

**STUART PARK
PRIMARY SCHOOL**

**OUT OF SCHOOL
HOURS CARE**

**PARENT
HANDBOOK**

2023



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STUART PARK PRIMARY SCHOOL COUNCIL INC. OUT OF SCHOOL HOURS CARE

ABOUT US:

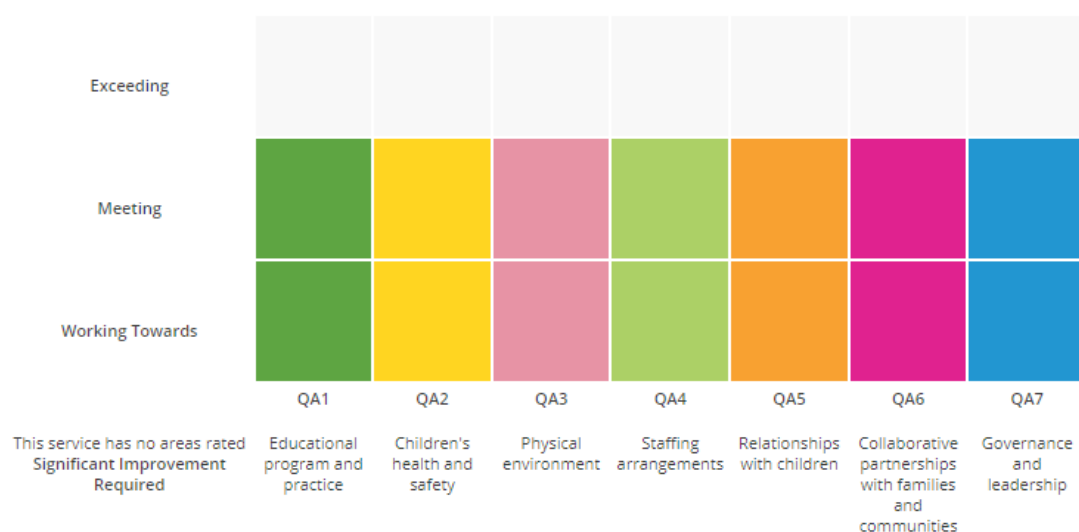
The Stuart Park Primary Out of School Hours Care or OSHC offers an affordable, well resourced, quality care service for the students of Stuart Park Primary School. It has grown significantly from a small service of fifty students, operating out of a few classrooms to a service that is registered to cater for 200.

OSHC is administered by Stuart Park Primary School Council Inc. and the service has an OSHC sub-committee whose members are parents of students who attend OSHC. We encourage parents to join the sub-committee to ensure the service continues to provide a quality care service.

The OSHC Service is currently fully compliant with the National Quality Standards with an assessed rating of 'Meeting'.

Stuart Park Primary OSHC

Overall Rating: Meeting NQS



HOURS OF OPERATION

School Terms

2.30pm to 5.30pm Monday to Friday.

PUPIL FREE DAYS

7.45am to 2.30pm

2.30pm to 5.30pm OSHC students only

VACATION CARE

7.30am to 5.30pm

CONTACT DETAILS

Director: Sharon Wade

Nominated Supervisor and Educational Leader: Sharon Wade

Telephone: 8997 7321

Mobile: 0409 816 744

Email: spps.oshc@ntschoools.net

Stuart Park Primary School Details

Principal: Danielle Hall

School Council Chairperson: 2022 - Andrew Baylis

School Telephone: 8997 7333

Email: stuartpark.school@education.nt.gov.au

OUTCOMES

- For students to have a strong sense of identity
- For students to feel connected with and contribute to their world
- For students to develop freedom of expression and become confident and involved learners
- For students to overcome fears and have a strong sense of wellbeing
- For students to develop a healthy lifestyle through hygiene practices, balanced nutrition and exercise.
- For students to recognise and respect the similarities and differences between people.



PHILOSOPHY

Stuart Park OSHC's belief is students thrive in an environment that offers safety, security, trust, and happiness.

Students are special in their own way. Through our activities such as music, sport, cooking, creative art and the social interaction within these pursuits, students are given the opportunity to develop the uniqueness that each possess.

