

Thorndon Park Primary School

OSHC Information Pack 2023

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Welcome!

We believe that Thorndon Park Primary School Out of School Hours Care is a valuable and integral part of Thorndon Park Primary School and the local community. We enable children to develop secure and respectful relationships, as well as establish and build on life skills. Educators work in partnership with children, families and the community to provide ongoing learning experiences. Your children are amazing individuals and we strive to meet their needs in a nurturing and stimulating environment. We incorporate the principles, practices and outcomes from the My Time, Our Place framework to make it the best possible experience for your child. We look forward to meeting you and your child/ren and involving them in our program.

Operating Hours

Monday to Friday

Before School Care 7:15am – 8:30am

After School Care 3:10pm – 6:00pm

Early Dismissal 2:10pm – 6:00pm

Pupil Free Day 7:15am – 6:00pm

Vacation Care 7:15am – 6:00pm

TPPS OSHC is closed on all Public Holidays and for 2 weeks over the Christmas and New Year period. Exact dates of the end of year closure will be confirmed during term 4.

Access

Our service only accepts enrolments of children who attend primary school. Preschool children can only attend Vacation Care as of the January school holidays in the year they begin school. If the demand for places exceeds availability, priority of access will be given to families in accordance with the Commonwealth Government Priority of Access Guidelines listed below.

Priority 1 – a child at risk of serious abuse or neglect

Priority 2 – a child of a single parent who satisfies or of parents who both satisfy, the work, training, study test, under section 14 *A New Tax System (Family Assistance) Act 1999*

Priority 3 – any other child

Policies and Risk Assessments

All service policies and Risk Assessments are located under our sign in desk and available for you to read at any time. For more information, please ask an educator.

Fees and Payment

Before School Care	\$14.00 per session (includes breakfast)
After School Care	\$25.00 per session (includes afternoon tea)
Early Dismissal	\$30.00 per session (includes afternoon tea)
Pupil Free Day	\$60.50 per day (includes afternoon tea)
Vacation Care	\$60.50 per day (includes afternoon tea)

Please note; the above fees do not include any Child Care Subsidy you may be entitled to. Please contact the Families Assistance Office for further information and eligibility on 136 150.

Accounts are distributed weekly and fees are payable within 7 days from the date on the statement. Failure to pay fees may lead to care being withdrawn. The Director must be notified if difficulties arise with payment of fees.

Payments can be made using Debit Success on Xplor, Qkr, BPoint credit card or cash.

Penalty Fees

If a booking for After School Care is not cancelled by 12pm the day before care, full fee will apply.

If a booking for Before School Care is not cancelled by 9am the day before care, full fee will apply.

If a booking for Vacation Care is not cancelled by the Friday of week 9, full fee will apply.

If a medical certificate can be presented, all fees will be waived.

Late collection of children after 6pm will incur a fee of \$2.00 per minute, per child.

Debt collection may be sought for all late or non-payment of fees.

The Service's Fees Policy is attached.

Bookings

Bookings for Before and After School Care and Pupil Free Days can be made via the Xplor Home app, email, text, phone call or in person with an educator.

Bookings for Vacation Care can be made by returning the Booking Forms attached to the program. The Vacation Care program and Booking Forms become available 5 weeks before the Vacation Care period begins.

Delivery and Collection of Children

Please ensure that you complete the relevant section in the Thorndon Park Primary School OSHC Enrolment Forms regarding persons who are authorised to collect your child. We are legally required to have this information in our records.

At drop off, all children *must be signed in* on the roll provided. This is a licensing requirement and is also used as an opportunity for parent/educator interaction.

Similarly, licensing requirements stipulate that the adult collecting the child/ren from the service *must sign them out* on the roll; indicating the time of departure and ensuring educators are aware of children leaving the Service.

Only the people specified on the enrolment forms are allowed to collect children from the Service. Please ensure that you nominate every possibility on the 'people authorised to collect your child/ren' section on the enrolment form. If your child/ren are going to be collected by someone other than those nominated on the enrolment form, educators need to be notified (preferably in writing). In such instances, the nominated person will be required to provide proof of identification.

Communication with Parents

We regard the participation between parents and our service as vital to the wellbeing and learning of your child and, as such, enjoy sharing information about your child's involvement in the program. The educators value your input and feedback on the service we provide your family.

We welcome all suggestions that contribute towards our continuous improvement plan. You can share your ideas, resources, time or thoughts with us by:

- Filling in our surveys
- Using our suggestion box
- Attending Advisor Committee Meetings
- Casual conversations with educators
- Sharing skills and interests
- Donating resources such as recycling, books, fabric and wool

Confidentiality

Thorndon Park Primary School OSHC protects the privacy and confidentiality of individuals by ensuring that all records and information about children, families, staff and management are kept in a secure place and are accessed by or disclosed only to those who need the information to fulfil their responsibilities at the Service or have the legal right to know.

