



# **Pinnacle** College

OSHC Family Handbook

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## Introduction

The Outside School Hours Care (OSHC) service offers centre based care for Pinnacle College students for before and after school during the term. Its purpose is to create a safe and caring environment for children.

## Addresses and Contact Details

Pinnacle College OSHC Gilles Plains

52-56 Wandana Avenue

Gilles Plains SA 5086

Pinnacle College OSHC Golden Grove

150 Bicentennial Drive

Golden Grove SA 5125

Phone: 08 8367 9022

Email: [oshc@pinnacle.sa.edu.au](mailto:oshc@pinnacle.sa.edu.au)

## Hours of Operation

Our Service operates Monday to Friday excluding public holidays and pupil free days. Our opening hours:

Before School Care    7.00am - 8.30am

After School Care     3.15pm - 6.00pm

## Philosophy

The backbone of any service is its Philosophy, this document guides educators on practices, and families on our goals and standards and the greater community on what makes our service unique.

### 1. Overview

- a. Enjoyable and caring environment
- b. Children feel safe, secure and supported
- c. Respectful interactions/relationships
- d. Collaborative planning

### 2. Community

- a. To promote and celebrate diversity and difference.
- b. To create an effective working relationship with parents and families, incorporating their feedback and needs. Enabling ongoing exchange of information.
- c. To recognise and respect the diverse views, values and rights of all children and their families and provide a respectful and inclusive relationships between the parents.

### 3. Collegial Working Environment

- a. To value each staff members' unique background, skills, and strengths.
- b. To support all staff members to regularly critically think and reflect.

### 4. Sustainable Environment

- a. To promote participation of all stakeholders in developing, maintaining and understanding sustainable practices that we undertake within our centre. For example, recycling paper and plastic bottles.
- b. To reduce the use of paper, plastic plates, bottles and cutlery.
- c. To reuse packaging, boxes, and other items for creative arts and construction.

## Management Structure



## Staffing

Pinnacle College OSHC operates under the legal and appropriate requirement of the staff to child ratio of 1:15. Experienced and qualified educators are employed to provide quality and safe care for our children. Our staff are dedicated to programming and implementing a variety of activities that enable fun, excitement, and discovery within a safe and caring environment. Our services comply with Working with Children Check procedures as required by law.

## Care Bookings and Schedule of Fees

### What is the Child Care Subsidy?

The Australian Government is committed to ensuring that Australian families are able to access affordable, flexible and high quality child care. The Government provides a number of subsidies and programs to help with the cost of child care, with the Child Care Subsidy being the main type of assistance that most families will use.

### What are the eligibility requirements?

To be eligible for the Child Care Subsidy the following requirements must be met:

- the child must
  - be a 'Family Tax Benefit child' or 'regular care child' and
  - be 13 or under and not attending secondary school and
  - meet immunisation requirements
- the person claiming the Child Care Subsidy, or their partner, must
  - meet residency requirements and
  - be liable to pay for care provided under a Complying Written Arrangement (their written agreement) with their child care provider
- child care must be provided by an approved provider in Australia and not be part of a compulsory education program, for example school.

There are exemptions for individuals who genuinely cannot meet some eligibility requirements.

### How much can a family receive?

The level of subsidy a family receives will depend on three factors:

- Income – a family's (both partners) combined income
- Activity test – what activities the individual and their partner undertake or exemptions that might apply and
- Service type – the type of approved child care service used, for example Centre Based Day Care.

### Combined Family Income

The table below outlines combined family income and relevant rate of Child Care Subsidy to which families will be entitled.

Your family income ^	Child Care Subsidy percentage ^
\$0 to \$72,466	85%
More than \$72,466 to below \$177,466	Between 85% and 50% The percentage goes down by 1% for every \$3,000 of income your family earns
\$177,466 to below \$256,756	50%
\$256,756 to below \$346,756	Between 50% and 20% The percentage goes down by 1% for every \$3,000 of income your family earns
\$346,756 to below \$356,756	20%
\$356,756 or more	0%

Families can use the Department of Human Services Payment and Service Finder ([humanservices.gov.au/paymentfinder](http://humanservices.gov.au/paymentfinder)) to estimate how much Child Care Subsidy they may be entitled to by entering their details.

### Fee Structure

When your child is enrolled and booked in for Pinnacle College OSHC – the following list of fees will show the full fee price prior to the rebate / Child Care Subsidy (CCS).

<b>PINNACLE COLLEGE OSHC Golden Grove</b>
<u>Fees</u>
Before School Care \$17.00
After School Care \$28.00
<i>Fees prior to Government subsidy gap</i>

### **Permanent Fee**

This fee is applied when families hold an ongoing booking or have booked the session prior to the following cut off times.

### **Casual Fee**

This fee is applied when a child attends the session without a booking or has not been booked in the approved time frames.

### **Absent**

The session fee is applied and an absence registered when a child does not attend a booked session of care and no attempts have been made to notify the service.

