



Parent Handbook



Welcome

We acknowledge that the land on which our service is located is the traditional land of the Kurna people, and we respect their spiritual relationship with their Country. We also acknowledge the Traditional Owners and Custodians of the lands across Australia and extend our respect to Elders, past and present. We recognize and celebrate the contributions of Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia, including their role in the education and care of children. We also acknowledge and recognize the rich histories and diverse cultures of Aboriginal and Torres Strait Islander peoples, and the valuable contribution their diversity brings.

Welcome to **The heights OSHC schools**. Our program aims to provide quality childcare for children who attend primary school, which meets your children's needs in a safe, caring, and stimulating environment. Please read through the following information to provide an outline of the service and its operation. Please feel free to contact the director if you have any further questions or enquiries.

Contents

Philosophy:	
Scope	
Governing Body	
Available Policies	
Service Information	• Overview • Fee Structure
Enrolling in OSHC	• Enrolment • Enrolment Updates • Withdrawal or Cease of Enrolment • Refusal of Enrolment and/or a Bookings • Priority of Access • Enrolment with Additional Needs, Health Considerations and Medical Conditions
Account Arrangements, Fees and Payments	• Accounts • Supporting Family Arrangements and Custody Agreements • Invoicing and Payment of Accounts • Payment, Overdue Accounts and Debts • Child Care Subsidy
Bookings and Cancellations	• Booking • Installing and Using the SPIKE Parent App • Patterned/ Permanent Bookings • Foundation Children Bookings • Cancellations of Bookings • Non-attendance of a Booking • Care With No Booking • Waiting Lists • Orientation

Providing a Child Safe Environment

- Drop-off of Children
- Collection of Children
- Children Not Collected

Our Program

- Program Overview
- The National Quality Framework (NQF)
- Approved Learning Framework, My Time Our Place (MTOP)
- Our Educators
- Volunteers and Family Participation
- Children's Learning and Documentation
- Food and Snacks
- Excursions
- Technology Use
- Toys From Home

Interactions With Children

- Behavior Expectations
- Behavior Management

Health and Safety

- Clothing
- Providing a Child Safe Environment
- Incident, Injury, Trauma and Illness
- Medication
- Sun Protection and Extreme Weather

Conflict Management and Grievances

The heights School OSHC Enrolment and CWA

Getting to Know You

Philosophy

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.

YOUROSHC: We respect the rights and wellbeing of others.

MYOSHC : We bring a positive attitude and do our best.

OUROSHC: We treat the environment and resources with care.

The Heights School OSHC aims to:

Provide a quality children's program:

Consistently deliver a quality educational children's program for the community that meets and exceeds all standards of the National Quality Framework, upholds the values of The heights School OSHC, and is compliant with all laws and regulations.

Support children's learning through play and leisure:

Support each child's learning by providing opportunities and encouraging participation to enable children to reach the five learning outcomes under the My Time, Our Place Framework. We believe children learn best through play and should be given autonomy in their environment to achieve these outcomes.

Support each child's wellbeing and individuality:

Provide a safe and supportive environment that encourages each child to express themselves, their individual cultures and backgrounds, and their opinions, and allows children to undertake experiences that develop self-esteem. We believe that a child's wellbeing and development are best supported in an environment that is caring and secure.

Work in positive partnerships:

Establish positive, supportive, and respectful partnerships between The heights School OSHC members, children, peers, educators, families, relevant stakeholders, and surrounding communities. A community-driven approach, communication, and partnerships create a strong sense of belonging and connection.

Reflect and strive for ongoing improvement:

Engage in ongoing reflective practice through a process of planning, observation, and evaluation to ensure that best practices are delivered to cater for the needs, interests, and diversity of all children and families using the service. We strive for continual improvement and seek feedback from the heights School OSHC members, children, peers, educators, families, relevant stakeholders, and surrounding communities.

Scope

The enrolment package acts as a comprehensive guide for families, providing them with essential information about the Heights school OSHC service. While this handbook strives to incorporate relevant details, it is important to note that it may not encompass the complete extent of The Heights School OSHC policies, which offer more detailed insights into the service. Families have the opportunity to review the policies, as they are readily available for viewing.

Governing Body

The Heights School OSHC Governing Council is the employing body of our service. They are responsible for financial planning and management. The Governing Council and the Management Committee will ensure that decisions are made in an appropriate manner and in the best interests of the service and families. The service is compliant with the Department of Education and Child Development (Department for Education and Child Development, Australia) Licensing and Standards regulations for OSHC and has been accredited (high quality) as part of the OSHC Quality Assurance process.

Available Policies

The Heights School OSHC has a number of policies in place on the sign In and out Table. If you would like to view all our policies and procedures, please speak to the OSHC director.

Service Information

Overview

Location:	The Heights OSHC School - Brunel Dr, Modbury Heights SA 5092 Please access the car park through P block gate. The service is located to the left of the carpark and can be best accessed entering through the small gate near the OSHC Building.	
Hours Of Operation:	Before School Care: (If available)	7:00am – 9:00am
	After School Care:	3:00pm -6:00pm
	End Of Term Early Dismissal After School Care:	2:05pm - 6:00pm
	Vacation Care: (If available)	7:00am - 6:00pm
	Pupil free days: (If available)	7:00am - 6:00 pm
Contacts:	Term time bookings/ cancellations:	SPIKE Parent App
	Non-urgent enquiries/ Patterned/ Permanent Bookings:	TheHeights.OSHC167@schools.sa.edu.au
	Urgent enquiries/ bookings/ cancellations/ contacting OSHC educators during sessions:	Landline:(08) 82429840 Mobile: 0478949117
OSHC Applications to Download:	Spike App	OSHC learning programs for families
	SPIKE Parent App	Term time bookings/ cancellations

Fee Structure

Session	Conditions	Fee
Before School Care:	Bookings made 7 days prior to care	\$17
	Booking made after 7 days prior to care	\$20
	Cancellations made 7 days prior to care	No Fee
	Cancellations made after 7 days prior to care	Absence Full Fee
	(ABSENCE)	

Child Care Subsidy (CCS) for account holders/ parent/ guardians that are eligible.

