



Parent Handbook



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Welcome to The Heights OSHC

The Heights OSHC is a safe and supportive environment where children are led to respect themselves, others and the environment. Here at The Heights we believe that children learn best when progress is celebrated, communication is valued and persistence is encouraged.

YOUR OSHC: We respect the rights and wellbeing of others

MY OSHC: We bring a positive attitude and do our best

OUR OSHC: We treat the environment and resources with care



*'Anyone who
has never
made a
mistake has
never tried
anything new'*

- Albert Einstein

Enrolment

Families must complete the enrolment process before children attend OSHC:

- All important information and details provided on enrolment forms
- Provide at least two additional emergency contacts that are authorised to collect children
- Consents and Service Agreement signed
- Enrolment forms returned to the Service
- Visit OSHC with your child to become better acquainted with the environment, educators and routines

For children who require medication, parents must supply in date medication along with a signed, current Medical Action Plan authorised by their doctor. A Risk Minimisation form must also be completed by a parent (further information on page 8).

To receive Child Care Subsidy (CCS), parents must register with Centrelink via myGov to make a claim. Ensure that the correct Customer Reference Number (CRN) has been provided for each child and the enrolling parent who will be the nominated billing account holder.

It is the responsibility of families to notify the service of any changes to personal details and emergency contacts. All information will be kept confidential.

Operations & Fees

Session Times & Fees

| | | |
|--------------------|-----------------------|---------|
| Before School Care | 7:00am - 8:45am | \$15.00 |
| Monday ASC | 2:30pm - 6:00pm | \$24.00 |
| After School Care | 3:05pm - 6:00pm | \$24.00 |
| Early Finish | from 12:45pm - 6:00pm | \$27.00 |
| Vacation Care | 7:00am - 6:00pm | \$60.00 |
| Pupil Free Day* | 7:00am - 6:00pm | \$60.00 |

Early Finish start times can vary dependant on the School calendar.

*Service closure on pupil free days will communicated with at least 1 month notice.

Late Collection Fee

A late collection fee of \$30 will be charged when children are collected from 6:01pm to 6:10pm. A subsequent flat fee of \$50 will be applied for every 10 minute interval thereafter (further information on page 6).

Payment

OSHC accounts are invoiced Tuesday of each week via email. Invoices are due in full 14 days from date of issue. Payments can be made on site at OSHC via eftpos or online [here](#) through the parent portal.

Preschool OSHC

Session Times & Fees

| | | |
|------------------------|-----------------------|---------|
| Monday ASC | 2:30pm - 5:30pm | \$24.00 |
| After School Care | 3:05pm - 5:30pm | \$24.00 |
| Wednesday EF Session 1 | from 12:20pm - 3:05pm | \$20.00 |
| Wednesday EF Session 2 | from 12:20am - 5:30pm | \$27.00 |

Operations

The above times are our suggested sessions of care based on accessibility to the preschool facility. Other sessions such as Vacation Care, Pupil Free Day and Before School Care have limited access for duty of care purposes. If families do require care outside of the above sessions, we advise contacting the Service directly to have a conversation around potential options for care. The Service will also communicate with families when there is availability for other sessions, such as 1-2 allocated days per week during Vacation Care for preschool access.

We aspire to create a safe environment for preschool children to learn and grow. Being able to provide a suitable facility is paramount to our duty of care and accessibility for young children.

Preschool OSHC is not a separate service and aligns with the same policies and procedures of the school aged OSHC service at The Heights, as outlined in this handbook.

Bookings & Cancellations

Bookings and cancellations can be conveniently managed via phone, email or the Parent Childcare App (see next page)



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TheHeights.OSHC167@schools.sa.edu.au

We ask that before and after school care bookings are made 24 hours prior to session of care. We understand that there may be times when bookings will be required at shorter notice. It's important to remember that on occasion the service may reach the licensed capacity (105 places) for an afternoon and late bookings will not be accommodated.

Types of Bookings

Permanent: Children attend the same sessions on a weekly or fortnightly basis. At the beginning of each year we ask that families submit an Annual Booking Form which can be found on the OSHC webpage. Permanent bookings do not 'roll over' into the new year.

Casual: Children attend on an irregular basis as requested by parents.

Vacation Care: Bookings can only be submitted via the online booking form which can be found on the OSHC webpage. The program and booking form are released approximately 5 weeks prior to the first day of the coming vacation care period.

Pupil Free Day: Bookings can only be submitted via email in response to the program flyer that is released approximately 4 weeks prior to the day.

Cancellation

Sessions & Timeframes

Families are required to contact the Service if their child is unable to attend a particular session. Families must still pay the 'gap' fee to the Service if their child is absent due to illness, resulting in late communication to the Service.

For successful cancellation without charge:

Before School Care: Absence to be communicated by 5:00pm the previous business day.

After School Care: Absence to be communicated by 12:00pm on the day of the session.

Vacation Care: Absence to be communicated in advance of 2 full business days

Pupil Free Day: Absence to be communicated by 5:00pm the previous business day.

Under the Childcare Subsidy families receive 42 absence days per child, per financial year and may be entitled to additional absence days in certain circumstances.

Parent Childcare App

Click [here](#) to download the Parent Childcare App. Alternatively you can use your phone camera app to scan the QR code to the right.

