

**NORTH ADELAIDE PRIMARY SCHOOL
Out of School Hours Care (OSHC)**

FAMILY HANDBOOK

62-80 Tynte Street, NORTH ADELAIDE SA 5006

**Phone: 08 8267 5127 (7.30AM – 6PM M-F)
Mobile: 0418 284 803 (7.30AM – 6PM M-F)
Email: OSHC.NAPS925@schools.sa.edu.au
Fax: 08 8267 1287**

Opening Hours

Before School Care (BSC) 7.30am – 8.40am

After School Care (ASC) 3.00pm – 6.00pm

Vacation Care (Vac care) / Pupil Free Day – 7.30am – 6pm

PHILOSOPHY OF THE SERVICE

North Adelaide Primary School OSHC is a safe, stimulating and caring environment supporting the needs of school aged children and families.

We take pride in employing diverse educators with a wide range of skills and talents, who provide a range of challenging and rewarding activities in a relaxing and comfortable environment.

We strive to show the importance of environment through sustainability initiatives and emphasise our effect on the planet, as well as encourage good health and hygiene practices.

Educators encourage children to listen and respect the feelings of others, while also teaching leadership and responsibility.

We encourage all families to participate in the service and we respect families' rights to have a voice in the decision making. Feedback from children, families and community resource groups help us continually improve and grow.

Our Philosophy, like our program, fosters children's wellbeing, learning and development through play and recreation. We follow the National Quality Standards, Child Care Act and Regulations as well as My Time Our Place. We believe in providing opportunities for children's physical, emotional and social wellbeing as well as their learning.

The philosophy is based on and includes 'acknowledging cultural diversity, becoming a caring community of learners and working toward continual improvement'.

At North Adelaide OSHC we will:

- ✓ Foster children's autonomy and development by providing a program that is reflective of the curriculum framework 'My Time Our Place'
- ✓ Aim for children to meet all developmental outcomes of the framework
 - ❖ Children have a strong sense of identity
 - ❖ Children are connected with and contribute to their world
 - ❖ Children have a strong sense of wellbeing
 - ❖ Children are involved learners
 - ❖ Children are effective communicators
- ✓ Provide an environment that is inclusive, tolerant and respectful
- ✓ Meet the needs of individual children and their families, and encourage involvement and feedback of the program.

NUMBER OF PLACES AND SERVICE FEES

The number of children that North Adelaide OSHC service can cater for is dependant on the places provided by Child Care Benefit, and space regulations imposed by Licensing and Standards (DECD). North Adelaide OSHC caters for **all school aged children**, and we do have limited spaces for children aged 4 years.

We have approval for 75 places in all areas.

Before School care	75 places	After School Care	75 places
Vacation Care	75 places	Pupil Free Days	75 places

BEFORE SCHOOL CARE - BREAKFAST SERVED

Fee: \$10.00 Permanent Booking
\$11.00 Casual Booking

AFTER SCHOOL CARE - SNACK PROVIDED

Fee: \$20.00 Permanent Booking
\$22.00 Casual

PUPIL FREE DAYS and VACATION CARE

Fee: \$50.00 for bookings made before the due date
\$55.00 for all other bookings

These fees are the **maximum** fees you can be charged per session. Most families, however, will be eligible for a fee reduction simply by applying for Child Care Benefit which scales the fees according to the household income and the Child Care Rebate which covers up to 50% of out-of-pocket expenses and is not income tested.

LATE PICK UP FEE

Please note that the OSHC Educators finish their shift at 6pm. We understand that on some occasions you may be running late or are stuck in traffic. Please call us and give us an expected time of pick up so we can explain this to your child. We recommend that you arrive 5 minutes prior to closure to allow time for any handover information.

Late pick up fees are as follows:

\$1.00 per minute, per child will be charged to your account for children collected after **6.00pm** for After School Care, Vacation Care & Pupil Free Days.