Days prior means the specified number of calendar days before the occurrence of the event specified, not counting the calendar date on which the specified event is scheduled to occur.

After School Care:	Bookings made casual days prior to the day of Care	\$30
	Booking made after permanent prior to each term	\$ 26
	Cancellations made 3 days prior to the day of care	No Fee
	Cancellations made after 3 days prior to the day of care (ABSENCE)	Absence Full Fee

Child Care Subsidy (CCS) for account holders/ parent/ guardians that are eligible.

Days prior means the specified number of calendar days before the occurrence of the event specified, not counting the calendar date on which the specified event is scheduled to occur.

End Of Term Early Dismissal After School Care:	Bookings made casual days.	\$30
	Booking made after permanent days prior to each term.	\$26
	Cancellations made 3 days prior to the day of Care not including weekend	No Fee
	Cancellations made after 3 days prior to the day of care (ABSENCE)	Absence Full Fee

Child Care Subsidy (CCS) for account holders/ parent/ guardians that are eligible.

Days prior means the specified number of calendar days before the occurrence of the event specified,
not counting the calendar date on which the specified event is scheduled to occur.

Vacation Care:	Bookings made 7 days prior to the day of Care	\$70
	Booking made after 7 days prior to the day of care	\$70
	Cancellations made 7 days prior to the day of care not including weekend	No Fee
	Cancellations made after 7 days prior to the day of care (ABSENCE)	Absence Full Fee

Child Care Subsidy (CCS) for account holders/ parent/ guardians that are eligible.

Days prior means the specified number of calendar days before the occurrence of the event specified, not counting the calendar date on which the specified event is scheduled to occur.

Vacation Care (Excursions/ Incursions):	Bookings made 7 days prior to the day of care (No bookings to be made after 14 days prior to care)	\$70
	Cancellations made 7 days prior to the day of care not including weekend.	No Fee
	Cancellations made after 7 days prior to the day of care (ABSENCE)	Absence Full Fee

Child Care Subsidy (CCS) for account holders/ parent/ guardians that are eligible.

Days prior means the specified number of calendar days before the occurrence of the event specified,
not counting the calendar date on which the specified event is scheduled to occur.

Pupil free days:	Bookings made 3 days prior to the day of care	\$70
	Booking made after 3 days prior to the day of care	\$70
	Cancellations made 3 days prior to the day of Care not including	No Fee

	weekend	
	Cancellations made after 3 days prior to the day of care (ABSENCE)	Absence Full Fee

Child Care Subsidy (CCS) for account holders/ parent/ guardians that are eligible.

Days prior means the specified number of calendar days before the occurrence of the event specified, not counting the calendar date on which the specified event is scheduled to occur.

Late Collection Fee:	Any child who is not collected before 6pm. The late collection fee does not attract the Child Care Subsidy; therefore, the parent/guardian is responsible to pay the total cost.	\$30per 10mins, or per part of. \$50 for every additional.
-----------------------------	--	---

We recommend families see the following policies for more information:

The Heights School OSHC Fees and Payments policy.

The Heights School OSHC Enrolment Orientation and Access policy.

Enrolling in OSHC

Enrolment

The Heights school OSHC offers our OSHC service for preschools to primary 'school-aged' children who are enrolled in a The Heights primary school. Children are considered 'school-aged' from the start of the vacation care period before their school attendance until the end of the first vacation period after their school attendance.

A service enrolment form must be completed for each child attending the service. It is at the discretion of the service director on a case-by-case basis if they feel that a child's enrolment will require additional documentation. This includes, but is not limited to, medical documentation, court orders, and documentation of children in state care. Enrolments can only be confirmed once the director has received the completed enrolment forms and will be confirmed via email.

Please contact the director if your child has any additional needs, health considerations or medical conditions, or custodial arrangements, as additional documentation is needed upon enrolment.

Enrolment Updates

Enrolment records should be updated regularly by the account holder/parent/guardian, or more frequently if or when a family's circumstances change. The service director will inform families when enrolment forms are due to be updated and will specify the timeframe within which the updated documents must be provided to the service. Without a requested enrolment update, any past enrolments may be withdrawn.

Withdrawal or Cease of Enrolment

- Account holders/parents/guardians can withdraw their child's enrolment whenever, but are required to pay all monies owing on the account and adhere to the conditions of the service policies. The service will withdraw an enrolment on the account holder/parent/guardian's behalf for, but not limited to, the following reasons:
 - The Heights school OSHC Governing Council approves.
 - A child is no longer attending a The Heights primary school.
 - If the Service Agreements and Agreements on The Heights school OSHC Enrolment and CWA are not upheld by the enrolling account holder/parent/guardian.
 - The child has not attended The Heights school OSHC for more than 12 months.
 - An enrolment is not up-to-date.
 - Documentation requested from the director or the service has not been supplied within the stated timeline.

Refusal of Enrolment and/or Bookings: To maintain the quality of our services, we may refuse enrolment and/or bookings under certain circumstances

Priority of Access: Enrolment acceptance is based on the DECD Priority of Access Guidelines, taking into consideration families with siblings already utilizing the OSHC service.

Enrolment with Additional Needs, Health Considerations and Medical Conditions

- Our OSHC service is committed to providing a safe and inclusive environment for all children. As we do not have dedicated one-on-one support staff or additional funding for specialised assistance, we may need to assess whether we can reasonably meet a child's individual needs before confirming enrolment. Families may be required to provide relevant information and documentation regarding additional needs, health considerations, or medical conditions to help us plan appropriate support. Where we are unable to provide the required level of support, we will discuss this with families and explore the best possible arrangements.

