Pimpala’s Out of School Hours Care

RESPONSIBILITY * RESPECT * COMMUNICATION
EXCELLENCE * FRIENDSHIP

Hours of Operation:
Before School: 7:00 am – 8:30 am
After School: 3:10 pm – 6:10 pm
Vacation Care: 7:00 am – 6:00 pm

For bookings, cancellations and enquiries:

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POSHC INFORMATION BOOKLET

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POSHC (Pimpala Out of School Hours Care) is part of Pimpala Primary School. The service is operated and overseen by a management committee, reporting to the Governing Council of the school. The service is regulated by the Education and Care Services National Law and been assessed as Exceeding National Quality Standards.

**BASIC PHILOSOPHY STATEMENT:**

Pimpala Primary School’s POSHC Program is dedicated to providing quality care for Primary School aged children in a safe and supportive environment to those who wish to access this service.

We aim to assist our families by providing a service at an affordable cost while maintaining a secure and fun environment for those students in its care.

We recognise families as the primary caregivers and shall support families in their role, encouraging their contribution.

**OUR BELIEFS ARE:**

*To provide a safe, clean & healthy environment that is supportive and caring. A situation where all individuals are valued and treated with respect and their input used to improve our service.*

*To offer a variety of recreational and educational activities catering for all ages, skills, interests & abilities. This will enable children to develop physically, emotionally, socially and to discover their own identities and become involved in their world.*

*We believe the strength of the program is in the dedication of the educators to provide on-going support to all students. The educators’ participation in Professional Development and embracing the National Quality Framework and My Time Our Place will provide opportunities for all children to reach their full potential.*

*The service aims to respect the diverse needs of children catering for their needs including those from non-English speaking backgrounds, low-income families, students with disabilities, the Indigenous community and those with religious beliefs.*
POSHC POLICY ON DIVERSITY:

Our whole school philosophy values quality relationships, positive self esteem, respect for each other and the environment, tolerance and creativity.

We offer a program that is inclusive, promotes anti-bias and non prejudicial practices. We take into account race, gender, socio-economic groups, religion, age, language, culture and family structures.

We recognise that every child is unique and we respect their individuality and abilities.

We are aware that some children may have additional needs and we have several agencies and resources available to ensure that all families from our school community who wish to utilise POSHC have their needs supported through a professional and understanding approach.

PRIORITY OF ACCESS:

The Australian Government funds childcare for the major purpose of meeting the childcare needs of families with recognised work or work-related (training or study) commitments. However, children at risk of abuse or neglect are nominated as first priority for access to quality childcare, as demonstrated in the Priority of Access Guidelines. Refer to the Enrolment Policy for information about access for pre-school children.

- **First Priority**
  A child at risk of serious abuse or neglect.

- **Second priority**
  A child of a single parent who satisfies or of parents who both satisfy the work / training / study test.

- **Third Priority**
  Any other child.
POSHC PROGRAM:
In school age care settings, educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development
My Time Our Place Framework for School Age Care in Australia. 2011
A program for morning and afternoon sessions is displayed for students / families.

A range of activities will be available including:

- Cooking
- Arts / Crafts
- Physical activities
- Computing
- Reading
- Television / Videos
- Homework corner

We will provide a variety of activities and experiences each day to enable children to have freedom of choice.

We will provide a program where children are encouraged to develop resourcefulness, responsibility and reliability in open-ended experiences, which allow children to develop personal interests and use free time creatively.

We believe that school age children in care need opportunities for physical activities, self-expression and socialization with peers. We are very conscious of the fact that time spent in POSHC is normally a child’s recreation time; hence we will provide a program where children can have fun.

All activities are free choice, although we do encourage children to actively participate.
**STAFFING RATIO:**

During POSHC hours there must be one qualified person on duty for every 30 children. This is based on the Education and Care Services National Law, the safety and welfare of the children and the duty of care requirements.

POSHC operates with the following ratios:

- Up to 30 children: 2 staff (1 qualified)
- Over 30 children: 3 staff (2 qualified)
- Over 45 children: 4 staff (2 qualified)

However, we always have 2 staff for opening and 2 staff afternoons until we close.

