

# The Heights OSHC

## Family Handbook



## Contact Information

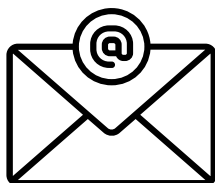


### ADDRESS:

The Heights School  
Brunel Drive,  
Modbury Heights, SA 5092

### PHONE NUMBERS:

School: 8242 4900  
OSHC Direct: 8242 8940  
OSHC Mobile: 0427 449 273  
• (Excursions only)



### EMAIL ADDRESS:

[theheights.oshc167@schools.sa.edu.au](mailto:theheights.oshc167@schools.sa.edu.au)

### WEBSITE:

<https://www.theheights.sa.edu.au/index.php/about/oshc/>

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# Philosophy Statement

Our focus at The Heights OSHC is to provide an inclusive program which allows children the opportunity to learn through play and leisure in a warm, safe, nurturing and caring environment. We are adaptable and provide a fun, healthy program where educators get involved with the children. We are a child-led OSHC whereby children's voice is at the centre and heart of our programming. We actively take on feedback given to us to better our practices and provide a high quality service to all children.

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## Session Times & Fees

Session Type	Opening Time	Closing Time	Standard Booking	Casual Booking
Before School Care	7:00am	8:45am	\$15	\$18
After School Care	3:05pm	6:00pm	\$23	\$28
Monday After School Care	2:30pm	6:00pm	<b>\$24.50</b>	\$29.50
Pupil Free Day	7:00am	6:00pm	\$57 for home days/incursions \$65 for excursions	N/A
Vacation Care	7:00am	6:00pm	\$57 for home days/incursions \$65 for excursions	N/A
Early School Finish	2:05pm	6:00pm	\$24.50	\$29.50

A late collection fee will apply for families who fail to collect their children by the designated closure times. Please see our policy with respect to these fees.

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## Billing

Payments can be made via the following methods:

- Cash (no change provided - your account may go into credit)
- Eftpos (in person or over the phone)
- Bpoint (<https://www.bpoint.com.au/payments/theheightsschool>)
  - Please make sure you enter your child's first and last name in the references

We bill a week in arrears. By each Thursday, you will receive a statement, via email for the Monday to Sunday the week prior, outlining your fees and the total amount outstanding.

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## Policies

Our service is operated and guided by a series of policies incorporating the schools policies and our own service policies. Our policy folder is available for families upon request. An individual copy of particular policies or a comprehensive list of policies can be photocopied at your request.



# Meet The Team



**Stephen Calio** - Director

I have a background in teaching and have also worked in disability and customer experience roles. I have over 6 years experience in the OSHC environment as a qualified team leader, Assistant Director and Director. I am a health enthusiast and enjoy the time spent at home with family.



**Meagan Thompson** - Assistant Director & Education Leader

I started with The Heights OSHC in October 2021. My passion is working with children and allowing them to grow and learn whilst they are able to be their own person. As I have 3 children of my own, I don't have much time for myself, but I am currently studying the Diploma in School Aged Education and Care.



**Tiahne Marriott** - Medication Liaison Officer

I have been working at The Heights OSHC since 2019. Working with children has forever been a passion of mine. I love building connections with children and I am passionate about supporting children with additional needs. I love being able to support the children's growth and learning through play.



**Mevlida Dragonjic** - Qualified Educator

I am a new educator at The Heights OSHC but prior to this, I worked at other OSHC and have been in a Child Care Centre for the last year. I enjoy working with children as I enjoy facilitating opportunities for growth, and love watching children learn and develop new skills everyday.



**Obeid Basabwa** - Qualified Educator

I am currently studying a bachelor of education and also working as an SSO at The Heights School during the day. I am very family orientated and have a sister who attends The Heights School too.



**Briony Marriott**

I am currently a student at The Heights School. In 2023, I will be completing Year 12 and studying my Diploma in School Aged Education and Care. In my free time I like to volunteer at OSHC to engage with the children and gain more experience.



**Alicia Manders**

I love working with children as it has always been a passion of mine, guiding them through their ups and downs or simply just building connections. I love being outside kicking a football around but can also get behind some creativity through craft.



**Emma Howie**

I have recently joined the OSHC industry after completing a Bachelor of Psychology in 2021. Through my studies, I gained a passion for childhood development, which led me to taking on an educator role. I enjoy working with children as I like to support them in their growth and learning.