Account Arrangements, Fees and Payments

Accounts

An account is made for each child using OSHC. The account holder, the child's enrolling parent/guardian, is responsible for the payments owing on the account. The account holder is liable to pay all charges for all days that the registered child is booked in for the service, and not cancelled within the cancellation period, regardless of the reason why. These are charged as an **absence** on the account.

Supporting Family Arrangements and Custody Agreements

Multiple accounts with different account holders can be made for one child. Account holders'/parents'/ guardians will need to notify the director if they need multiple accounts and when to charge what account. This can be useful in situations where parents/guardians need to pay separately for care. Where families have not notified the need for different accounts, both parents/guardians will be able to make changes to the child's account, including but not limited to any change an account holder can usually make. Please note that unless there is a court order in place, all guardians will be able to make any other authorizations for their child that a guardian would usually be able to regardless of parenting arrangements, e.g., collection authorization.

Invoicing and Payment of Accounts

Accounts will be issued each week for the previous week of care and will be sent to account holders via their nominated email. Account holders can pay accounts by internet banking, and they are due and expected to be paid within 7 days of them being sent out.

Payment Details

Biller Code	1334390
Account name	THE HEIGHTS SCHOOL - OSHC

Payment, Overdue Accounts and Debts

The Heights school OSHC encourages account holders/parents/guardians to telephone the director to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay, including the option of a payment plan.

Accounts not paid within 14 days are classified as overdue, and a reminder may be sent via email or letter. Accounts that have not been paid within 28 days of being sent out may incur legal action. The account may be suspended and all future bookings cancelled at the discretion of the director. If the non-payment of fees continues, then the debt may be referred to a collection agency, and any associated costs involved with using such an agency will be at your expense.

Account holders/parents/guardians who have outstanding monies owing or debts from previous programs will be asked to pay in advance for any future care arrangements with the service. Account holders'/parents'/ guardians who have previously owed a debt to The Heights school OSHC will be asked to pay in advance for any future care arrangements with the service.

Child Care Subsidy

Our service offers the Child Care Subsidy (CCS) for account holders who are eligible. It is the account holder/parent/guardian's responsibility to apply for the Child Care Subsidy. The 'Late Collection Fee' does not attract the Child Care Subsidy; therefore, the account holder/parent/ guardian bears the total cost. For more information on accessing the Child Care Subsidy.

please visit <https://www.education.gov.au/ChildCarePackage>.

After your child's first day of care at The Heights school OSHC, it is important that the correct steps are taken in order for you to receive your child care fee assistance if you are eligible. Both the enrolling guardian and child will need a Centrelink CRN (Customer Reference Number) to proceed with the process.

If your child has previously been attending a children's service and you have been receiving the NEW child care subsidy (i.e., received a subsidy after July 2nd, 2019), then all you will need to do is log onto your 'MyGov' account (after your child's first week of care at the service) and check your notifications and actions, which will ask you to confirm your new enrolment at The Heights school OSHC.

If this is your child's first time attending a children's service and you have never received child care fee assistance, OR if you were receiving child care fee assistance before July 2nd but haven't transitioned to the new Child Care Subsidy, you will need to submit a new Child Care Subsidy claim if you wish to receive child care fee assistance.

Once your claim has been submitted, you will need to log onto your 'myGov' account regularly and check your notifications and actions, which will ask you to confirm your new enrolment at The Heights school OSHC. This will link the service to the subsidy.

Please contact the service immediately if you have not received an enrolment notification on MyGov.

Account holders/parents/guardians who want to claim the Child Care Subsidy are responsible for ensuring they claim the Child Care Subsidy (CCS) and familiarize themselves with the details and rules of the CCS payment provided by Service Australia if they are eligible. Account holders/parents/guardians must contact the service immediately if CCS has not been applied to their account.

Please use the following links for further assistance:

- <https://www.servicesaustralia.gov.au/child-care-subsidy>
- <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim>
- <https://www.servicesaustralia.gov.au/individuals/online-help/centrelink/claim-child-care-subsidy>
- <https://www.education.gov.au/ChildCarePackage>

Bookings and Cancellations

Bookings

OSHC bookings and cancellations can be made via the SPIKE Parent App or by contacting The Heights school OSHC directly. We ask that families use the SPIKE Parent App to make non-patterned/ permanent bookings and cancellations during term time. Patterned/permanent bookings or patterned cancellations of care, i.e., every Monday in term 1, can be made by emailing the service.

Families will be notified of the process used to make bookings during Vacation Care periods and Pupil Free Days.

Account holders/parents/guardians are permitted to move or change their child's bookings in line with the conditions and fees provided above. Direct session swaps are not permitted.

Installing and Using the SPIKE Parent App

OSHC Spike Parent App Installing the App

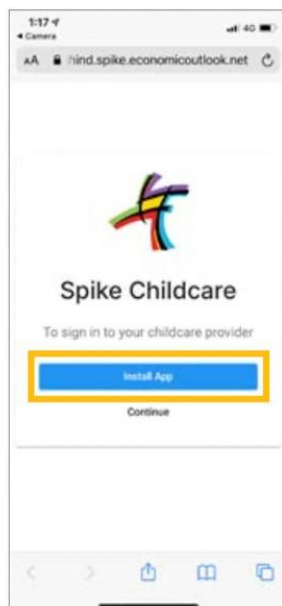
Step 1

Follow the guide to install the app to your device.



Step 2

Follow the guide to install the app to your device.



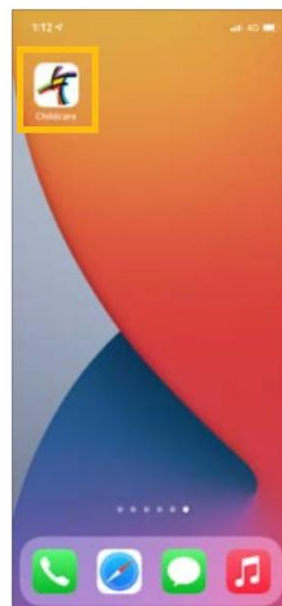
Step 3

Tap the share button and then tap 'Add to Home Screen'.