The development of freedom of expression is encouraged, while challenging activities are designed to cater for individual needs. As students participate in activities and achieve success, self-esteem and independence will emerge, allowing students the opportunity to extend their abilities in all areas of development. We believe when students positively develop their self-concept and self-esteem, they will feel happy and secure in the school environment and this will help students to overcome initial fears.

The service's weekly program is designed to enable educators and students the opportunity to share their knowledge, learn new skills, demonstrate sportsmanship, compassion and encourage individuality through programmed and spontaneous activities.

Healthy eating, good hygiene practices and physical activities are encouraged with the purpose of developing a healthy lifestyle.

The service supports parents as the primary carers of their children, and encourages participation in all aspects of the Service.

We believe in promoting freedom of spiritual beliefs and fostering one's own gender and cultural identity thus students will develop respect, understanding, and tolerance of others.

It is important for educators to model positive guidance in order to manage aggression and frustration. We believe socially acceptable behaviour will emerge by nurturing students and encouraging them in positive ways. Fostering positive guidance and respect for individual needs will strengthen the idea of working towards a safe, secure future for all students.

EDUCATOR TO CHILD RATIOS

In accordance with the recommended National Standards the minimum educator to child ratios are as follows:

- 1:15 during school terms and vacation care
- 1:10 for excursions (dependant on excursion)
- 1:5 for swimming excursions

EDUCATOR REQUIREMENTS

All educators will hold a current Ochre Card.

Educators will hold or attain an HLTAID004 or soon to be superseded HLTAID012

Provide first aid in a childcare setting certificate.

It is expected that Educators have or are currently working towards a Certificate in Early Childhood Education or an approved qualification for educators working with children over preschool age as deemed by ACECQA.

CURRENT TEAM

Please refer to the team photo board for the current team of educators.

ENROLMENT

Enrolment to Stuart Park Primary OSHC is offered to students who attend Stuart Park Primary School only. We do not accept pre-school students, nor students waiting in the interim between pre-school and school.



IMPORTANT

Please be aware that it may take up to a week for an enrolment to be accepted, so families are encouraged to submit their application at least five business days in advance.

The service prides itself in providing a quality, caring and safe environment for our students. We seek your cooperation by complying with the conditions of enrolment set out below. To ensure a smooth process please **submit a fully informed enrolment. Your submission of an enrolment form indicates your acceptance of all of the conditions herein.**

Online Enrolment Link: stuartparkoshc.hubworks.com.au

Parent 1 of the enrolment is considered as the enrolling parent when no other parent is named on the enrolment form. In accordance with Regulation 99 of the Education & Care Services National Regulations, "Parent" does not include a parent who is prohibited by a Court Order from having contact with the child.

- Once an enrolment has been accepted an email is sent to parents allowing access to the Parent Portal.
- The Parent Portal is where parents **must ensure that all information is current, true and correct.**

[The Parent Portal and HubHello Families App.pdf](#)

- **All mandatory requirements must be adhered to.**
- Parent 1 on enrolment is considered to be the primary person. This is the person that we will contact first for any information regarding the child.
- Parent 1 should also ensure they have a CRN (customer reference number), to be eligible for CCS (child care subsidy).
- It is your responsibility to keep your contact details up-to-date. This includes any changes to authorised persons and medical conditions.
- A copy of any relevant Court Orders or Parenting Plans **must** be provided on enrolment



- Any diagnosed medical condition must adhere to the conditions below before an enrolment can be accepted.
- Children diagnosed with anaphylaxis **must have** a current EpiPen for the service, a risk minimisation and medical plan. This can be uploaded and attached to the online enrolment.
- A child diagnosed with asthma **must have** an inhaler for the service, risk minimisation and medical plan. This can be uploaded and attached to the online enrolment.

