

St Pius X

OSHC



Family Information Handbook

Service Details

8 Windsor Grove,
Windsor Gardens 5087
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St Pius X OSHC



stpiusxoshc

Please enter the service during operating hours through a small gate just down from the corner of Windsor Grove and Hillburn Avenue.

Operating Hours

Before School Care: 7:00am – 8:30am

After School Care: 3:00pm – 6:15pm

Pupil Fee Day: 7:00am – 6:15pm

Vacation Care: 7:30am – 6:00pm

The service is open during the school week, Monday to Friday.

Acknowledgement to Country

At St Pius X OSHC we thank the traditional custodians of this land, the Kurna people for sharing their country. We promise to respect their land, their people, the animals and elders.

We will care every day for the plants, animals, water and people of the Kurna country and each day we will treat this land better than we did the day before.

Access

The Service is available to primary school age children, providing staff and resources are available. If the demand for places exceeds availability, priority of access will be given to families in accordance with Federal Government policy to Children at risk, children aged 5 and older and children from single parent families who meet the work/study test. Due to high numbers of enrolments, we do not accept siblings or families from other schools.

Enrolment

All families using the Service must complete an online enrolment, listing emergency contacts and medical information. Enrolments, bookings and cancellations may be completed online via our parent portal:

<https://stpiusxoshc.fullybookedccms.com.au/family/login>



A once-off enrolment fee of \$20 for new families is due at the time of enrolment.

Once you have completed the information on the portal, it is highly recommended to contact the service to organise a ten minute enrolment interview so that we can better understand your children's and families' individual needs.

Service Philosophy

We Believe:

Learning through play is important. Children need some structure and routine and plenty of opportunity to be naturally inquisitive while taking measured risks in a safe environment. All children learn differently. Guidance can enhance all areas of development including social and emotional development. Children's behaviour can be positively guided to develop acceptable behaviour patterns, enhance their wellbeing and develop their social and emotional competence. Children are capable and competent learners and have the right to privacy. It is important for children to understand and explore the natural environment and to become environmentally responsible.

Therefore we will...

- Provide a variety of stimulating, fun activities which take into account children's individual needs, interests, abilities, ages and cultural backgrounds
- Foster strong positive relationships with peers, educators and the wider community
- Empower children to explore the world around them, build their self-esteem through play and nurture them to grow their self-identity and emotional intelligence
- Encourage independence, accountability and the development of life skills
- Equip children with social skills, negotiation, communication, respect, independence, resilience and decision making
- Acknowledge that each child is unique and embrace diversity within the wider community
- Encourage children to explore their natural environment and educate them about environmental, economic and social sustainability
- Provide a safe, nurturing, welcoming and inclusive environment for all
- Continue to evolve through evaluation and critical reflection on all aspects of our service



The OSHC Service is endorsed by the St Pius X School Board and the values, beliefs and policies compliment the schools own. Open communication with families is actively encouraged, as is the participation of families in planning and decision making about the service. The Service is managed by an OSHC committee which meets approximately once per term. Everyone is welcome to attend and participate in meetings.

Signing in and out

Every time your child is dropped off or picked up from the service they must be signed in/out by a parent/guardian or authorised person. Only persons listed on the family enrolment will be allowed to collect children from the service. Please ensure these people are listed on your enrolment form. The service must be informed of any family custody arrangements.

NO CHILD WILL BE ALLOWED TO WALK OR RIDE HOME ALONE FROM OSHC

Bookings and Cancellations

We accept permanent or casual bookings. Casual booking will be accepted provided we have the places available and the number of educators to meet the legislated child to Educator ratio. Please book in advance to ensure you have a place. If no places are available, place your child onto the wait list and you will be notified as soon as a place becomes available.

Cancellation of Before and After School Care

Cancellation of bookings for both Before and After School Care sessions can be made through the Fully Booked family portal. We require 48 hours notice for cancellations of Before School Care and After School Care bookings. Any cancellation made after this time will attract a full session fee (minus your childcare subsidy). If your child is home sick or is sent home from school sick and the service is notified via phone or email, your booking will be cancelled at no charge.

Vacation Care

The Vacation Care Program is released approximately 4 weeks before the school holidays commence. It will be emailed to all families and the date and time of bookings opening will be advised. Please ensure you book as soon as possible as our program is highly popular.

Cancellation of Vacation Care

We require 7 days notice for the cancellation of a Vacation Care booking, any cancellations made after this time will attract a full session fee minus your childcare subsidy.