Step 4

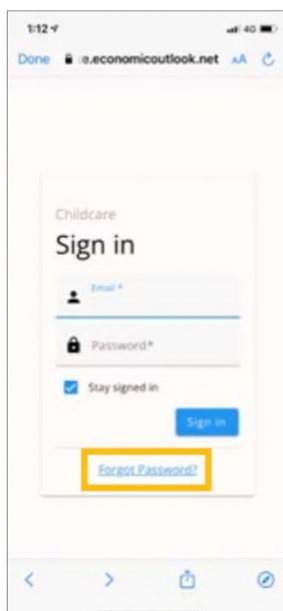
Tap on the app to get started.



OSHC Spike Parent App Signing In

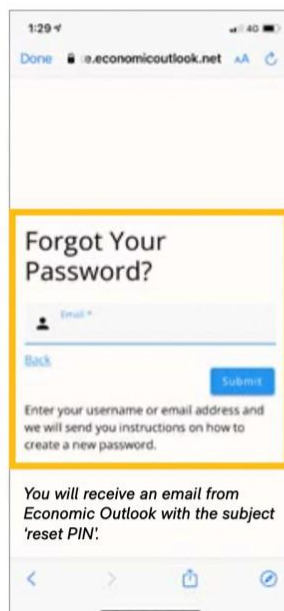
Step 5

Your username is your email address you provided upon enrolment and your password is your PIN.



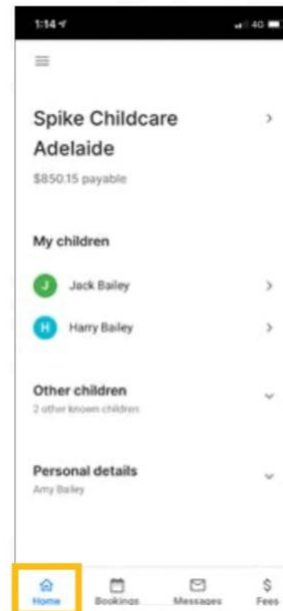
Step 6

If you don't know your PIN, or your PIN is not working click on 'reset your password'. You will receive an email from Economic Outlook with the subject 'reset PIN'.



Step 7

Once signed in you'll be directed to the 'Home' page.

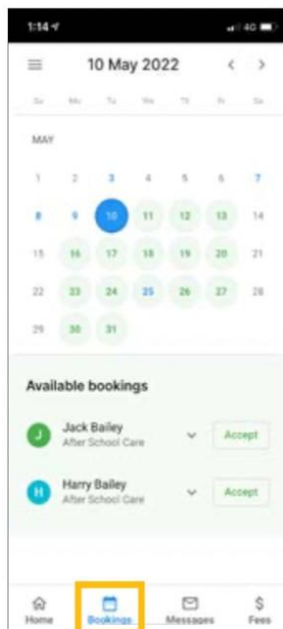




OSHC Spike Parent App Bookings and Cancellations

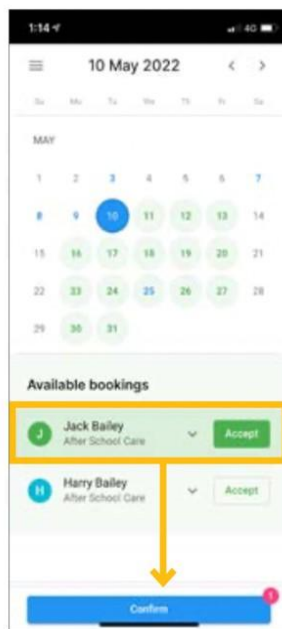
Step 8

Your child's **current bookings** are displayed in blue and **available bookings** are in green.



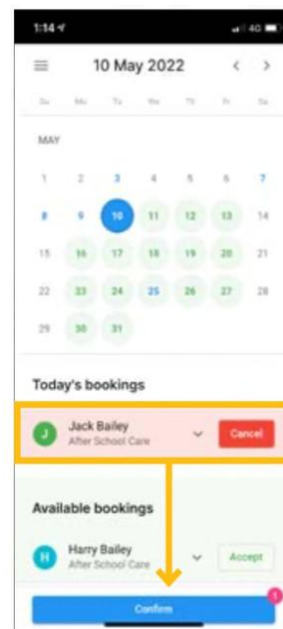
Step 9

To make a booking simply click accept and CONFIRM.



Step 10

You can also **cancel bookings** by selecting the session and simply click cancel and confirm.



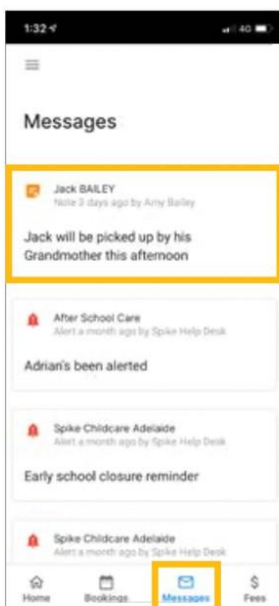
OSHC Spike Parent App Messages and Fees



Push Notifications are currently unavailable, keep checking the app to stay up to date.