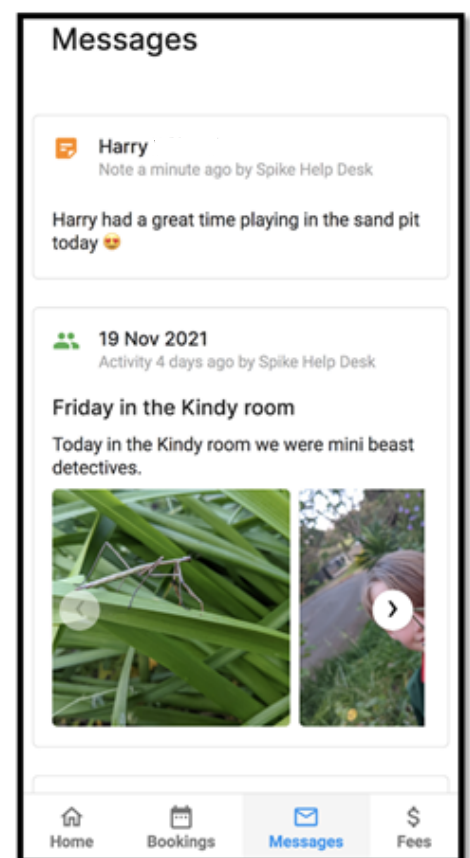
Families can only log in using the email of the billing account holder as the username.

Use your sign in/out Pin as the password. If your PIN is not working, or you would like to have a unique password, click on the 'forgot password' tab and follow the prompts.

Resetting your password does not change your PIN for the electronic attendance system when signing in/out.

Using the app will give families access to the following features:

- make instant bookings/cancellations for before and after school care
- track fees and payments
- receive alerts and notifications
- stay up to date with newsletters, programs and communications



Sign In/Out Procedures

All children must be signed in/out by an authorised contact that is listed on your OSHC account and is above 18 years of age.

Any of the following arrangements are **not permitted**:

- Children signing themselves in/out of OSHC
- An older sibling that is younger than 18 years of age signing a child in/out of OSHC
- Any person that is not listed as an authorised contact signing a child in/out of OSHC

The service cannot legally allow the collection of a child by an unauthorised individual. OSHC Educators reserve the right to request proof of identification or refuse a child to be collected if the situation is deemed unsafe and there is potential threat to the welfare of the child.

Late Collection

Parents who are unable to collect their child by the collection time must contact the service to notify and advise of their expected time of arrival. Where possible, arrangements should be made for another authorised adult to collect the child.

If the service has not received any communication and the child has not been collected by the closing time, then all authorised contacts will be called to arrange immediate collection. If the service is unsuccessful in contacting all listed emergency contacts, then the service will work with the local authorities to fulfil the duty of care and responsibility for the child.

Programming

The Heights OSHC program operates in alignment with the learning framework: 'My Time, Our Place'. Our team of educators consistently work to develop a program that is engaging and educational while being inclusive of the diverse needs, interests, ages and abilities of children attending the service. The Heights OSHC encourages play-based learning programs where children can freely participate in a safe, indoor and outdoor environment.

Meal Times

Meals provided at The Heights OSHC are high in nutritional value in accordance with: Right Bite Food and Drink Supply Standards for South Australian schools. Meals are prepared with consideration for different cultural and faith backgrounds. A vegetarian option and dietary alternative are always provided.

Any child allergies, food intolerances or specifications must be recorded on the enrolment form. The Heights OSHC is a nut free service.

| Session | Meal | Time |
|------------------------------|------------------------------------|------------------|
| Before School Care | Breakfast | 7:00am to 8:00am |
| After School Care | Snack (single serving) | 3:30pm to 4:00pm |
| Vacation Care/Pupil Free Day | Breakfast & Snack (single serving) | As above |

Policies & Procedures

Medical

Educators with first aid qualifications will provide first aid treatment to children's injuries. A first aid form will be completed for families to acknowledge the details of the injury, sign and return to the service.

Educators will assist children to manage medical conditions and administer medication. Parents must adhere to the regulatory requirements when providing medication to the service:

- medication must be prescribed by a medical professional
- provided in a sealed package with original pharmacist label
- detail the child's name, required dosage and storage requirements
- signed in by parents via the medication register; parents must also sign out any medication that has expired or is no longer required
- medication is to be accompanied by a current medical action plan and risk minimisation plan
- medication and medical action plans must be updated annually unless stated otherwise by a medical professional

In the event of a major injury or accident, where medical treatment is required, an ambulance may be called at the discretion of the responsible person on site.

If children are diagnosed with a contagious illness as specified in 'Staying Healthy: Preventing infectious disease in early childhood education and care services', parents will be contacted for immediate collection of the child.

Behaviour

The Heights OSHC is committed to the care and wellbeing of all children in attendance. The safety of educators and children are a priority, and we believe that everyone has the right to a positive and nurturing environment.

Children and educators are to be treated respectfully. The service will collaborate with all parties when action is required in response to children who are not adhering to our behaviour policy. The service has clear steps for unacceptable behaviour, which are aligned with the school's policies and procedures. The service works in collaboration with The Heights School and will liaise with leadership staff within the areas of student wellbeing, intervention and complex needs to support children that are presenting challenging behaviour.

Supervision Ratio

All OSHC services must adhere to a minimum educator-to-child ratio of 1:15. A Qualified Educator with a Diploma of Children Services or equivalent is required for every 30 children attending care.



Personal Items & Devices

Do not send your child to OSHC with a mobile phone. If children do have a mobile phone on them, it must be kept in their school bag as is the same process during school hours.

We encourage that all personal items are kept at home. The service does not take responsibility for any personal items that are lost, broken or stolen.

Management

The Heights OSHC service is operated by The Heights School Governing Council.

The OSHC Advisory Committee oversees finances, policies, programming and daily operations and report back to the Governing Council.

Complaint Procedures

If a parent or community member has a concern about the service being provided, it is recommended that they communicate their concerns in writing and address to the Director via email:

Theheights.OSHC167@schools.sa.edu.au

OSHC Policies

The information in this handbook derives from the service policies and procedures that guide operations at The Heights OSHC. The complete listing of policies and procedures are available upon request.