POSHC operates with the following ratios for excursions:

- 1 staff: 8 children
- 1 staff: 5 children swimming or water-based excursion.

**BEHAVIOUR MANAGEMENT:**

The time your children spend at POSHC is their recreation time so we keep rules to a minimum. Everyone has a responsibility to ensure his or her own behaviour does not spoil anyone else’s time at POSHC.

We assist the children to do this by giving them a clear and consistent framework and clearly state our expectations, which are the same as the schools. On occasions we may report particular incidents to the Parents and ask for your support to manage them.

If there are any external factors which may affect the behaviour of your children (i.e. a new baby, health issues, family matters) it is extremely helpful if you could keep the staff informed. We can then modify our expectations and the way we approach your child accordingly.

A set of operational rules has been drawn up with input from the students.
CODE OF CONDUCT:

Rules
1. Listen to the Director and ALL staff and follow their instructions.
2. Respect the property and belongings of POSHC and other people.
3. Respect and look after each other.
4. Play safely and sensibly. Harassment will not be tolerated.
5. Enjoy yourself and have a good time!

Consequences
1. Warning.
2. 5 minute thinking time.
3. 10 minute thinking time. Note sent home.
4. Time Out.
5. Attendance refused to future POSHC sessions.

Evacuation and Safety
In the event of an emergency the evacuation / safety procedures, well known to students and staff will be observed.

These are on display on the POSHC Board and are practiced once a term in both sessions.

The POSHC room is equipped with a fire extinguisher and a fire blanket.

RISK ASSESSMENT:

A risk assessment is undertaken for children who have behavioural difficulties and health needs, to determine whether an activity or excursion will be suitable for them to participate in. The process involves POSHC staff, the Leadership team, and families / carers. The decision to exclude a child is made based upon data collected, discussions and agreement of the parties involved.
DAILY ROUTINE:

7:00 – 8:30 am  Children arrive at POSHC.
8:40 am  Children are taken to their classroom if required.

3:10 pm  Children are dismissed from class and make their way to the POSHC room.
New enrolments are collected from their class.

3:10 – 3:30 pm  Roll Call
3:30 – 4:00 pm  Snacks
4:00 – 4:30 pm  Outside play
4:30 – 6:10 pm  Choice of programmed activities.

- Our routine is flexible to allow for weather conditions and children's preferences.
- Breakfast will be provided until 7:45 am.
- Afternoon tea snacks will consist of a variety of healthy foods which comply with the State Government’s Eat Well SA Healthy Eating Guidelines.
- Drinking water is always available.
- Menu is on display on the POSHC Board.

If your child has special dietary or cultural needs please advise staff. We may ask you to assist by providing something from home.
All students at the POSHC Program must be able to be seen at all times whether inside or outside.

VACATION CARE

7.00  POSHC opens
7.00 – 8.00`  Breakfast
8.00 – 10.30  Programmed activities and free play
10.30 – 11.15  Recess and outside play
11.15 – 12.30  Programmed activities
12.30 – 1.15  Lunch and outside play
1.15 – 3.15  Programmed activity and free play
3.15  Snack (In days only)
3.30 – 6.00  Free choice
6.00  POSHC closes
During Vacation Care there will be a minimum of one excursion each week. The routines on these days will change to accommodate the times of the excursion. A risk assessment is conducted prior to each excursion to determine the possible risks of the excursion.

**TOILETS:**

Before and after school, students can access the toilets located in the caged area. Students go in pairs and wear a lanyard. Students must notify staff when using the toilets.

**GRIEVANCE PROCEDURES:**

At Pimpala Primary School POSHC believes that effective relationships between the school and its community give children a greater chance of success. However, it is only natural that from time to time grievances can arise. POSHC has a Grievance Procedure that we follow:-

- Arrange a time to speak to the Director or staff member about the problem.
- **PLEASE DO NOT** discuss major problems or grievances at school or in the office without prior arrangement.
- Let the Director or staff member know what you consider to be the issue.
- Allow a reasonable time frame for issues to be addressed.
- If the grievance is not addressed arrange a time to speak with the Principal about the issue.
  (Ask for their support by:
    - speaking to the person involved on your behalf,
    - acting as a mediator in a meeting).