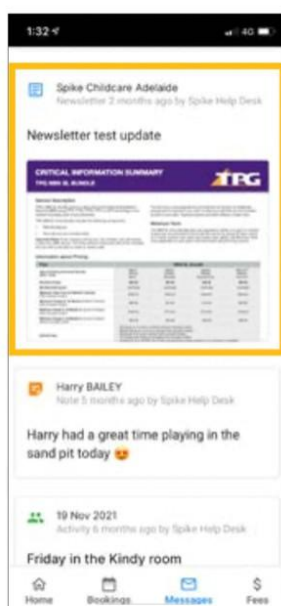
Step 11

All messages, activities and alerts are displayed in the Messages menu. **This feature is not used by the service. PLEASE DO NOT SEND MESSAGES THROUGH THE APP.**



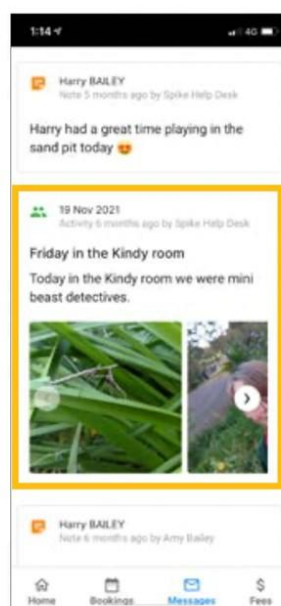
Step 12

You'll be able to read the OSHC Newsletter. **This feature is not used by the service.**



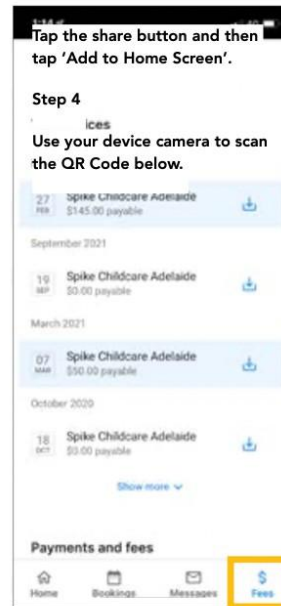
Step 13

Photos of your child's learning will also be sent through here. **This feature is not used by the service.**



Step 14

All tax invoices, child care fees, CCS payments and receipts are displayed in the Fees menu.



SPIKE Parent App FAQ's

- **Can the app be used by more than one person?**

Only account holders have the ability to view and/or manage bookings, as they are financially responsible for the payment of the childcare fees. The account holder can choose to share their login details with someone else. This includes their email address and PIN.

- **My login isn't working?**

First, confirm that you are using the correct email address and PIN. The service will be able to provide this to you. If your PIN is not working, click 'reset your password'. You will receive an email from Economic Outlook with the subject 'reset PIN'.

- **I am trying to reset my password but haven't received a 'reset PIN' email?**

The email linked to your SPIKE Parent App is the email you provided on the enrolment form. You will need to use this to log in or change your password. If you are unsure of the email address you nominated, the service will be able to provide this to you.

- **How do I know there are spaces available at the service?**

If there are not enough available bookings, no bookings will be made, and an error message will display. The number of available bookings will display above the Accept button.

- **I can't make a booking?**

If you cannot make a booking, please communicate with the staff. Sometimes there are usually no spaces available for your child.

- **I can't cancel a booking?**

As per the service policies, bookings can only be cancelled through the app 7 days prior to care. (You need to cancel BEFORE Monday of Week 1 if you would like to cancel a booking for Monday of Week 2). After this period, cancellations cannot be made through the app, and you will need to contact the service to let them know your child will be absent. Absences attract the full fee for care.

- **There is a choice for casual? Which booking should I select?**

As per our booking and fees policy, for any bookings made 7 days prior to care, you will be able to select and accept 'Before School Care', 'After School Care', 'Before School Care Casual', or 'After School Care Casual'. If it is available, please select either 'Before School Care' or 'After School Care' as they are charged at the cheaper rate. For any bookings made AFTER 7 days prior to care, you will only be able to select and accept 'Before School Care Casual' or 'After School Care Casual'. These are charged at a higher rate.

- **I'm still having problems using the app?**

Come in and chat to our director, who will be able to guide you through the process.

Patterned/Permanent Bookings

Patterned/permanent bookings are those that are made on a regular basis, i.e., every Monday in term 1. Patterned/permanent bookings will roll over from term to term. Families should update the service of their patterned/permanent booking days at the beginning of each year. Permanent bookings are unable to be made for Vacation Care. A patterned/permanent booking will ensure your child's booking, whereas all other bookings will only be accepted if there is a place available. If the service is full, bookings can be denied, and you will need to make alternative arrangements. It is the responsibility of the account holder/parent/ guardian to update the director as to their patterned/permanent booking requirements for OSHC

Cancellations of Bookings

OSHC bookings and cancellations can be made via the SPIKE Parent App or by contacting The Heights school OSHC directly. Account holders/parents/guardians wishing to cancel their child's booking without incurring a charge should follow the deadlines provided in the The Heights school Fees and Payments policy and fee structure. If this deadline is not met, you will be charged as an absence for your child's care, even if you do not use the care, regardless of the circumstances. Account holders are charged for absences.

Please use the following link for further assistance regarding Child Care Subsidy entitlements and absences: <https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186>

Non-Attendance of a Booking

Please ensure that if your child cannot attend a session, you contact the The Heights school OSHC. We have a duty of care to ensure that all children booked into our After School Care sessions are accounted for and will need to contact SAPOL and DCP if we are unable to find the child's whereabouts. This is stressful for not only our educators but also for other children in the service who are concerned for their peers.

Care With No Booking

Prior to 8.30 am, there is no teacher on yard duty; therefore, no child should be in the OSHC building Yard. Children in the yard prior to 8.30 am without an OSHC booking will be directed to the front office or OSHC service if front office staff aren't present. Account holders/parents/guardians will be charged accordingly if the OSHC service is accessed. After 3.45 pm, when the duty teacher completes their duty, any child remaining in the OSHC building yard without an OSHC booking will be directed to the front office or the OSHC service if front office staff aren't present. Account holders/parents/guardians will be charged accordingly if the OSHC service is accessed. If children are sent to the front office, office staff will attempt to contact the parents/guardians who may then book the child into OSHC if they have

a pre-existing enrolment at the service. The service must maintain a ratio of 1:15; we are unable to accept any additional bookings through these means if we are over this ratio. Additionally, children without a current enrolment cannot attend the service.