EDUCATOR RATIOS

All Educators at OSHC have a current child related criminal history clearance. Most educators have basic First Aid training and experience in the child care or teaching profession. As in accordance with state policy our ratios are as follows:

- At school : 1 adult to 15 children
- On excursions : 1 adult to 8 children
- Swimming excursions : 1 adult to 5 children

There is always a Responsible Person (Qualified Educator) on duty and as required by regulations more than 1 qualified.

METHODS OF PAYMENT

- OSHC accounts are issued weekly via email
- OSHC accounts can be paid by EFTPOS machine at the service or via **BPOINT** (see below)
- Receipts will be attached to your next account
- Surplus payments will be kept in credit on your account for next usage



BPOINT is an online payment system that provides parents/caregivers with the option to make payments over the web, using their credit card (Visa & MasterCard only).

To access **BPOINT**, log onto the school website at the following address www.nthadelaideps.sa.edu.au and select “Enrolments”, “Fees” and then the Pay your fees online with ease link.

1. How to process a payment:
2. Click on the "Online Payment Option"
3. Enter the word “OSHC” in the field “Family Code/ED ID “
4. Enter the account holders full name (the guardian who receives the invoices)
5. Enter the Invoice No for the payment (located on the left hand side of your invoice)
6. Enter the Amount of the payment
7. Click on either the icon matching your card type (MasterCard or Visa)
8. Enter your Credit Card Number
9. Enter the Credit Card Expiry Date

10. Enter the Card Verification Number/CVN (i.e. the 3 digit code on the reverse of your Credit Card)
11. Click on the Proceed button
12. After 3 to 5 seconds your payment will be processed and the receipt information will be displayed
13. Either click the Print View or enter you email address and click Send Email to get a copy of your receipt
14. You can now exit the Payment Page

Please ensure that once the transaction is complete that a copy of the receipt or the transaction number is noted for your records.

Ask to be assessed for Child Care Subsidy if you have not applied before. North Adelaide PS OSHC is an approved service.

CHILD CARE SUBSIDY

The Australian Government provides families with financial assistance to help cover the cost of approved child care if you meet the requirements for the Child Care Subsidy (CCS).

You can apply for the Child Care Subsidy (CCS) in person or online through Centrelink

To apply online visit:

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Or

Call the Department of Human Services / Centrelink on 13 61 50

Centrelink will provide you with a CRN (Customer Reference Number). Each individual person has their own unique number. Please provide this number with your enrolment form in the space provided to ensure you receive your entitled benefits. The enrolling parent needs to provide their own personal CRN and date of birth for claims to be processed without complication. If you are claiming Child Care Subsidy for the first time, please arrange this prior to the commencement of care.

If you believe you are not entitled to the CCS, it is still in your best interest to register your details with Centrelink and our service.

ACCOUNTS IN ARREARS

As soon as you encounter difficulties paying your fees please see the Director to implement an individual payment plan or alternatively you may wish to access outside agencies or Centrelink for extra assistance.

Non-payment of fees over a period of time will result in the cancellation of care.

ENROLMENTS

- Each family must complete an enrolment form and a CWA (Complying Written Agreement) for each child before using the service
- On enrolment, parents will be given this Family Handbook.
- If a place is not immediately available at the service, the child may be put on a waiting list.
- When a place becomes available, the family will be contacted and enrolment may proceed.
- Enrolment information will be kept in a confidential file. Access to this information is available only to the service staff. Parents may access their own child(rens) file upon request.

BOOKINGS and CANCELLATIONS

BSC and ASC

- All children attending on a regular basis need to make permanent bookings and parents will be asked **to confirm their bookings each year or bookings will roll over**
- Additional bookings can be made by via KidsXap (preferred) or in **urgent situations only**, by informing a staff member or leaving a message on the answering machine. Please note we do not call back to confirm bookings. Phone calls will only be made if we cannot accept the child
- Cancellations need to be made as soon as possible to avoid being charged
- **Cancellations must be made before 6pm the day prior to care for BSC and by 9am the day of care for ASC to avoid incurring the full fee for the booking**

Vacation Care

- All bookings are to be made by using the vacation care booking form (available at the service or on <http://www.nthadelaideps.sa.edu.au/out-of-hours-care/>)
- Cancellations must be made **7 days in advance** or you will be charged for all cancellations made after 7 days.