If you are still unhappy, please arrange a time to resolve the issue further (eg. Governing Council).
PARENT INVOLVEMENT

Our service aims to provide as many outlets as possible for family/service communication. These include:-

- face to face conversations
- important information on invoices and displayed by the sign in sheet
- regular informal meetings with parents and the opportunity to plan formal meetings if necessary
- a suggestion box for feedback and ideas
- surveys
- families are invited to join the POSHC management advisory committee

CHILD PROTECTION POLICY:

The POSHC Service has an obligation to all children attending the service to defend their right of care and protection. To support this right, the service will follow the procedures set down by DECD under the Children’s Protection Act 1993 Section 11(1) & (2), when dealing with any allegations of abuse or neglect of children, to ensure the child’s and other children’s protection.

SUN PROTECTION POLICY:

The service follows the Cancer Council guidelines for sun protection.

CHILDREN MUST WEAR A HAT WHEN PLAYING OUTDOORS BETWEEN 1st SEPTEMBER TO 31st MAY, AND ON ALL EXCURSION DAYS.

Refer to the service’s Physical Environment policy for further details.
**MEDICATION INFORMATION:**

**PLEASE** keep us informed and up-to-date with any information relating to your child’s health, diet, daily routine and physical condition. If we are well informed we will be able to better deal with any situation that may arise.

**Administering medication:**
If your child requires medication a “Permission to Administer Medication” form must be completed by the child’s Parent / Caregiver. These forms are available from the staff. All medication should be given to the staff and should be in the original container, with the doctor’s full instructions and dosage details clearly marked.

**It is the responsibility of the Parents / Caregivers to keep information on enrolment and medical forms up to date.**

**ILLNESS:**
In the event of a child becoming ill during school hours or suffering from a contagious infection, the child will not be permitted to attend the session.

If a child becomes ill during a session they will be cared for and comforted, and the Parent / Caregiver asked to collect the child as soon as possible.

**In an Emergency:**
In the event of a child being injured the trained staff will administer first aid. If the injury is significant we will contact the Parents and seek further medical attention. This may include a Doctor, or calling an ambulance.

**Please Note:** We strongly recommend purchasing Ambulance Cover.
SECURITY AT DROP OFF / COLLECTION OF STUDENTS

Parent / student access to POSHC will be through the courtyard gates. Only those adults listed on the enrolment form are able to collect a child unless prior written arrangements are made. Phone arrangements may be possible.

If for any reason you are unable to sign your children into the program you must phone the Director to inform them that your child / children are on their way to the program. Also if you cannot sign your children out of the program a member of staff will supervise them and ensure they are transferred to your custody.

Children must have written permission if they are to leave the program alone, without supervision. All parents must sign out their children and inform staff when taking their children. A search of the school grounds will be made by staff for children who are booked in but are not in attendance and parents / caregivers notified if the children cannot be found. For this reason it is imperative that the coordinator be notified of non-attendance. If parents or caregivers cannot be located within half an hour of school closure (i.e. by 3.40pm) it will be assumed that the children should be in attendance and are missing and the police will be contacted.

If you cannot contact the POSHC Director please notify the school if your child will not be attending the session.
Before School: $10.50          After School: $19.25

Vacation Care $54 per day per child. Deposit $10 per day per child.

A rebate for the above charges is available through the Child Care Benefit Scheme administered through the Department of Human Services. It is suggested that parents / caregivers inform the Department of Human Services of their enrolment at POSHC, however the new CCMS system should automatically link you to our service using the CRNs and date of births provided.

Accounts must be paid in full weekly or fortnightly and cannot exceed $90.00.

There is an annual registration fee of $20.00 for one child and $30.00 for 2 or more children from the same family. This needs to accompany an enrolment form.

For occasional use of the program (once per fortnight) $10.00 registration fee is required.