### **Approved Timeframes for Cancellations**

To cancel without charge, you must meet the following requirements;

- Before School Care (to cancel without charge)  
The sessions must be cancelled 48 working before the session is booked in for.
- After School Care (to cancel without charge)  
The sessions must be cancelled 48 working before 9:00am the session is booked in for.

## **Sign in/Sign Out Procedure**

Child Care Subsidy regulations require families to sign attendance records as proof of attendance and legality.

Children are only released from the centre to persons nominated by the family on the enrolment form.

The family must let the centre know when someone different will be picking up their child.



Family members must notify the centre from beforehand of any custody arrangements or court orders that will cause changes in the picking up of children.

Children are not to leave the centre unaccompanied unless written permission from their family has been negotiated with the OSHC Coordinator. Responsibility for the child only begins once the child has entered the centre within the centre hours unless agreed otherwise.

To sign in or sign out a child - the guardian must be older than 18 years old.

Pinnacle College OSHC uses a signed in and authorised process called FullyBooked. Parents are required to sign in and out of the centre tablet with a unique password.

## Medication and First Aid Policy

Medication will only be administered under the following conditions:

- Written consent form detailing the date, child's name, name of medication, dosage and time to be given to accompany the medication, which is to be filled in within the enrolment form of the child.
- Medication must be in its original container and usage date must be current with the doctor's certification.

If the child is having any symptoms of a contagious infection or is ill, the centre has the right to exclude children or notify family members to pick up their child. Symptoms for exclusion can include infectious diseases such as Chickenpox, Measles, Conjunctivitis, Head Lice, etc.

Upon enrolment, the family must ensure they have given a signed consent form enabling the centre staff to take action if there is a need for first aid or immediate attention for the child during the absence of the parents.

Qualified first aid staff will attend to the child, provide first aid or medical care and/or an ambulance will be called to attend or transport the child. The family will be notified as soon as possible and the incident will be recorded in the Injury Report. Every care will be taken without delay to ensure the safety and wellbeing of the child.

## Safe Policy

We aim to ensure that all children attending the centre will be protected from the heat, sun and other dangerous weather conditions. All staff are to model appropriate sun protection behaviour and enforce the sun protection policy where and when appropriate before outdoor play.

## Procedure of Sun Safety

Our services endorse sun safe practices; however at certain times of the year, (the cooler months) the OSHC Coordinator can use discretion in regards to whether hats are required.

This is in line with recent studies which suggest children are lacking vitamin D in the winter months due to minimal exposure to the sun. At Before School and After School Care outside play is organised out of the peak sun exposure period of 11am–3pm.

Staff will encourage and direct children to wear hats for outdoor play.

Children who do not have a hat will be encouraged to playing a sheltered area. Staff are to encourage the 'no hat' limited outside play only. Spare hats and/or appropriate clothing may be made available.

Children will not share hats. Children's hats will not be stored in the same container. Where the centre's spare hats are used they are to be used only by one child. All spare hats must be washed before use by anyone else.

An SPF30+, broad spectrum, water resistant sun screen will be made available in the centre and applied to staff and children when exposed to the sun.

## Discipline Policy

- We aim to provide an environment where all parents, staff and children feel safe, secured and relaxed. This will encourage co-operation and positive interactions and relationships between children, staff and parents.
- On a daily basis, basic rules and clear guidelines of how acceptable behaviour is required is consulted with staff and children to ensure appropriate behaviour at all times.
- Rules will encourage respect for the rights of others and help create a caring and respectful environment.
- All rules will be consistent, clear and expressed in a positive way. Staff, parents and children will be made aware of the rules on a regular basis.
- Rules will be displayed within sight in the centre.
- All consequences shall be relevant to the individual situation and not demeaning or punishing to the child.
- No child will be subjected to, or threatened with corporal punishment.
- No child will have food or other basic needs withdrawn as part of a punishment.
- Staff will only use time out for short periods. During this time, children are encouraged to sit and think and staff will follow up all time out situations by discussing the situation with the child and working together on better solutions for future behaviour.
- Positive behaviour will be encouraged through role modelling, diverting children to more appropriate activities, showing appreciation for appropriate behaviour and building on each child's strengths and achievements.
- Children are to be given opportunities that enable them to be responsible for their own behaviour through the development of problem solving skills.
- Children will be encouraged to seek support when necessary, even at time of difficult situations.
- Staff will have access to training and support in positive approaches to behaviour management towards children, staff and parents at all times. This will be made available as part of the training budget.
- Staff, school and parents should work in partnership in promoting a consistent and positive approach to behaviour management.
- Staff and parents will raise concerns as they arise and discuss ways of working together to assist children to make changes in inappropriate behaviour.

To assist in maintaining a positive, safe and caring environment, the staff and children will have the following responsibilities.