FEES & CHARGES

OSHC FEES (as of January 30th 2023))

- **\$100.00 per child 5 days per week - \$20.00 per day (per term)**
- **\$100.00 per child 4 days per week - \$25.00 per day (per term)**
- **\$90.00 per child 3 days per week = \$30.00 per day (per term)**
- **\$35.00 per child 1 – 2 days per week**
- **\$45.00 Emergency care (no notice)**
- Fees are based on **permanent scheduled days per week per term.**
- **A Permanent schedule is a regular routine attendance of days i.e. attends 5 days per week.**
- For any extra days after your scheduled days, these will be charged at the casual rate of \$35 per day.
- All fees are payable through the IntegraPay system.
- Parents are required to pay fees **two weeks in advance** prior to commencement of care.
- **Fees are to be kept 2 weeks in advance.** Failure to make payment in advance may result in incurring a late payment processing fee of \$25.00. Failure to adhere to these payment conditions may result in a child's attendance being reviewed.
- **Absences from child care:** Explanation of an absent day in care - https://www.dss.gov.au/sites/default/files/documents/05_2015/education_fact_sheet_9_final_-_absences_from_child_care_0.pdf
- Any non -attendance; and those due to sickness or illness, will still incur the weekly/daily fee less any CCS. Note: CCS is paid for up to 42 day's absence for each child. Allowable absences are reset July 1 of every year.
- A late fee will be charged if a child is collected after 5.30pm. The initial charge is \$20.00 per family and \$1.00 per minute per child until the child is collected. There will be some circumstances where this fee may be waived. This fee is deducted from your nominated account.
- If a child has not been collected by 6.00pm and parents and authorised persons cannot be contacted, the service will alert the proper authorities and await further instructions.

HOLDING FEE

- A holding fee **is to be requested** when a child goes on holiday during school terms. This period must start on a Monday and end on a Friday. It cannot start midweek. If the holiday period is longer than one week, only the first

week is charged at the holding fee cost. The weeks following will not be charged.

- The holding fees only apply to the following attendees: Attendance 4 -5 days \$50.00 and 3 days \$45.00

***Please note the child care subsidy cannot be claimed on this fee.**

VACATION CARE FEES

Once a booking for Vacation Care has been confirmed you have one week **before the commencement of care to cancel** otherwise **fees are not refundable**. This includes non-attendance or absence due to illness. Child Care Subsidies are still calculated during school holidays.

The current fees are: In service day's \$55.00 Excursion/Incursion days \$75.00

CHILD CARE SUBSIDY (CCS)

Child Care Subsidy Rebates (CCS)

Stuart Park Primary OSHC is fully approved for Child Care Subsidy rebates.

Families must ensure that the following steps are followed in order to receive rebates:

- **Register for Child Care Subsidy rebate with Centrelink** if you have not already done so. Click [here](#) for more details
- When you receive your Assessment Notice from Centrelink you must **enter the CRN and DOB details** on your enrolment form for both parent and child. These **MUST BE ENTERED ACCURATELY**. Ensure that you enter the Centrelink registered parent as "Parent 1" with their matching CRN and DOB. This will be the parent on the assessment notice. If any details are missing or incorrect you will not receive rebates and full fees are payable. CRN details are unique for each child and parent and have the format 999 999 999X
- Once we have received your enrolment with complete and accurate CRN and DOB details for both parent and child, we can submit the Enrolment Notice to Centrelink. This is the agreement for care arrangements. You will then **need to log in to your Centrelink Account to confirm the enrolment**.

Online guide to [confirm your child's enrolment details](#).

- Please also ensure that you have **electronically signed the CWA** (Complying Written Agreement) in your Hubworks account for each child.
- If all steps are followed then rebates should be applied to your account within a couple of weeks of attendance's being submitted.
- If your child has already attended care and you subsequently receive your assessment and enter CRN details (and follow the steps above), the rebates can be backdated up to 28 days.
- **PLEASE NOTE:** If your child only attends care on a casual basis (including only using our Vacation Care service), they will be 'Ceased' from the system if there is **no attendance submitted for 13 weeks**. If you wish to subsequently use the service we will re-enrol the child and re-submit the Enrolment Notice. You will then need to **AGAIN** accept this on your Centrelink Account and electronically sign the CWA (steps 3 & 4 above). Your Child Care Subsidy (CCS) will then be re-instated. If you do not follow steps 3 & 4 promptly you may NOT receive your rebates and **full fees** will be payable.