**Jayde Mulcahy**

I am 20 years old and reasonably new to The Heights OSHC but am thoroughly enjoying my time here. In 2023, I will begin my studies at UniSA towards a Bachelor of Primary Education (Honours). I have a great passion for reading and enjoy my time outdoors in the sun.

**Scott Edson**

I am 30 years old and started at The Heights OSHC in February 2022. I am currently studying to be a primary teacher. Of all my various occupations, OSHC has been my favourite. In my free time, I enjoy playing basketball, watching sports, playing video games, cooking and spending time with my wife.

**Kari Williams**

I am currently studying psychology and work a couple other jobs as well including child care. I am very active and participate in Cheer including going to competitions.

There are several staff who are vacation care/relief only. If you are unaware of who someone is, please do not hesitate to ask. We would all love to have a chat to each family at some point, so please don't hesitate to come say hi and introduce yourselves if you see an unfamiliar face.

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## Drop Off & Collection of Children

When dropping off or picking up your children, you will need to use the iPad to sign them in or out using Spike. Not only does this enable us to keep a track of our numbers, it is also a legal requirement by the Commonwealth Government. For the purposes of collection, only those people who you have recorded on your account have collection authorities and will be able to collect children, unless alternative arrangements have been made and discussed with OSHC staff. Identification may be required for the person(s) collection you children. It is not acceptable for children to sign themselves in or out of care as there may be notes that are left on your account that are needing to be communicated. It is the responsibility of parents to ensure a recognised person conducts the sign in/out. If you do not know how to sign your child in/out, please see one of our helpful staff for some guidance and we will assist you and set you up with a pin as well.

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## Advisory Committee

The Heights School Governing Council is the approved provider of The Heights OSHC. The Governing Council has a sub-committee called the OSHC Advisory Committee. This is comprised of families, the OSHC Director, the OSHC Assistant Director, and the OSHC Line Managers. Some of the duties included in the Advisory Committee are: overseeing financial position, policy development and review, free scheduling, etc. The committee meets twice a term and reports to the Governing Council and Finance Committee.

# NQF

Our service aims to comply with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum as based on the School Aged Care Learning Framework - *My Time, Our Place (MTOP)*, and The Early Years Learning Framework - *EYLF: Belonging, Being, Becoming*.

We regularly self-assess our practices against the National Quality Standards and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are encouraged to provide feedback and suggestions for improvement. Additional information about the NQF can be found at [ACECQA/nqf/about](https://www.acecqa.gov.au/nqf/about).

The objectives for the National Quality Framework are:

- To ensure the safety, health and wellbeing of children attending education and care services
- To improve the educational and development outcomes for children attending education and care services
- To promote continuous improvement in the provision of quality education and care services
- To establish a system of national integration and shared responsibility between participating jurisdictions and the Commonwealth in the administration of the National Quality Framework
- To improve public knowledge, and access to information, about the quality of education and care services
- To reduce the regulatory and administrative burden for education and care services by enabling information to be shared between participating jurisdictions and the Commonwealth.

The Heights OSHC staff will provide the best level of care that they possibly can; they will be sensitive to and give equal weight to each child's emotions, interests and needs, including the special needs of children with disabilities, children from non-English speaking backgrounds and Aboriginal and Torres Strait Islander children. Our educators will provide the very best level of care and will know what appropriate activities for and what appropriate expectations of children of all ages and abilities are. Our educators will undergo professional development sessions as required or requested to further develop their knowledge and ability to support all children within the service.

# Educational Program

We provide a range of both structured and non-structured play-based learning experiences that are designed to be stimulating, challenging, inclusive and meet the needs and interests of all children attending The Heights OSHC. The development of our program is informed through ongoing observations, evaluations and collaboration between educators, children, families and other relevant stakeholders.

The MTOP Framework has been designed for use by school age care educators working in partnership with children, their families and the community, including schools. It represents Australia's first national framework for school age care to be used by school age educators and aims to extend and enrich children's wellbeing and development in school age care settings.

Educators, guided by the MTOP Framework, will reinforce the principles laid out in the United Nations Convention on the Rights of the Child (the Convention) in their daily practice. The Convention states that all children have the right to relax and play, and to join in a wide range of cultural, artistic and other recreational activities. The Convention also recognises children's rights to be active participants in all matters affecting their lives and respects their family, cultural and other identities and languages.