Illness and Accidents

In cases of infectious disease, children will not be allowed to attend the service. If you are unsure of exclusion details, please refer to the 5th Edition of Staying Healthy which is located under our sign in desk or see an educator.

If your child is unwell it is recommended to keep them home until they are able to safely and happily engage in the program and with other children.

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

In the event of an accident while at OSHC, educators will provide first aid. If the injury or illness is of a serious nature, educators will seek medical assistance or call an ambulance as they see necessary and parents/caregivers will be contacted. The Service's First Aid Policy may be viewed at any time for further information.

Medication

Any prescribed medication needs to be given to an educator and the parent must make a record on the Medication Day Sheet. If this sheet is not completely filled in, we cannot administer the medication. Medication must be in its original container and state the child's name and dosage amount.

Allergies

We are an allergy aware and *nut free* service. Please ensure that we have been advised of any allergies your child/ren may have and that we have the correct medication on hand when your child is present at the service.

Sun Safety

All children are required to wear a sun safe hat and sunscreen when outdoors during terms 1 and 4 and whenever the UV levels reach 3 or above. Please make sure all hats are clearly labelled. If your child/ren have a sunscreen allergy, please discuss sun safe strategies with us or provide an appropriate sunscreen for them to use. Clothing must also be sun smart – no singlets or tank tops. Please refer to our Physical Environment Policy for further information.

Behaviour Management

Our behaviour management is based on encouragement, support, trust and respect and is in accordance with the school's policy. We adopt a firm but fair approach and we do not allow students with inappropriate behaviours to interfere with the play, learning and safety of others. The Service's Behaviour Management Policy may be viewed at any time for further information.

Educators

Our educators are caring, supportive and inclusive in their interactions with the children, families and each other. Educators aim to enhance your children's learning and development and ensure their safety and wellbeing. They strive to achieve and maintain a high quality standard by developing an exciting and stimulating age appropriate program.

Professional educators are essential to Thorndon Park Primary School OSHC. We comply with the National Quality Framework when appointing educators and meet staff to child ratios. At the centre our ratio is 2:30 and 1:15 thereafter and on excursions we follow a 1:8 ratio unless stated otherwise on the risk assessment.

All our educators have the appropriate qualifications that are required by legislation. This includes a successful criminal history clearance, reporting abuse and neglect training, first aid and asthma and anaphylaxis training.

Grievances

Thorndon Park Primary School OSHC is keen to address and resolve any grievances efficiently and agreeably for all concerned. Grievances should be addressed in the following manner:

1. Verbally – in person or by phone
2. In writing – via email or mail
3. Feedback forms
4. An appointment with the Director

All complaints are to be directed to the Director. Unless the Director is unavailable or discussions are unsatisfactory to you, your complaint can be directed to the Governing Council via the Advisory Committee or Principal.

Food

We aim to provide healthy everyday food, low in fats and sugar, with only occasionally offering 'treats'. A simple breakfast is provided during Before School Care (not provided during vacation care or on pupil free days) between 7:15am and 8:15am which includes a variety of cereals and milk, wholemeal bread and raisin toast and spreads. Occasionally we will also have yoghurt, crumpets or English muffins.

Each afternoon we provide the children with fresh fruit, multigrain crackers and a 'special' food. Please notify educators if your child has an allergy or any special dietary requirements and we will try our best to accommodate them. All children are encouraged to be involved in the meal planning and preparation.

If providing your own snacks for your child/ren please remember we are a nut free service.

Facilities, Activities and Programing

We are located in the school's Bradman Gym. Monday to Thursday we set aside some time between 3:30 and 4:00pm for children to complete their homework. If you wish your child/ren to do their homework at OSHC please see an educator and have their name added to our Homework Club List. There is a regular program for scheduled activities where children are provided with different opportunities to extend their learning in a play-based setting. We follow the My Time, Our Place Framework and incorporate the learning outcomes in our everyday program (please see below for our Learning Outcome Key). We aim for children to have a strong sense of their identities and their wellbeing whilst allowing for effective communication during their time in our service. Our activities promote this and allow children to feel connected to the community whilst contributing to their world as well as being confident and involved learners. No child is forced to participate in any activity and we also offer a range of books, toy and games that the children can access at their own leisure. All children are encouraged to have a say about the weekly program and menu and offer their suggestions and ideas.

My Time, Our Place Learning Outcomes Key

Key	Outcomes
 1	Children have a strong sense of identity
 2	Children are connected with and contribute to their world
 3	Children have a strong sense of wellbeing
 4	Children are confident and involved learners
 5	Children are effective communicators