Service Fees as of 10th July 2023

Before School Care (BSC)	7:00am – 8:30am	\$14.00
BSC Short Stay	8:10am – 8:30am	\$7.00
Before School Care Cancellation Fee (less than 48hrs notice)		\$14.00 per child

After School Care (ASC)	3:00pm – 6:15pm	\$25.50
ASC Short Stay	3:00pm – 3:45pm	\$9.00
After School Care Cancellation Fee (less than 48hrs notice)		\$25.50 per child

Pupil Free Day	7:00am – 6:15pm	\$65.00
Pupil Free Day Cancellation Fee (less than 7 days notice)		\$65.00

Vacation Care Home Day	7:30am – 6:00pm	\$65.00
Vacation Care Excursion Day	7:30am – 6:00pm	\$80.00
Vacation Care Cancellation (less than 7 days notice)		Full Session Fee

Child Care Subsidy - CCS

Families are able to apply for Child Care Subsidy (CCS) through Centrelink to reduce their fees. The CCS will be paid directly to service and passed on to families as a fee reduction, shown on your fortnightly invoice.

Services Australia balances CCS payments after each financial year after families have completed their tax return, to ensure families are paid the right amount of subsidy.

It is the parent's responsibility to register for the Child Care Subsidy (CCS). Registration can be completed through myGov using your Centrelink account or through the Express Plus Centrelink mobile app. For further information, please visit [Child Care Subsidy - Services Australia](#).

It is highly recommended that families who are not already approved for CCS apply as soon as possible as the process is taking anywhere between 6-12 weeks. While your application is being processed, families will have to pay full fees. In some circumstances Centrelink will only back pay CCS for up to 4 weeks.

Please ensure you book your child in at least once every 14 weeks to avoid your CCS being cut off. If a claim has not been made for your child's CCS within 14 weeks, the application process for CCS will need to be restarted.

Payment of Fees

All new families are required to pay via EziDebit, our direct debit provider. Existing families are required to keep their EziDebit account up to date. This can be accessed through the FullyBooked family portal.

Statements will be emailed out fortnightly, on a Monday. EziDebit payments will occur on the Thursday of that fortnight. It is the parent's/guardian's responsibility to ensure that account statements are read and understood.

Fee's associated with the use of EziDebit are as follows:

Direct Deposit (bank account)- No fee

Credit Card Transaction Fee: VISA / MasterCard 2.2%, AMEX / Diners 4.4%

Dishonour Fee (non-payment of fees) \$14.90

Overdue Fees

Parents/caregivers with overdue fees will be encouraged by the Director to discuss any difficulties they may have in meeting payments and to make suitable arrangements to pay. The Management Committee reserves the right to terminate enrolment and engage the Debt Collection Agency if fees are not paid within a negotiated time.

Late Pick Up

All children must be picked up by closing time. If you know you will be late please give the service a courtesy call, to let the staff know. If a regular pattern of late pick-ups start occurring, a late fee of \$1.00 for every minute late will be charged. Lateness in excess of 30 minutes will attract a flat \$50 fee. In cases of unforeseen emergencies the Service must be notified.

If a child has not been collected by 6.30pm and there is no message from the parent, every effort will be made to contact a parent/guardian or an emergency contact person. If this proves unsuccessful Crisis Care or the police will be contacted, who will work to locate a parent/guardian.

Accident and Illness

At all times the service will have a minimum of one trained first aider, with Asthma and Anaphylaxis training rostered for the session. In the event of an accident, educators will provide first aid. If the injury or illness is of a serious nature an educator will seek medical assistance or call an ambulance (ambulance insurance is covered by the Service for accident and injury) as they deem necessary. Parents will be notified by staff as soon as possible.



If a child becomes unwell during the course of the program, the parent/guardian will be contacted and the child will be cared for and comforted until the parent or emergency contact arrives.

In cases of infectious disease, children will not be allowed to attend the service. If you are unsure of exclusion details, please see OSHC staff who will refer to the services Infectious Disease Policy.

Medication

Medication can only be administered to a child if it is prescribed by a registered medical practitioner, from its original container, bearing the pharmacy label with the name of the child to whom the medication is to be administered and the medication is in date. Written instructions must also be provided by a registered medical practitioner.

Families must also complete and sign the authorisation to administer medication record, detailing the type and name of medication, the date and time when it was last administered, the date and time of when it next needs to be administered, manner of administration and dosage.