Waiting Lists

Waiting lists may be utilized for service-level spaces or day-to-day booking spaces. Families may be contacted to discuss their intentions when there is the possibility of an opening on a waiting list. Families who are offered a booking from a waiting list will have 48 hours to accept or decline, or the offer will be withdrawn. Once a booking is confirmed, account holders/parents/guardians are permitted to move or change their child's bookings in line with the conditions and fees provided in The Heights school Fees and Payments Policy. Unfortunately, names will be removed from the waiting list if contact cannot be made after two attempts.

Orientation

Staff will show new children around the service, explain boundaries and expectations to them, engage them in an activity or find them a friend or buddy to help settle them in. Parents/guardians are welcome to call at any stage throughout the day to ask for a report on their child. Staff are happy to assist and speak with parents/guardians at any time.

Providing a Child Safe Environment

The Heights school OSHC's primary concern is the safety and wellbeing of the children attending the service.

Drop Off of Children

Children must be dropped off directly at the service or excursion premises. We ask that parents/guardians let staff know when they are delivering their child. A sign-in/out sheet or electronic sign-in/out device will be provided at every session.

Collection of Children

Children must be collected directly from the service or excursion premises. We ask that parents/guardians let staff know when they are collecting their child. A sign-in/out sheet or electronic sign-in/out device will be provided at every session.

The service has strict guidelines for who children may leave an education and care setting with. Any person who is not a parent/guardian (a parent does not include a parent who is prohibited by a court order from having contact with the child.

(REG 99) or is not an emergency contact/authorized nominee on the child's enrolment record CANNOT collect a child without presenting photo identification and without email verification from the parent/guardian. We ask that families let the service know ahead of time if they wish to authorize a new person to collect their child. This minimizes both the frustration for the person picking up the child and the stress experienced by the child. The authorized person collecting the child must be 18 years of age or older.

Children Not Collected

If you will be running late to collect your child from a session, please phone the service to inform staff of your expected arrival time. If at closing time we are unable to make contact with a child's parent/guardian or emergency contact, SAPOL and the Department for Child Protection will be contacted and will take responsibility for your child. Please remember that late collections cause anxiety and distress in children.

Our Program

Program Overview

The program for our sessions is one that is carefully thought out and planned to ensure that we provide a high-quality standard educational children's program and service that is relevant and enjoyable to the children in attendance.

The program is made up of a range of indoor and outdoor activities based on children's interests, suggestions, individual learning goals, community events, and family feedback, and aims to provide a range of learning experiences in different learning areas. Children are involved in the planning of the activities that occur at OSHC and are able to choose to either participate in planned activities or follow their own ideas and play. OSHC is a flexible learning environment that is inclusive of a number of age groups, individual needs, abilities, beliefs, cultures, and backgrounds. If you wish to know more about our program, please pop into any OSHC session to talk to the director or alternatively, email your inquiry.

The National Quality Framework (NQF)

The NQF introduces legal requirements and a new quality standard to improve education and care across long day-care, family day-care, preschool/kindergarten, and outside school hours care services. The National Quality Standard comprises seven quality areas that centers are measured against before they can be given a quality rating. A key element of The National Quality Framework is **The National Quality Standard (NQS)**. The NQS sets out the seven quality areas against which all services will be assessed and rated. Assessment against the standards aims to improve developmental and educational outcomes for children and ensure families have access to information about the quality of care provided at each service. The Heights school OSHC service has been assessed as 'meeting' (the highest rating) the NQS.

An important part of the standards is the requirement for services to develop ongoing **Quality Improvement Plans (QIP)**. The aim of a QIP is to help providers self-assess their performance in delivering quality education and care and to plan future improvements. The QIP also helps the regulatory authorities with their assessment of the service. A QIP helps providers document the strengths of their services and recognize areas for improvement. If you are interested in finding out more about the Quality Improvement Plan in place for the service, please contact the director, who will be more than happy to assist.

Approved Learning Framework, My Time Our Place (MTOP)

Under the National Law, services must deliver an educational program to all children being educated and cared for. There have been two national approved learning frameworks in operation under the NQF since 2012 which outline principles, practices and learning outcomes that guide educational leaders and educators in their curriculum decision-making, and assist them in planning, delivering and evaluating quality programs in early childhood and school-age settings. OSHC uses the ***My Time, Our Place: Framework for School Age Care in Australia***, National approved learning framework under the NQF for school-age children. The MTOP provides broad direction for school-age care educators in settings to facilitate children's play, leisure and learning. It guides educators in their program decision-making and assists in planning, implementing and evaluating quality in school-age care settings. It also underpins the implementation of more specific experiences relevant to each local community and school-age care setting. The Framework puts children and young people's wellbeing, learning and development at the core and comprises interrelated elements: Vision, Principles, Practices and Outcomes.

Our Educators

Our educators are meticulously selected to help the service embody its philosophy. Each of them holds the necessary certifications required by law to work in a children's service. Each session will designate a single responsible educator who assumes day-to-day leadership in the absence of a nominated supervisor/ director. This ensures that a responsible person is consistently available to ensure the health, safety and wellbeing of children attending the service.

Volunteers and Family Participation

Families are encouraged to participate in the program through a number of means, such as volunteering, sharing ideas for crafts, activities, and foods. Feedback and suggestions are always welcome and will be incorporated into the program where possible. Families who wish to volunteer their time will be required to follow the volunteer guidelines.

Children Learning and Documentation

The Heights school OSHC uses the Seesaw App to communicate children's learning to families. Each child will be set up with a profile, and their family members will be invited. On the Seesaw App, families will see documentation of their child's participation in the program and evaluation of their wellbeing, development and learning. Documentation is the practice of recording and creating evidence of learning and learning progress, helping to make it visible. Documentation takes children's and educators' thinking, and the experiences that educators observe, hear and feel into written or other records that can be shared, revisited and extended over time.