CHILDREN REFERRED FROM SCHOOL

Children not collected from school by 3.20pm or sports practices will be taken to the OSHC service. The custodial parent will be liable for any fees incurred.

It is recommended that all children enrolled at the school be enrolled at the OSHC service.

Kidsxap Family User Support Guide

- **By now, you should have received an email with your login details for kidsxap from no-reply@kidsxap.com.au. Please call 08 8267 5127 if you have not as yet.**
- Once your login details have been received, should you wish to change your password, please click on 'Profile', which is located in the drop down list under your name on the top right hand side of the screen and scroll down to where you will need to enter your existing password followed by your new password twice to confirm. Please also ensure the mandatory fields marked with an * are completed too under profile. Then hit save on the bottom right hand side of the screen and you are all set!

DASHBOARD FUNCTIONALITY

- **Manage family:** When you click on this icon, you will find 3 tabs – Guardian / Nominees, Children and Declaration & Consent. On the Guardian / Nominees and Children tabs, to edit the details, please click on the pencil icon on the right hand side. Don't forget to hit save when you have finished updating!
- **Booking:** To enter or update casual bookings, please click on this tab and follow the instructions on the top right hand corner. Don't forget to hit save when you have finished updating! PLEASE NOTE: Permanent bookings will be entered by service staff and therefore a booking form as per the current process will still need to be completed.
- **Attendance:** This tab shows a summary of attendances at OSHC for your child(ren). You can also use the search function under this tab to obtain specific information for a particular day.
- **Statements & Invoices:** This is where you will be able to access the invoices and summary of payments made. Payments will still need to be made as normal at OSHC of via EFTPOS or through the school website (BPOINT).
- **Payment Details:** This information contains payment details with a tab on the right hand side to edit the details.
- **Activities:** N/A
- **Events:** N/A
- **Learning Observation:** N/A
- **Transition Statement:** N/A

- Medication Record: This tab allows you to enter any medication that is required to be administered for your child(ren). Once you have completed the medication name and dosage, when this is administered, you will be able to see the status and / or action required in the right hand fields.
- Incident and illness record: An Incident, Injury, Trauma and Illness Record will be completed by the service staff here and you will be able to see these records here.
- Messages to centre: This is the icon to click on to enter notes or messages to the service.

If you have any problems using / updating the KIDSXAP system, please call 08 8267 5127.

BEHAVIOUR GUIDANCE and OSHC RULES

Children are to comply by school rules whilst in OSHC. We value the school principles and expect behaviour of all children to reflect these principles. Children may be asked to be excluded from OSHC activities for both short and long term lengths of time. Parents will be kept informed of misbehaviour and staff will actively support children to behave accordingly.

PROGRAM and ACTIVITIES

OSHC aims to provide a variety of activities that support the outcomes outlined by the curriculum framework 'My Time Our Place' (see pg 1.). We have a consistent routine by which we structure our afternoons. BSC is only an hour therefore after breakfast the children can engage in any free play inside. Vac care programs and activities are written daily and are determined by the events or theme of the day.

TV and computer time are limited and used only when educators feel the children have exhausted all other active activities.

STANDARDS and POLICIES

OSHC is guided by the standards outlined by the appropriate agencies such as DECD (Department for Education and Child Development), AFSA (Australian Food Safety Assessment) and ACECQA (Australian Children's Education and Care Quality Authority).

We continue to improve our service to the community and seek your ongoing input and feedback.

Policies are implemented by the service to ensure we meet accreditation and DECD standards. Please contact the service to be able to review the policies and procedures.