It is the responsibility of the enrolling parent/guardian to complete and lodge their Child Care Subsidy (CCS) application with Services Australia and Centrelink.

All OSHC fees are charged at the full rate and submitted via the Child Care Subsidy System (CCSS). Each family's eligibility for CCS is then calculated and the Service is then forwarded these funds. Deductions will then be made from each individual family's accounts.

Any changes in a family's financial circumstances may result in changes to CCS. It is the family's responsibility to contact Centrelink if they wish to dispute this or discuss it further.

The OSHC Service is not responsible for the calculations or allocation of CCS to families. Families must liaise with Centrelink for all of these matters

Centrelink (CCS): 136 150

ELECTRONIC SIGN IN/ OUT

Legislation requires all childcare services to submit attendance and session times for all students.

THE PROCESS

A Notebook is located on the parent desk.

You are required to enter your mobile number and it will ask you to create a PIN for first time users. You must remember your PIN for future reference.

Once you have done this you will have access to your Childs attendance sheet, click sign out and save. You would do the same for signing in.

The information is in real time and will be used for billing of late collection.

If you do not sign your child out of service, the service will insert a time and parents are to confirm that time the following day.

If you continue to not sign your child out the time will be submitted as 5 minutes late and you will be eligible to pay the late fee of \$25.

REQUIREMENT OF ESI

The service must have parent and carers' mobile numbers on a child's enrolment form before they can use ESI. Please let us know if your number has changed since enrolment or you need to add anyone else who may do regular pickups.

Emergency contacts who are associated with your child through the enrolment process will follow the same procedure as above as their numbers are recorded under your child's name. If someone else needs to do the pick-up (e.g. grandparents are in town) let the service know and one of the educators can sign out for you.

Sign in during term will still be the responsibility of the service. Parents will only need to sign their child out of OSHC.

During school holidays, parents will sign their child in and out of Vacation Care.

If the system is down please leave collection time, child's name, parent name and signature in the Parent communication book.

The signing in and out of students is a legal requirement. It is the responsibility of the person collecting the child to adhere to this process. Please do not allow your child or a sibling to perform this requirement, it is against the law.

COLLECTION OF STUDENTS FROM THE CENTRE

If a person who is not authorised arrives to collect your child, the director will not allow the child to leave. Parents must advise the Director or school office of **All** authorised/unauthorised persons, this includes any changes.

Please be advised it is Parent 1 (the enrolling parent) who authorises all persons collecting a child. A Partner may request a person to collect a child, but it is ultimately the enrolling parent who will authorise.

***If a person under the age of 18** (i.e., sibling only) is to collect a child, the office or service must be alerted by the parent and a written authorisation letter/email must be received **prior to collection**.

***Without this notification a child will not be released** until a parent is contacted.

When alternative arrangements are made for the collection of your child, we require:

- The name and phone number of the person.
- This is to be emailed, so as to add them to the electronic sign in.
- Any persons not nominated on the enrolment form will be asked to confirm identification.
- Any persons who insist on taking a child when clearly intoxicated or in an unfit state will be refused and the police informed. This is a directive from the Commonwealth Dept. of Families, community services and indigenous affairs dept. re our duty of care.
- Only those persons nominated on the Enrolment and over the age of 18 years will be permitted to collect students unless prior agreement has been arranged
- At the beginning of every year, all new families and authorised persons will be asked for identification for our records.

AUTHORISED PERSONS

An authorised person is the person, who we will contact when we cannot contact the parent. This is in regard to medical, emergencies, etc... Please ensure you have someone other than yourself or the other parent.

SERVICE CLOSURES

OSHC is closed on (Territory and National) Public holidays. We also close down for two weeks over the Christmas and New Year Period.

There will be times when a pupil fee day will be required at the beginning of a Term. Care will not be provided on these days.

PUPIL FREE DAYS

Pupil free days are organised by the school and care must be booked through the school. The charge is \$25.00 per child from 7.45am – 2.30pm. The OSHC service will continue to provide care from 2.30pm – 5.30pm for OSHC students.

