



**FAMILY
HANDBOOK
2024**

**OUTSIDE SCHOOL HOURS CARE
(OSHC – Before and After School Care)**



About Us

Welcome to Allambie Heights Outside School Hours Care (OSHC).

We are a privately owned family business providing a before and after school service for Allambie Heights Public School (AHPS). We run alongside **Allambie Bush Kindy** a long day care centre on the school grounds for 2- to 5-year-old children.

- ☼ For children 4 to 13 years old attending Allambie Heights Public School
- ☼ A children's interest-based program that encourages children to have fun, learn and be physically active in a healthy and safe environment
- ☼ Experienced, friendly, and nurturing educators
- ☼ Nutritious breakfast provided at BSC, and afternoon tea served at ASC

Operating Hours:

Before School Care	7.30am - 9.10am
After School Care	3.10pm – 6.00pm

Contact Us:

Phone	8021 9409 or 0449 087 170
Website	www.allambiekids.com.au
Email	oshc@allambiekids.com.au
Postal Address	80 Roosevelt Ave, Allambie Heights NSW 2100

Service Philosophy



The service is licensed for up to 215 places per day.

The service caters for children who are currently enrolled at Allambie Heights Primary School only, except in exceptional circumstances as determined by the Service in conjunction with the School Principal. The service operates from the Blue Room which is part of the Allambie Heights Public School Hall.

Staff Child Ratios

These are in accordance with the recommended national standards of 1 team member to 15 children at the service.

A minimum of 2 staff are always on duty.

Current team

Please refer to the team photo board for the latest information on the current team members or on our website: www.allambiekids.com.au/our-team.html

Staffing arrangements follow the guidelines of the National Quality Framework for Early Childhood Education and Care, including ratios, qualifications, and child protection requirements.

Policies

AH OSHC has Policies and Procedures which guide the running and operation of the service. All relevant policies for families are available on our website at www.allambiekids.com.au Please feel free to comment or provide feedback to the Nominated Supervisor on any of our policies or procedures. You can do this via email to oshc@allambiekids.com.au

Confidentiality

AHCC OSHC takes confidentiality very seriously and has clear policy and procedures. All matters associated with the service should be considered confidential and treated in the strictest confidence. Please refer to our Confidentiality Policy on our website.

Feedback

AHCC OSHC is continuously working towards improvement to offer a quality program for the children. If you have any suggestions as to how we could better meet your needs, please don't hesitate to speak to us. If you would like to suggest something, please email the service, or speak directly to the Nominated Supervisor. If you have a grievance or issue of concern, please discuss this with the Nominated Supervisor who will be happy to speak to you. The service encourages family members to not discuss sensitive issues in front of the children.

Service Closures & Holidays

AHCC OSHC is closed on (NSW and National) Public Holidays and AHPS pupil free days. We only charge fees when the service is operating. The service currently does not offer a Vacation Care program, so we are closed during all school holiday periods.

Absent children

If your child is going to be absent for an afternoon session, we must be informed. It is important to let the service know if your child is not going to attend ASAP prior to 3pm to avoid time spent unnecessarily trying to find your child. Notification can be given via our app (preferred method) or by leaving a message by phone to 80219409 or via email to oshc@allambiekids.com.au. If no contact is made a fee of \$10.00 will be added to your account to help cover the cost of looking for your child.

Illness

- AHCC OSHC is unable to care for sick children. If your child falls ill whilst in attendance, you will be telephoned and asked to make arrangements to have your child collected as soon as possible.
- Children who have a fever of 38 c or above or have vomiting or diarrhoea will be excluded from attending the service for 24 hours from the last occurrence of any of these symptoms.

Please refer to our family policies on our website for further details.

Medication

Medicines will only be administered to a child when:

1. A Medication form is completed by the family member or authorised person.
2. The medication is in the original bottle or packaging.
3. There is a letter of written authorisation from a medical practitioner, or the medication is labelled with the child's name and the dosage required.
4. The medication shows its expiry date.

Please refer to our family policies on our website for further details.

Special Medical Circumstances

If your child for any reason requires medication on an ongoing basis, it is important to follow the following steps.

1. Provide the service with a medical plan.
2. Provide the service with medicines (asthma, Epi Pen etc).
3. Ensure the medicines are always within the recommended use by date.

Please refer to the family Policy pack for further information.

Orientation Procedure

To assist new children 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 AHCC OSHC, and to meet the team. At the beginning of each year new Kindergarten children are invited to visit the service at a designated time and date, to meet other children and the team prior to commencing. 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 and on our website www.allambiekids.com.au.

Sun safety policy and procedures

The service has a sun safety policy which promotes protecting children from harmful UV rays while balancing their need for vitamin D. Given our operating hours and the times we are outdoors (3.30pm to 6pm) during term two and three, hats and sunscreen are not required unless there are extreme weather conditions. During term one and four hats are worn during outdoor play time. Children who don't have a hat must use sunscreen provided by the service or bring their own if they have sunscreen allergies

Family Registration Fee

As part of the enrolment process, any family that is new to the service will be charged a Family Registration Fee of \$30.00. This is a one-off payment to cover the administration costs.