Documentation supports the provision of quality children's education and care by:

- Deepening the shared understanding of each child.
- Identifying and analyzing learning and learning progress.
- Informing the educational program.
- Making learning visible and able to be shared with others.

We encourage families to engage in their child's learning through the Spike App.

Food and Snacks

Food is provided during all OSHC sessions. During Before School Care, children have the option of fruits, mixed cereals, oats, toast and spreads, and milk/milk alternatives. During After School, Vacation Care and Pupil Free Day sessions, an afternoon snack, outlined on the menu, is usually served between 3:30 pm - 4:00 pm. Children who do not wish to eat the menu item will be offered fruit and vegetables as an alternative. Water, alternatives and extra whole fruits and vegetables are served in addition to menu items and are available throughout the sessions daily.

Please note that the After School, Vacation Care and Pupil Free Day session snack is only a 'snack,' and sometimes children require extra food packed in their lunchboxes.

During Vacation Care and Pupil Free Days, families will need to provide children with recess, lunch, healthy snacks and a drink bottle every day they attend, unless told otherwise. Staff are unable to heat up or re-heat any food or drinks brought from home. Staff must ensure that any food and snacks brought from home that could be risky for any child in the environment are either not consumed or consumed safely. This includes items containing allergens known to affect children attending the service. Educators may ask children to eat such food away from others and take precautions like washing their hands and faces after eating. Additionally, children who bring beverages that contain high levels of caffeine and other stimulants such as coffee and energy drinks, which can negatively affect children's health, will be asked to take them home.

Excursions

Excursions and regular outings are an important part of our educational program, providing opportunities for the children to build connections with the local community and contributing to their sense of belonging and connection with the world around them.

To attend excursions, all children must have a consent form to leave the service on an excursion. We ask that parents/guardians make themselves aware of all the information about the excursion and ask questions if needed.

Parents/guardians are expected to arrive at least 15 minutes prior to the excursion departure time. Children who are late will not be able to attend the program, as services are closed during excursion times. Children who are unable to attend excursions will not be offered care on excursion days, as the service will be closed for the duration of the excursion.

Children who consistently do not follow the behavior expectations during sessions may be unable to attend excursions due to posing a safety risk for themselves, peers, and educators. This decision will be made at the discretion of the service director on a case-by-case basis and in consultation with the school. While on an excursion, children who do not follow the behavior expectations will be sent home in line with the service policies.

Technology Use

The service utilizes technology devices to enhance learning experiences and support the educational goals of the curriculum. We recognize the educational benefits of technology and are committed to integrating electronic devices and online resources into our curriculum in a purposeful and meaningful way. The service has policies in place to ensure that technology devices are used and accessed safely by children.

Recreation technology use is limited to encourage participation in other areas of the program. The service does not allow children to bring electronic gaming devices, including mobile phones, from home into the service. Service devices are preloaded with age-appropriate content and have internet filters, whereas educators cannot monitor if devices from home have the same precautions taken.

Toys From Home

The service provides an assortment of age-appropriate recreational and educational toys, equipment and activities. We request that children do not bring toys/items from home into the service due to the possibility of loss, breakage, possible conflicts between children, and numerous other reasons. Children who bring toys/items from home will be asked to put them in their bag or in a safe place until the end of the session. We do, however, understand the need for security or comfort items. These should be a single item that is named and will remain in the child's bag when not in use. While every care is taken with children's belongings, the center cannot accept responsibility for any loss or breakage.

Interactions With Children: Behaviors Guidance

Behaviors Expectations

Educators strive to keep The Heights school OSHC a happy and safe place for all children attending. Educators aim to help children to be responsible for their own behaviors and develop an understanding of the appropriate behavior's at OSHC through positive guidance. Children are expected to follow behaviors guidelines for their own safety and that of others. At The Heights school OSHC, we expect that children will be taking responsibility for the following areas:

Relationships and Communication

- Communicate with others using positive body language, tone and manners.
- Respect others' right to feel safe and to learn.
- Use peaceful problem-solving strategies.
- Keep our school free from harassment, violence, bullying and discrimination.
- Be inclusive of others.
- Use the grievance procedures when necessary.

Safety and Movement

- Be aware of others' personal space and respect their movement.
- Move safely in and out of buildings.
- Stay together as a group as requested.
- Keep within school, class and designated play area boundaries and ask permission from educators to leave these areas.
- Play/work safely.
- Share play equipment with others.

Respect For Property

- Take good care of school property, others' property and the environment.
- Keep the school environment clean and tidy.

Progressive Behaviour Management Process

Where behaviour continues or presents a safety concern, OSHC may implement a progressive process. Depending on the nature, frequency and severity of the behaviour, this may include:

1. First Warning

- The child will be spoken to about the behaviour, expectations will be clearly explained, and appropriate support and strategies will be provided.

2. Final Warning

- Where unsafe or inappropriate behaviour continues, the family may be contacted and a formal behaviour management discussion may occur. Additional strategies and expectations will be established.

3. Suspension

- In cases of serious or repeated unsafe behaviour, a period of suspension from the service may be considered. The length and conditions of any suspension will depend on the circumstances of the incident.

4. Termination of Enrolment

- Where serious or ongoing behaviour continues to place the safety and wellbeing of children, educators or others at risk, termination of enrolment may be necessary.
- The above process may be adjusted depending on the circumstances. For serious incidents, OSHC may take immediate action, including suspension or termination of enrolment, where necessary to protect the safety and wellbeing of everyone at the service.

How Families Can Help

Families play an important role in supporting positive behaviour.

We encourage parents and carers to:

- Talk with their child about respectful and safe behaviour.
- Reinforce the expectations outlined in this handbook.
- Communicate openly with educators about any concerns or circumstances that may affect their child's behaviour.
- Work collaboratively with OSHC educators to develop consistent strategies.
- Support their child to take responsibility for their actions and learn from incidents.

