



# Tea Tree Gully Primary School

## Outside School Hours Care (OSHC)

### Parent Handbook

Director- Keith Forster  
Professional Childcare Educator – Kim Clarke

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## Our Aims and Philosophy

It is our aim at Tea Tree Gully OSHC to provide a safe, warm, friendly, inclusive and caring environment for your children at all times.

We believe children learn through play and by using our service, we help them develop intrinsic skills such as cooking, caring about others, sharing, tidying up after themselves etc.

The following principles are encouraged at our OSHC program

- Care and compassion towards yourself and others
- Realising that you are part of a larger world and part of a larger energy
- Well-being and a sense of belonging
- Doing your best
- Having a fair go and encouraging others to do the same
- Alternate ways of thinking and problem solving. "Thinking outside of the square"
- Honesty
- Communicating effectively
- Integrity
- Respect
- Responsibility
- Recognising who you are and believing in what you can become and achieve
- Understanding, Tolerance and Inclusion
- Being able to work collaboratively with others in groups
- Staying healthy fit and active through play and good eating habits

Our staff members prefer to be known to the children on a first name basis, to encourage positive communications between children and adults. We believe this helps also to create a friendly, trusting and relaxed atmosphere in which ALL children can feel respected and valued.

It is also an important part of our philosophy that everyone, including children, staff and parents, have the right to feel safe at our service and that everyone also feels comfortable about their choice to be actively involved in the day to day running of the program. We welcome suggestions for activities, types of food, OSHC environment etc.

## Service Information

The service caters for children aged between 4 to 13 years of age or until commencement of high school. Kindy aged children are eligible to attend and during the term students attending Kathleen Mellor will be taken and picked up from the Kindy.

Our staffing ratios are the following:

- 1:8 Excursions
- 1: 11 single staff (qualified)
- 1:15 when 2 or more staff are present
- 1 qualified staff member per 30 children (25 children when Kindy children attend)

We endeavour to create a relaxed club type atmosphere where children have a wide choice of activities, ranging from art and craft, cooking, music coaching in guitar/bass, drums and vocals, fun in the gym, board games, creative building games such as Lego, outdoor activities and educational computer games.

Weekly activities such as craft, cooking, art, gym and outdoor activities may vary from day to day based on programming requirements for individual children.

### Hours of Operation, Sessions & Fees

Before School Care 7:00am – 8:30am \$12.00 per child (breakfast served until 8:00am)

After School Care 3:05pm – 6:15pm \$19.00 per child

Vacation Care\* 7:30am – 6:00pm \$55 per child, Excursions \$65.00 per child.

*By negotiation, Vacation Care can open at 7.00am*

*\*Note - We, require 5 working days' notice for Vacation care cancellations or normal charges will apply.*

### Collection of Children

To ensure the safety of children and to fulfil the duty of care we have to your children, the following procedure will be strictly adhered to:

- All children will be placed on the roll.
- All children will need to be signed in by staff and signed out by the authorised collection person.
- Children can only be collected by those people listed on the enrolment form unless otherwise notified by parent/guardian.

### Collection of Children continued

- Children will not be released to anyone else unless written or personal consent has been given to the Director by the parent/guardian.
- A staff member must be notified of a child's departure. No child will be permitted to leave the OSHC boundaries until this procedure is completed.

### Late collection

Our collection time is before 6:15pm. Please phone the service if you know you are going to be late. If children are not collected on time, a late fee of \$1 per minute will apply after 6:15pm unless parents show that an emergency occurred where the staff could not be contacted.

If your child is not collected after 6:15pm, the Director will endeavour to contact the parent and then the emergency contact person. If this is unsuccessful the Director will have no choice but to contact Crisis Care who will work with the local police to locate the parent/guardian.

### Payment of Fees

Invoices are sent out weekly via email.

Payment can be made via EFTPOS upon drop off or collection of your child at our service.