The MTOP Framework acknowledges the importance of play and leisure in children's learning and development, and that their learning is not limited to any particular time or place. Developing life skills and a sense of enjoyment are emphasised. The MTOP Framework recognises the importance of social and emotional development and communication in learning through play and leisure, and it forms the foundation for ensuring that children in all school age care settings engage in quality experiences for rich learning, personal development and citizenship opportunities (My Time, Our Place, p. 4).

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## Documentation of Children's Learning

Children's learning is documented through the use of a program called OneChild to assist with ongoing reflection, evaluation and assessment of strengths, interests, behaviours and relationships. The individual child's documentation is maintained and used as a direct tool for critical reflection, evaluation and future planning within our program. The makes the program reflect the value of individuality and is not not be used as a means of comparison between peers or stereotypes.

Once children are enrolled at The Heights OSHC, a profile will be made for them on OneChild and families will be sent an invitation via email to view and comment on their child's learning. This allows all educators to interact with families regarding child learning and development and directly link it to examples.

# Educator to child ratios

We comply with the National Regulations for educator to child ratios across our service to ensure adequate supervision is provided for all children. We are approved to have up to 150 children per session, however these spaces are subject to availability.

School-aged children: 1:15

Preschool children: 1:11

Ratios for excursions are based off risk assessments and will be communicated to families for any changes.

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## Emergency Drills

The service has 2 types of emergency procedures:

- Evacuation
- Lockdown/Invacuation

The procedures are displayed throughout the service at every exit and each procedure will be practiced at least once a term. In the event of a parent/guardian arriving during the emergency drill, they will be required to wait until the completion of the drill before dropping off or collecting their child.

We notify parents of what week the drills are happening via our information window and will also send out a notification via Spike, to those families in attendance, to let you know when we have practised the drill.

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## Children's Belongings & Lost Property

To ensure that all items are returned to their rightful owners, it is essential that clothing and other belongings are clearly labelled. If clothing or other items are not labelled, they will be placed in the OSHC lost property tub. Any items left in lost property will be taken to the school lost property as required. Children are responsible for their own belongings and we do not advise that they bring valuable to OSHC. Educators will not be looking after personal possessions and will advise children to put them in their bags when they are seen left unattended. Educators take no responsibility for lost, broken or stolen items.

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## Electronic Devices

Children are not permitted to have mobile phones while attending the service. If they do have one, it needs to be kept in their bag or in the OSHC office. If you need to contact your child while they are at OSHC, it is expected that you will contact the service directly (the phone number is located on the front of this booklet).

During Vacation Care and Pupil Free Days, we offer 20 minute blocks of electronic time where children can use their electronic items from home, however they cannot have access to the internet. Phones are not permitted during this time.



# Enrolment Information

Prior to your child commencing at our service, you will be required to complete an enrolment form. If you require assistance completing the enrolment form, please see a member of the leadership team for assistance.

Please note the names written on the enrolment form must match the names on your child's birth certificate to meet legal requirements. Enrolment Records will be required to be updated at the end of each year, ready for the new year, or whenever your circumstances change.

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## Bookings & Cancellations

It is your responsibility to communicate bookings, absences and cancellations with the staff at The Heights OSHC. If your child/ren is unable to attend a booked session, you will also need to update the OSHC staff as soon as reasonably possible. Any term-time bookings made with less than 2 full business days' notice are considered a casual booking. Bookings are made on a first come, first serve basis.

<b><u>Cancellation of bookings for term time</u></b>		
Cancellations must be made two full business days prior, by 7am to avoid relevant charges. When notice is not provided within the time frame, absent fees will apply.		
<b>Day:</b>	<b>To avoid absent fee:</b>	<b>Avoid absent fee:</b> The required notice or more to avoid the absent gap (CCS) or full fee (non-CCS) being charged. <b>Cancel:</b> No relevant charge <b>Absent:</b> Relevant gap (CCS) or full fee (non-CCS) being charged. <b>Prior:</b> Meaning the relevant previous days or more. <b>Cancellations:</b> can be made via phone, email or in person directly to OSHC <b>Email:</b> <a href="mailto:theheights.oshc167@schools.sa.edu.au">theheights.oshc167@schools.sa.edu.au</a> <b>Phone:</b> 08 8263 6244  Through CCS (Childcare Subsidy) families are provided with up to 42 absent days per child, per financial year to support families continue paying only the gap-fee for absences.
Monday	By Thursday prior, 7am	
Tuesday	By Friday prior, 7am	
Wednesday	By Monday prior, 7am	
Thursday	By Tuesday prior, 7am	
Friday	By Wednesday prior, 7am	

Permanent bookings last from commencement until the end of Term 4 and are not carried over to vacation care, pupil free days or the following year.