ABSENCES

If a child is absent from school, please inform the service by phone or email. Please do not assume that the message will be passed on when advising the school.

If you collect your child from school, please notify the service so that the child can be marked absent. This will avoid time spent unnecessarily trying to find the child and calling you.

A child is entitled to 42 allowable absences per year before the Child Care Subsidy is affected. A child who is absent because of illness will need a Doctors Certificate in order for their absence not to be included in the allowable absences.

In shared care arrangements (where separated parents both claim Child Care Subsidy for the child's care), the allocation of 42 absences relates to the child, not to each individual claimant.

TERMINATING CARE

OSHC requires 2 weeks' notice if care is no longer required. If notice has not been received one week's fee payment will be charged.

POLICIES & PROCEDURES

The OSHC Policies and Procedures manual which guides the operation and management of the service is available for families in the OSHC office. When a policy is being reviewed, parents will have the opportunity to give feedback.

GRIEVANCES AND COMPLAINTS

Grievances, complaints or sensitive matters can be had with the Director to resolve a concern. Please call and make an appointment so a convenient time can be made. Should the complaint be about the Director, please notify the school office to make an appointment with the Principal. This can be done in person, phone or by email. Please do not hesitate to contact the service via email or phone regarding any matter you would like to discuss or you can leave a message in the communications book.

OSHC SUB-COMMITTEE

The sub-committee is the main voice for the service at School Council meetings. Through meetings with the director prior to council meetings, they are able to voice the needs and improvements required to maintain a high-quality service for our community.

CONFIDENTIALITY

OSHC takes confidentiality of family's information very seriously and there are clear policies and procedures in place relating to this matter. All information is treated in the strictest confidence and is kept securely locked.

ORIENTATION

To assist new students to settle into the service, we invite families to visit the service prior to commencement. This provides an opportunity for your child to familiarise themselves with the location of OSHC and to meet the team.

At the beginning of each year, Transition students are escorted to the service by an educator and a class assistant before the end of school. They will be escorted until the end of Term Three. In Term Four, transition students are encouraged to make their own way to OSHC to develop independence and to prepare themselves for Year 1.

New families are welcome to visit the centre and look around at any time.

EVACUATION PROCEDURES

The service conducts regular fire drills and lock down drills in accordance with the Education and Care Services National Regulations. Signs outlining the procedures are displayed at the centre.

PROGRAM

The OSHC and Vacation Care program meets the developmental needs of school aged students through stimulating, interesting and exciting activities which allows opportunities for students to play, explore and develop new skills. Our program reflects the recommendations set out in the My Time, Our Place Framework for School Age Care in Australia, which ensures that students in school age care will have opportunities to engage in leisure and play-based experiences which are responsive to the needs, interests, and choices of the students attending the service and contribute fully to their ongoing development. Students are encouraged to participate in program planning by submitting written suggestions or through conversations with educators. The program can be viewed on the noticeboard.

AFTERNOON TEA

The service aims to provide nutritious and varied afternoon snacks every day. Examples of the afternoon tea menu includes toasted sandwiches, butter chicken and rice, tuna salad, crackers and spread and daily platters of fresh fruit and veggies. On occasions we will have treat days, ice cream and fruit, jelly and custard. Afternoon tea is from 2.30pm – 3.00pm and a late afternoon snack is around 5pm.

Parents, please inform the service of your child's dietary needs i.e., gluten free, lactose intolerance etc...through their enrolment as this helps with the provision of food. We try to cater for all dietary needs, but it would be great if you could provide snacks for your child as we do not have a gluten free kitchen environment.

At OSHC we encourage students to take increasing responsibility for their own health and wellbeing by washing their hands before eating and serving themselves.

During Vacation Care we encourage families to provide a healthy and nutritious nut free recess and lunch for your child's lunch box. This will ensure adherence to our **'nut aware Service'** outlined in policy and procedures.

A notice of students who have allergies or food intolerances is displayed in the noticeboard.