### Childcare Subsidy

Help with your fees is available for those who are eligible for Childcare Subsidy. Applications must be made via the myGov App.

### Cancellations/Non Attendance

Notice must be given when children aren't attending OSHC when they have been booked in.

When possible, 24 hours' notice must be given if your child will not be attending a booked session.

Vacation care cancellations require 5 days' notice.

### Management Structure

The service comes under the umbrella of the Governing council and has an OSHC committee made up of parents and a representative from the school staff. Meetings are also attended by the director and assistant director, who report to the committee on the centre's needs and day to day issues, etc.

## Parent Involvement

We invite and encourage everyone to have a say and an input into the day to day planning of the program.

Please feel free to speak openly with us at any time about any concerns, suggestions, activities, dietary needs or even about the footy on the weekend.

Communication is a vital part of our success. Parents are also invited to committee meetings held once or twice a term to comment on policies and any other issues that may arise.

## Safety Issues / Sun Safe

All children will need to wear safety helmets when riding bikes, scooters, skateboards etc. at the centre. Tops that cover shoulders are preferable in summer. Hats are required to be worn in terms 1 and 4 and relevant Vacation care breaks.

## Testimonials

- My two children just really enjoy it and when I pick them up always too early as they never want to leave! *Julie*
- My views of osh I love it is so flexible. It's a saviour for our family and our children feel safe there. The staff know every child and care about them. *Amanda*
- As newbies, my kids have found both Keith and Kim friendly and kind. I have used this service only a handful of times always resulting in requests (from the kids) to go again! Big thanks to Keith, Kim and team 😊 *Jen*
- My children are always excited when I tell them they are booked into OSHC. Keith and Kim are always friendly, inviting and accommodating. I love that our school offers this service as it makes being a part time working mum easier. *Kylie*
- We are newbies using OHSC. My 2 sons love it and always complain when I pick them up at 5.30 that they wanted to stay longer. Keith and Kim are keen on learning about the kids interests and creating a program that meets their learning and play needs. *Holly*
- I feel comfortable at OSHC. I get to see my friends and we get to play on the computers. *Harrison*
- The door is always open with TTGPS OSHC. Nothing is ever too hard, and Keith and Kim are incredibly flexible in their booking arrangements, which is a huge bonus for us. Lachlan regularly attends OSHC and is extremely upset if an OSHC day changes, which to me shows he is in a comfortable, supportive and welcoming environment. *Alexandra*

## Policies

There are a wide range of policies available on request at the centre.

These include policies on Behaviour Management, Nutrition, Sun Protection, Staffing and Recruitment, Staff Discipline, Personal Hygiene, Health and Safety, Grievance Procedure, Financial Management, Confidentiality, Occupational Health and Safety, Excursions, Equipment, Equal opportunity and Administration.

The Centre will always endeavor to review and upgrade these policies in consultation with parents and management and new policies will be written when the need arises.

### Confidentiality

Tea Tree Gully Primary School Out of Hours School Care (OSHC) protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure place. Information can be accessed or disclosed only to staff who need the information to fulfil their legal responsibilities.

Tea Tree Gully OSHC is committed to protecting your privacy and abides by the National Privacy Principles contained within the Privacy Act.

### Grievance Procedure

The centre has a procedure in place for dealing with grievances please refer to parent notice board and/or director for clarification.

### Mandated Reporting

Please note that it is a Commonwealth requirement, that all staff at the service are mandated to notify suspicion of Child Abuse and Neglect.

### Children's Behaviour

We aim to keep OSHC a safe and happy place for all children and staff by having clear and understandable guidelines for all to follow. We believe that behaviour has consequences and children are able to choose between appropriate and inappropriate behaviour.

We have Behavioral guidelines that are available. If inappropriate behaviour persists in a child, Parents/guardians may be contacted to collect the child. It is the parent/guardians responsibility to be contactable at all times.

### Nut Aware

Tea Tree Gully School is a nut aware school.