When the new year bookings and enrolments are available and open, families will be notified via email and there will also be forms available at the service to collect. These will be located on the parent information table where you do sign in/out.

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## Waiting Lists

Waiting lists will be created for bookings that have been requested for a session that we are at capacity. If positions become available, we will allocate them in order of request whilst adhering to legal ratios.

# Routines

There are a couple of routines at OSHC that we expect children to follow during both term and vacation care. The vacation care routine will change slightly each day based around the activities for the day and will be displayed on a whiteboard in the OSHC room.

## **BSC Routine**

7:00am - OSHC opens, breakfast begins

7:30am - outside area open if appropriate

8:10am - last call for breakfast

8:25am - room clean up, outside closed

8:30am - Year 2+ dismissed

8:40am - Preschool - Year 1 walked to school

## **ASC Routine**

2:55pm - Preschool - Year 1 collected from school

3:05pm - OSHC begins, children get signed in, put on sunscreen, get offered afternoon tea and eat outside

3:20pm - group time, open other areas

4:45pm - room clean up, other areas closed

5:00pm - free play at OSHC of playground depending on weather

5:30pm - quiet activities at OSHC

6:00pm - OSHC closes

During vacation care, all children must take part in group time before each excursion and some incursions. These group times allow us to establish some of the guidelines for excursion (e.g. toilets, safety, expectations, recess and lunch) and inform children of their groups, check all hats and distribute sunscreen.

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# Food/Menu

Our service provides a nutritious menu that is developed in consultation with the Australian Dietary Guidelines. We provide breakfast and afternoon daily.

A weekly menu will be on display in the OSHC room. Children have the opportunity to contribute to the development of the menu by providing us with suggestions and feedback. We encourage families to do the same.

We cater to children's individual special dietary requirements by providing alternate options to what is being offered on the menu. Please ensure that your child's health, allergy and cultural dietary requirements are kept up to date to ensure that our staff are providing appropriate food options for your child.

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# Homework

We understand that many children may need or wish to complete their homework whilst in our care. Whilst we do not offer a one-to-one homework/tutoring program, we support children by providing them with the space, staff support and resources necessary to complete their homework.

If you would like your child to be encouraged to complete their homework, please notify the leadership team. Please note that educators will not force your child to do homework while in care.

# Frequently Asked Questions

## **Do I need to contact Centrelink?**

Yes, you need to register with Centrelink. You will need to provide the parent and child CRN's (Customer Reference Number) to staff before subsidy will be paid.

## **If I get called into work, can I still get care if I need?**

If it is a morning session and the session has already started, give us a call. If it is an afternoon session, you will need to call us or email us. Providing we have vacancies, an educator will add your booking in and confirm it has been added.

## **What is the procedure if I am late collecting my child?**

OSHC closes at 6pm, all children must be collected by this time. A late fee will apply in line with our fee policy. These late fees are charged to partly offset overtime costs. Late collection fee is \$20 per child between 6:00pm and 6:15pm, after 6:15pm, it is \$20 plus \$5 per minute. Regular late pickups will result in a discussion with the director and you may need to make alternate arrangements.

## **Does my child need to wear a hat?**

Yes, children are required to wear a sunsafe hat at OSHC when the UV index is 3 or higher, whether it be during school term or during vacation care.

## **If I have a suggestion or complaint, who do I talk to?**

Make an appointment time with the Director or Assistant Director to discuss anything on your mind. Alternatively, you can ask for a copy of the grievance policy and follow the steps outlined.

## **If my child has homework from school, can they do it at OSHC?**

We provide a quiet area for the children to do homework and will whenever possible assist or give them the tools they may need (paper, dictionary, etc.).

## **If I have a regular term booking, will that cover me through vacation care and pupil free days?**

No, all vacation care bookings must be made by completing the vacation care booking form. The Program will be released Monday of week 5 each term. Pupil free days become available 4 weeks prior to the scheduled date. An email will be sent out to all families to advise parents when vacation care and pupil free days are available. If you are not receiving these emails, please check your junk or spam folder and then notify the leadership team.