**POSHC FEE POLICY:**

POSHC fees are required to be paid on a weekly / fortnightly basis. If POSHC fees have not been paid within the 14 days a written request for the outstanding fees will be sent to the parents. If the account remains outstanding for a further 7 days another written request will be sent. If the outstanding fees have not been paid in full within 7 days of the third and final notice being issued, the account will then be given to a Debt Collecting Agency and care will no longer be provided for the family. All fees incurred from the Debt Collecting Agency will be the parent / guardian’s responsibility to pay.

Payment [online@pimpalaps.sa.edu.au/pay/POSHC](mailto:online@pimpalaps.sa.edu.au/pay/POSHC) account
Please note that if you are having difficulty paying please contact the POSHC Director prior to your fees becoming overdue. A payment plan can then be made.

All POSHC fees must be paid in full by the end of each school term.

**CHILD CARE MANAGEMENT SYSTEM (CCMS):**

The Child Care Management System is a National child care system that all approved child care services online. Our service will use the CCMS registered software to record child enrolment and attendance information. Parents / guardians of children will be able to access an online statement via the “view child care details” of the online services section of the Department of Human Services website (www.humanservices.gov.au). This statement includes details of CCB payments and absences. CCMS ensures that CCB fee reductions are calculated on your child’s actual use of care.

Due to the privacy act, any problems relating to your Child care benefit rebate will be your responsibility to contact the Department of Human Services, ensuring you receive the correct entitlement. We can only estimate fees in advance, because this is done in DEEWR once we have sent off your child / children’s attendances for the week.

Further information on CCMS is available from the DEEWR website (www.deewr.gov.au), or an information booklet is available from POSHC.

Please note that it is your responsibility to inform the Department of Human Services of any changes to your circumstances and when your child starts school, as this will affect your percentages and rebates.
BOOKINGS AND CANCELLATIONS

Children must be booked in by a Parent or Caregiver only.

For Before & After School Care, anyone who has a regular booking will have to pay for all booked sessions (Allowable Absences will be used for non-attendance). Regular booking can be cancelled or changed if 8 working days notice is given. Casual bookings cannot be cancelled.

For Vacation Care, cancellations must be made two weeks prior to Vacation Care commencing (eg. for a 10 week term, cancellations must be made by Friday Week 8). Any bookings after this date cannot be cancelled.

Allowable Absences are as outlined in the Commonwealth Government “Child Care Service Handbook”
- Child Care Benefit is paid for up to 42 allowable absence days for each child per financial year.
- Allowable absence days can be taken for any reason.
- Child Care Benefit is also payable for approved absences taken for other reasons including:
  1. Illness (with a medical certificate)
  2. Rostered days off
  3. Rotating shift work

In the event of an emergency, and if POSHC has been informed as soon as possible, no fee will be charged.

A late fee of $1.00 per minute will be charged to a Parent for each child collected after 6:10 pm. All students will be indoors within the POSHC room by 5:00 pm.

If students are not collected by 7:00 pm, and no-one can be contacted, the local police station will be called and asked to take responsibility for the child / children. This will only occur if all other reasonable measures have been explored (eg. no emergency contact available).
TESTIMONIALS

What do our parents and caregivers think?

- “As a single parent working in the city, it is imperative that I have a high level of support in looking after my children. Hazel and her team are wonderful and I simply could not manage without them. I consider Hazel, Lyn, and the staff as an important part of my ‘extended family’ and I know I can always rely upon them.”

- “One of the important reasons we attend Pimpala Primary School is the fantastic POSHC service! It is a great asset to the school.”

- “I have complete faith and trust in Hazel and the team and their commitment to looking after my children (even when tested to the limit!”

- “Nothing is too much trouble and Hazel in particular regularly ‘goes above and beyond the call of duty’. She is happy to be flexible and makes using the service a pleasure.”

- “The children are safe, happy and genuinely cared for and quite simply, we are so lucky to have POSHC!”

- “I think the adults all do a fantastic job. Thank you Hazel.”

What do our students think?

- “Hazel helps me out and makes my life easier.”
- “Lots of things to do outside and inside.”
- “Everything is always really well organised.”
- “We have special events like Wheels Day and Electronics Day!”
- “I’ve been going for three years and I still like going!”
- “Lots of healthy food.”