Behaviors Management

Children's behaviors will be guided through positive behaviors management techniques. Responses may be dependent on the developmental stage of the child and on the frequency and severity of the behaviors. Responses to inappropriate behaviors may include:

- Reminder(s)
- Logical consequences
- Restorative conversations
- Communication with parents
- Counselling support
- Reflection time
- Reflection time away from activities
- Formulation of a behaviors plan
- Take homes

The director and educators will work with families to find an appropriate solution and discuss any persistent behavioral issues.

The Heights school OSHC reserves the right to send any child home from the program where the child:

- Acts in such a way that threatens the physical and/or emotional health of any child, educator, or themselves.
- Repetitively or deliberately does not follow the instructions given by educators.
- Consistently absconds or leaves the premises without adult supervision or permission.
- Has an illness or other health-related issue that may be dangerous to other children, educators or themselves.
- Deliberately damages any property or belongings.

Health and Safety

Clothing

It is important that children are dressed in comfortable clothes that do not restrict their enjoyment of the many activities we have in OSHC. Though aprons are provided for art, craft, and cooking experiences, there is a chance your child's clothes may still get dirty or that they may be involved in other messy activities such as water play and sensory experiences. For this reason, please dress your child in clothing that you don't mind getting messy or stained and ensure a change of clothes is provided. If your child does not bring an appropriate sun-protective outfit, you may be asked to come and collect your child or provide appropriate clothing.

Providing a Child Safe Environment

Staff have an obligation to all children attending the service to defend their right to care and protection. To support this right, all staff are legally obliged to notify the Child Abuse Report Line if they have concerns about a child and have a reasonable suspicion that a child is being abused or neglected.

Incident, Injury, Trauma and Illness

The Heights school OSHC aims to reduce the risk of any incident, injury, trauma, or illness from occurring to any persons at the service. If an incident, injury, trauma, or illness does occur, staff at The Heights school OSHC have a duty of care to deal with the event appropriately. Preventative measures, such as hand washing, thorough infection control, and risk management procedures are implemented by staff. In the case of an incident, injury, trauma, or onset of illness, staff are trained in first aid and are able to administer and seek appropriate treatment.

In the event a child is involved in an incident, is injured, suffers trauma, or shows signs of illness at the service or service premises during excursions, it is up to the responsible person's discretion and assessment of the child if it is necessary for

. If a child needs to be sent home, their parent/ guardian or emergency contact will be contacted and asked to collect the child immediately, in the interests of the health, safety, or well-being of that child or other children and educators at the program. Children sent home will not be able to return to the service during the session. It is important that the director is notified if your child has been unwell or received an injury since last attending OSHC. We kindly ask, in the interest of the health and safety of children and staff, that children who are unwell or feeling unwell are kept home. Children with any vomiting or diarrhea should be excluded from attending for at least 48 hours after the resolution of symptoms.

Children with an infectious disease will be excluded from the center in accordance with the National Health and Medical Research Council exclusion guidelines, SA Health, Exclusion from childcare,

preschool, school, and work fact sheet, and Staying Healthy: **Preventing Infectious Diseases in Early Childhood Education and Care Services 5th Edition.**

Keep me home if..



I've had a high temperature in the past 24hrs.



I've vomited in the past 48hrs.



I've had diarrhoea in the past 48hrs.



I have redness, itching or draining from my eye.



I have a itchy rash.



I have symptoms of a cold, flu or another virus: Sneezing, runny nose, sore throat, coughing, body aches, tiredness.



I have head-lice.



Theres a possibility I could be contagious or unwell. Please let me rest at home and not spread any sickness to my friends.

Medication

All medication required at the service must be handed to staff so it can be stored safely. The service requires a medication agreement and record for any child who requires medication at the service because of an additional need, health consideration, or medical condition. The service requires medication to be:

- Prescribed by a medical practitioner, have a pharmacy sticker with the child's name, dosage information, and application/administration instructions, and have accompanying authorization from a doctor in the form of an action plan or letter. Up to date the medication plan.
- For non-prescription items, including non-medical items such as creams and ointments, have a pharmacy sticker with the child's name, dosage information, application/administration instructions, and accompanying authorization from a doctor in the form of an action plan or letter.

Sun Protection and Extreme Weather

Educators will make a decision on whether the activities will be conducted based on the best weather forecast information available from the Bureau of Meteorology or an assessment of conditions at the site. During extreme weather conditions, some activities or excursions may need to be modified or rescheduled. On days where the UV is estimated to reach 3 or above, children will be required to wear SPF 50+ sunscreen, hats, and protective/weather-appropriate clothing (t-shirts that cover the shoulder and neck) and footwear. The service will supply a generic SPF 50+ sunscreen. Children who refuse sunscreen or refuse to take assistance applying sunscreen when required are required to stay in shaded areas. Where this is not possible, the educator will contact the parent/guardian to collect/assist the child.

Families who do not wish for their child to use the service's sunscreen supply must supply their own SPF 50+ sunscreen, labelled with the child's name, to be stored at the service.

Conflict Management and Grievances

The Heights school OSHC is committed to sustaining a positive work environment in which staff work constructively together with each other, families, and the children at the service. The service has policies that provide guidelines on managing disputes and incidents in a fair and equitable manner, as well as within a reasonable timeframe.

Where possible, complaints will be dealt with on the spot by staff, as this is usually the person with the closest relationship with the parent/guardian. If the complaint is about an issue that the staff member considers to be outside their control or if the parent/guardian does not feel they wish to share it with the staff member, the parent/guardian may be directed to the service director. If a parent/guardian would like to raise a concern about the service, they are encouraged to discuss the matter with the service director or person in charge during an absence. Families are encouraged to make time with the service director so that staff-to-child ratios are not impacted. If the parent/guardian does not feel they wish to share it with the director, they may be directed to higher management. Please contact the director if you are not satisfied with any aspect of the service.