**The children will:**

- Accept and respect every child and adult regardless of race, cultural background religion, sex or ability.
- Treat each other with respect, courtesy and understanding despite the situation.
- Be encouraged to maintain positive communication and relationships between staff, children and other adults.
- Ensure that appropriate language is used at all times.
- Know and fulfil their responsibilities at all times.
- Settle their differences in a peaceful manner, try to use communication to resolve difficulties rather than resort to violence or abuse.
- Develop self -discipline skills through positive example and direction.
- Develop an understanding that behaviour results from choice made by the individual and that all behaviour has consequences.

**The staff will:**

- Accept and value every child and adult regardless of race, cultural background religion, sex or ability.
- Treat children with respect, courtesy and understanding.
- Maintain positive communication with the children, staff and parents at all times.
- When communicating with children, staff will ensure that they are understood and communicate at the child's level in a friendly positive and courteous manner despite the situation.
- Use voice intonations, facial expressions, and explanations as methods of discipline.
- Shouting at the children and corporal punishment is strictly prohibited.

To encourage children to take responsibility for their actions, staff will:

- Initiate conversations with all children, and develop an understanding of the child and their interests on a regular basis.
- Form friendly and warm relationships with the children in their care and be supportive and encouraging at all times.
- Ensure that expectations, relating to the children's behaviour is explicit and clear and consequences are consistently applied.
- Act as a role model for acceptable and expected behaviour.
- Encourage and reward acceptable behaviour.
- Focus on the behaviour, not the child and apply disciplinary consequences accordingly.
- Give praise and positive feedback to the children as often as possible.
- Provide an environment, which will foster and elevate the child's self-esteem.
- Help children develop self-discipline skills through positive example and direction of activities and daily routine.
- Introduce older children to simple conflict resolution skills and help them be a good example to the younger ones.
- Help children to appreciate and care for each other and their surroundings.
- Ensure that appropriate language is used at all times despite the situation.
- Never single out any children or make them feel inadequate at any time.
- Avoid threatening or verbally abusing the children in any way.

### **Consistent Unacceptable Behaviour**

Where a child demonstrates consistent unacceptable behaviour the staff will:

- Ensure the child is aware of the limits and what is appropriate behaviour.
- Ensure the expectations are appropriate for the child's level of development and understanding and is applied accordingly.
- Review the consequences to ensure they are not unintentionally encouraging the behaviour to the rest of the children.
- Look for and assess possible causes for the behaviour and act accordingly.

- Discuss the issue with the parents and the child in a polite manner aiming to help resolve the situation.
- Record all incidents, indicating what happened before and after the incident, time, date and who was involved.
- Develop a plan of action involving behaviour management in discussion with all staff, parents, school, and other professionals as required on a regular basis to ensure the importance and expectation of behaviour. If unacceptable behaviour is demonstrated, again this plan of action will be discussed according to the situation.
- Record the plan of action, ensuring all are aware of how to implement this and develop an evaluation system and review date.

If the child physically hurts other children or adults the staff will:

- Remove the child from the situation.
- Ensure the other person is all right and given proper attention and care.
- Record the incident, indicating date, time, victim, injury, offender and attendant.
- Ensure that both caregivers are notified of the incident.

If the child physically hurts other children or adults the staff will:

- Remove the child from the situation.
- Ensure the other person is all right and given proper attention and care.
- Record the incident, indicating date, time, victim, injury, offender and attendant.
- Ensure that both caregivers are notified of the incident.

### **Exclusion for Unacceptable Behaviour**

- Should unacceptable behaviour continue and the above strategies are not working, the staff will inform the management and take action accordingly.
- The management in consultation with the staff will discuss the issue.
- Where, in the interest of the child and other children at the centre, exclusion is the seen as the only step to be taken, this will be decided by the management staff.

- It will be considered only after:
  - Adequate support and counselling of the child is given according to the situation.
  - Parents have been notified and given the opportunity to discuss their child's behaviour.
  - Parents have been referred to other agencies, where necessary according to the behavioural level.
  - Careful consideration has been given to the problem by staff and management.
  - Clear procedures and requirements have been established for accepting the child back into the centre.

## Homework

Homework will be encouraged but is not enforced unless the parents state otherwise. Families are also reminded that individual tutoring by the centre staff is not given within centre hours.

## Grievance/Complaint Procedure

We aim to provide and maintain a positive and peaceful working environment for the staff and children. We do this by notifying all work related problems, complaints or concerns as quickly and efficiently as possible and resolving at the time it has occurred. The procedure encourages ownership of issues and participation in the resolution process. The highest standards of confidentiality are taken place at all times during and out of centre hours.

## Photos and Video Recording Policy

Pinnacle College OSHC would like to take pictures of activities not your child's face for promotional purposes. These images may be published on social media, used for our publications, termly newspaper or on our website. Parents need to fill the permission notes in the enrolment form if they give permission for your child to be photographed and recorded.

## Family Agreement with Pinnacle College OSHC

I \_\_\_\_\_ agree to abide by the Policy Statements and Procedures of Pinnacle College OSHC, a summary of which I have received, read and understood clearly. I understand that casual care is subject to availability at the centre and will be notified.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_