Children with specific medical needs are required to have current, in date health care plans completed by a registered medical practitioner. You will also need to complete an annual risk minimisation and communication plan with the service.

Sun Smart Policy

Our service is an active member of the National Sun Smart Schools Program run by the Cancer Council. All educators and students are expected to wear a broad brim sun smart hat and sun safe clothing whilst at OSHC. Hats are required to be worn when the UV rating is above 3, regardless of the time of year.

Sunscreen is provided to all children when in OSHC. Students are overseen applying their own sunscreen when they arrive and 2 hourly after this time. If your child has sensitive skin, please provide alternative sunscreen for their individual use. This will be named and stored in a secure location within OSHC.



Behaviour Guidance

The behaviour expectations are as follows:

- We respect and care for ourselves, other people and property
- We work and play safely and co-operatively
- We follow directions of staff members/educators
- We stay inside the supervised boundaries

When behaviour expectations are not met, the following process will occur:

1. An educator will have a discussion with the child/ren about theirs and other's needs. A positive plan forward to change inappropriate behaviour will be discussed.
2. Future consequences for further inappropriate behaviour will be discussed.
3. If inappropriate behaviour is repeated a logical or natural consequence will apply such as withdrawal from a game or being asked to play in a different area
4. Repeated inappropriate behaviour will result in consultation with the Director and parents
5. If this does not assist in behavioural issues, the issue will be directed to the school's principal which may result in Internal Suspension or the child's enrolment may be terminated (if the behaviour is serious enough).

Facilities and Programming

In addition to the main OSHC room, a homework club room is accessed on a daily basis and we also access the school gym for programmed activities. During vacation care we have also the 'Nacho Club' room that is a specially programmed area for older children in Year 4 and over.

There is a regular program of scheduled activities, where children are provided with many choices of activities and equipment, both inside and outside based on their group and individual interests. At least one structured activity is provided each afternoon (eg art/craft, cooking, sport, outdoor game, science etc,) however no child is forced to participate as we see this time as their free time and a release from the confines of school.



Homework club operates Monday to Thursday afternoons from 3.15pm-4.10pm. If you would like your child to be encouraged to complete homework, please speak to OSHC staff.

Food and Nutrition

We aim to provide healthy food, low in fat and sugar, with occasional treats. Every week a menu is compiled with suggestions from the students and their families. Children are encouraged to be involved in bread serving as well as snack planning and preparation.

Breakfast is provided in Before School Care for those children who arrive before 8.10am. Each afternoon, when children arrive at after school care, they are offered bread or rice cakes with their choice of topping and a selection of fruit/veg. A second, more substantial snack is provided at approximately 4.15pm based on the weekly menu.

If your child/ren has any specific dietary requirements, please ensure that they are clearly stated on the enrolment form so that we can cater for their needs. If dietary requirements cause any medical issues, please ensure a Medical Conditions Plan and Risk Minimisation and Communication Plan is completed.

Please note, we are a nut aware school and children are not to bring nuts or nut products to school.

Learning Documentation

At OSHC, we document each child's learning through our online program called 'One Child'. We create an Individual private profile for every child enrolled at the OSHC service. An Educator will send each parent an invitation via email. Parents can then sign up for free and will be directed to the One Child platform, where you can access your child's profile.



Educators document children's experiences to showcase learning that has occurred and to record children's views and preferences. When we document a child's story, we give the child a voice and have a valuable tool for opening a meaningful discussion with our families.

Grievances

If at any time, parents/caregivers have grievances or complaints regarding the OSHC Program, they are able to communicate this to the Director and immediate action will be taken to remedy the situation. If the involved parties are not satisfied with the result, or the way in which the grievance was handled, they may approach the School Principal. Confidentiality of the parties concerned will be upheld at all times. Grievances which are not handled adequately by the school may be presented to the Catholic Education Office.

Confidentiality

The St Pius X OSHC Service protects the privacy of individuals by ensuring that all records and information about individual children, families, staff and management are kept securely and are accessed by, or disclosed only to, those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

Family Input

We welcome any family support in the following ways:

- Helping as a volunteer
- Contributing ideas, craft materials, resources etc.
- Attending management committee meetings
- Participating in fundraising initiatives
- Providing feedback, open communication with OSHC staff regarding children

We also ask that parents:

- Collect their children on time
- Pay their fees on time
- Notify us of any changes to bookings or financial circumstances
- Communicate with OSHC staff with any concerns or questions

For any further information and policies, please go to our website, www.spxoshc.org.au