if you would like to set up an alternative activity and access different resources.</li> </ul>
<p>5.00pm-6.00pm <i>Indoor and asphalt play</i></p>	<ul style="list-style-type: none"> <li>• Late afternoon snack is served.</li> <li>• Tidy and pack up most activities.</li> <li>• Some tables and activities need to be available for children who stay late.</li> <li>• Greet families and support them to sign children out</li> <li>• Engage children in group games on the asphalt to allow other staff to tidy the inside areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Children support staff in general tidy of the indoor and outdoor area</li> <li>• Children eat late afternoon snack.</li> <li>• Children can participate in group games or other activities</li> <li>• Children gather their belongings and ensure that they are ready to leave when they are to be collected.</li> </ul>

# My Time, Our Place

## All About Me

Name \_\_\_\_\_

Age \_\_\_\_\_

When I come to school care I like  
to do these activities.

If I was at home, I would you  
be doing these things.

My favourite activities,  
Inside?

Outside?

The food do I like.

3 things I am good at.

Children have a strong sense f identity