



Parent Information Booklet

Crafers Primary School OSHC Service

1. Philosophy

All children have the right to experience quality childcare at Crafers PS OSHC. Each child is an individual, with unique abilities and interest. Crafers PS OSHC provide activities to accommodate their individual interest. All children should be treated equally, and each child's social and cultural background will be acknowledged and respected. Children learn through their play, interest, and meaningful interactions with others. Each child's family know their child best, and we will work in partnership with families to ensure the best outcomes for children. The children at Crafers PS OSHC are cared for by a team of professional educators who provide a range of activities and opportunities to try new experiences. We believe that children thrive in an environment where they feel safe, valued, secure, supported and cared for. We aim to develop and nurture a child's sense of self-worth through encouragement and positive reinforcement. 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. Crafers PS OSHC service aims to provide a program that is appropriate to the leisure needs of the children attending the service and will provide for the development of each child's social, Physical, emotional, and intellectual wellbeing.

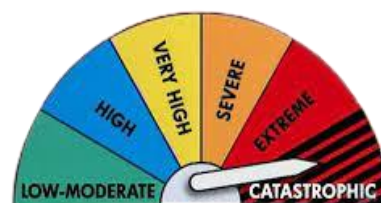
2. Hours of Operation

Before School Care:	7am-9am
After School Care:	3.20pm-6.30pm
Pupil Free Days:	7am-6pm
Vacation Care/Incursion Day:	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: 0413483731

Director: Rosie Jarvis

Email: dl.0107.oshc@schools.sa.edu.au

5. Important information for families

Families are required to complete the online Child Care Subsidy assessment via MyGov website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement.

On enrolment we will need the CRN/Birthdate of the person linked with the child, as long with the child's CRN/Birthdate so we can confirm register attendance and ensure that you are receiving the appropriate subsidy.

Child Care Subsidy (CCS)

Child Care Subsidy is a means-tested subsidy paid directly to the Service as a fee reduction. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

1. Combined Family Income
2. Activity Test for both parents
3. Service Type

Transitioning to Child Care Subsidy requires families to provide information and confirm current details by using your Centrelink online account through My-Gov. Here you will be asked to provide your combined family income estimate for the financial year, hours of recognised activity including work, training, study and volunteering and the type of childcare your family uses.

Allowable Absences

You can be paid for any absence from approved care your child attends for up to 42 days per child per financial year. Additional absences beyond 42 days for certain reasons may be approved and paid. Please talk to us about the additional absences.

6. Fee Policy

CrafersPSOSHC 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.

Fees are to be paid via the internet, WEEKLY.

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

option. Each session of care will be recorded in accordance with

Australian requirements.

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

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

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

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

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

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

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

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other possible avenues of financial support, including Special Childcare Benefits by the Director who will discuss this with Principal of Crafers PS.

- Childcare APP Login – Your email address password your pin to sign your child in/out

[The link is on your tax invoice in blue](#)

7. Procedure Regarding Overdue Fees

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.

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.

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

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.

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

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

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

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).

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

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

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.

9. Current fees and charges

Bookings

Before School Care:	\$14.00
After School Care:	\$24.00
Pupil Free Day:	\$52.00
Vacation Care Day:	\$52.00
Incursion day:	\$62.00 (minus CCS if applicable)
Late Collection fee:	\$1.00 per minute

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.

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:

- Before School care – Night before care is required
- After School care – Before 10am on the day care is required.

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.

10. Signing Children in and 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 and Incursion days

Each person has their own pin number due to signing in and out digitally.

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

11. 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 displayed 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.

We also go by the UV rating. This is put up outside of OSHC

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 and Illness

Over the counter medication will NOT be administered without a Medication form 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.

Behavior Management

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

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.

12. 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 always maintained. Crafers PS OSHC aims to deal quickly and effectively with any grievances that may arise.

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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.