HOMEWORK

OSHC allows students to do their homework during the week and educators will assist where possible. Parents can request that their child do their homework at OSHC but it is the child's choice.

Also we do not help with students with reader books. This is considered a bonding moment that parents should share with their children at home.

STUDENTS'S ACCIDENT REPORTS

Parents will have access to Accident, incident and illness reports via the ESI screen.

FEEDBACK

We continually strive for improvements in order to offer a quality program. If you have any suggestions as to how we can meet your needs, please leave your suggestion in the communications book.



VACATION CARE PROGRAM

All OSHC conditions in this handbook also applies to Vacation Care.

ENROLMENTS AND FEES

- Enrolments are through the 'Book Me' app in the parent portal.



BookMe for
Parents_1674384585

- Enrolments can be cancelled any time **prior to, one week before school holidays.**
- Vacation Care is booked on a casual daily basis.
- **Fees for confirmed bookings that are cancelled during the holiday period are not refundable, this includes non-attendance or absences due to illness. Child Care Subsidies are still calculated during school holidays.**
- ***Day changes depends on availability of spaces for that day.**
- Absences due to illness will require a doctor's certificate and will still incur the daily fee less any CCS.
- Note: CCS is paid for up to 42 day's absence for each child.

The current fees are: In service days \$55.00 Excursion/Incursion days \$75.00

- A late fee of \$20.00 plus \$1.00 per minute per child will incur should you collect your child outside of operational hours.

Confirmation

- **Confirmation is given at the time of booking and is also forwarded to the service as verification.**
- Please ensure you have received confirmation and your email address is correct on the enrolment form.

Drop Off and Collection

- **Students must be accompanied by an adult who is to sign the child in/out.**
- Collection of students is described in the OSHC section of the handbook.
- ***Please be aware the service does not open before 7.30am and there is no supervision before 7.30am.**

Illness/Accident/Medication

- If a child is unwell or involved in an accident during the day, and unable to participate in activities, the parent/guardian will be notified to collect the child. In the event of a serious accident or illness the child will be transported via an ambulance to RDH and the parent notified.

Unacceptable behaviour

- Any unacceptable behaviour by students will not be tolerated by educators or the service. If a child continues with this behaviour, you will be asked to come and collect the child immediately.

Excursions:

- **All students attending an excursion must wear the school uniform shirt.** The uniform shirt is for identification purposes when in public.
- If it is an outdoor activity, students will need to have a **360° brimmed hat** or school hat, **caps will not be accepted.**
- Students **must** wear covered shoes, at all times, unless directed by person responsible.
- The wearing of sunscreen is optional and recommended, but it is the responsibility of the parent, to provide sunscreen, the service does not supply, nor offer sunscreen, because of allergic responses.
- Any water play excursion, students will need a change of clothes (preferably named), towel, drink bottle, hat and sunscreen. Students will be wearing wrist bands when on water excursions.
- Depending on the excursion we would ask that food for recess be packed in a named plastic bag that is easy to carry. Parents will be notified when this will be required.

PLEASE NOTE: Excursions and Incursions are subject to change or cancellation due to unforeseen circumstances

What to Bring to Vacation Care every day?

Students must bring:

A change of clothes

- **A healthy and nutritious nut free packed recess and lunch.**
- **A water bottle**
- **360° brimmed hat**
- **Covered shoes**

The school uniform shirt must be worn on all excursions. The program for the day of an excursion will determine what other clothing will be required.

During Vacation Care, students must wear appropriate clothing (no singlets or spaghetti strapped singlets), covered shoes (no thongs or sandals), a 360° hat (no caps). Students who are inappropriately dressed will be asked to wear a school shirt while at service. Sunscreen is recommended for outside play, but will not be supplied by the service. No chewing gum or lollies are to be brought. Skateboards, rollerblades etc... are not permitted unless programmed.

Toys/devices brought by students for programmed activities are to be placed in the box provided at the parent desk. It would be preferred if these items were bagged and named.

The service is not liable for any damage or loss of devices, toys etc...this includes expensive water bottles or lunch boxes. Careful thought should be given to whatever is brought to Vacation Care.