Fees Schedule

Daily Fees from July 2023

Permanent per child/per day	Casual per child/per day
Before School Care \$17.50	\$21.00
After School Care \$31.00	\$35.00

All fees are eligible for the Child Care Subsidy.

Fee Arrangements

There are two types of fee arrangements for before and after school care – permanent or casual. Accounts are issued fortnightly, and payment is only accepted by Direct Debit through our third-party Debit provider. Forms will be provided on enrolment.

Permanent fees:

Two week's (fee paying) notice is required for changes to your child's attendance or to withdraw from the service. If your child does not attend on a booked day, the daily charge still applies as you are paying for your booking not your attendance.

Casual Fees:

Bookings are more expensive but can be booked with at least one day's notice. If your child is not going to attend, casual bookings can be cancelled with a day's notice without incurring a charge. Casual positions can only be issued if there are spaces available on that day or if the day is full and another child is absent for the day. Casual rates apply for any extra day your child attends even if your child also has other permanent sessions.

Payment Options

AHCC OSHC fees policy is included in the policies section at www.allambiekids.com.au

AHCC OSHC fees are paid by direct debit only. Statements are issued fortnightly on Tuesday for you to check, and to provide time for you to have the available funds in your account for the following Friday. Refer to the calendar provided with the direct debit form for exact dates.

Late Fees

As per our policy if fees are not kept in advance the following procedure will be followed:

2 weeks late: Reminder in writing issued and full payment expected within 7 days.

3 weeks late: Appointment will be made with/by the coordinator to discuss options.

4 weeks late: If no arrangements or agreement can be reached, your child's place at the service may be **withdrawn** and further action to recover outstanding fees taken.

Daily Program

AHCC OSHC provides a program that meets the individual developmental needs of children aged 4-12 through stimulating, interesting and exciting activities which allows opportunities for children 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 children 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 children attending the service and contribute fully to their ongoing development.

Children are encouraged to participate in program planning by writing suggestions in the suggestion box, or through conversations with educators and during group activities. The day's program can be viewed on the program sheet in the sign in area. We also encourage parent input into the program; you can email your program suggestions at any time. We also encourage family input in surveys and during regular email communication. To assist kindergarten children to settle into school and OSHC, staff members will escort BSC children to their class line up in the mornings and collect ASC children from their classroom after school for the duration of the kindergarten year.

Daily Routines

Before School Care

7.30am Service opens

7.30-8.15am Breakfast is available

7:30 – 8.45am Free play and activities

8.40am Year 3-6 children can go to school if they would like. At this time a teacher is on duty in the playground. (Please advise if you would prefer your 3-6 child to stay)

8.50 - 9.00am Quiet or group time activities

9.00am Year 1 and 2 children go to class

9.10am Kindergarten children are taken to class

Service closes

After School Care

2.00pm Afternoon tea is prepared, and equipment and activities set up for the afternoon

3.00pm Staff meet Kindergarten children in a designated area near their classrooms for roll call and then make their way over to the blue room

3:10pm Year 1 – 6 Children come directly to the Blue Room to be signed in and updated on the activities for the day. Staff checks roll and contacts parents of any absent children.

3.15 – 3.30pm Years 1 – 6 Afternoon tea

3.20 – 3.40pm Kindy Afternoon tea

3.30 – 5.20pm Afternoon indoor and outdoor activities (see program for further details)

5.20 – 5.30pm Pack away

5.30 – 6.00pm Quiet activities

6.00pm Service closes (late fee applies for collection of children after 6.00pm sharp)

Breakfast (BSC) and Afternoon Tea (ASC)

Breakfast is provided to the children each morning between 7.30am to 8.15am. Afternoon tea is provided for the children attending after school care. The service aims to provide nutritious and varied afternoon teas. The breakfast menu includes cereals, porridge, toast, and water. Examples of the afternoon tea menu include fruit and vegetables, sandwiches, pasta, nachos, and rice etc. Consideration is given to children with special dietary needs and the afternoon tea provided is adjusted based on any special needs. Our program includes baking activities to involve the children in making muffins, biscuits, and other treats that they can consume during the afternoon or to take home. The Service is an **“ALLERGY AWARE”** service. Peanut butter, other nut-based products, egg and egg-based products are not provided, and we cater for children with special dietary requirements.

Conditions of Enrolment

The service aims to provide a quality, caring and safe program for your children. We seek your cooperation by complying with the conditions set out below. Your signature on the Enrolment Form indicates your acceptance of these conditions.

- The Enrolment Form must be completed prior to acceptance of any child into the program. Forms submitted electronically will be taken to be an agreement of these Conditions of Enrolment.
- Accounts in arrears will incur an overdue fee.
- Casual use of the service is dependent on whether there are spaces available on the days required.
- If children are not attending the service for whatever reason on a day they are booked in, the service must be notified. A fee of \$10.00 applies for failure to notify us of non-attendance at ASC.
- Only those persons nominated on the Enrolment Form and over the age of 17 years will be able to collect children. Written permission by email must be received for someone else to collect your child. In an emergency, verbal permission by telephone is required if someone else is to collect a child. This

will need to be followed up with retrospective confirmation in writing. If someone is prohibited from visiting the service or collecting your child, you must notify us in writing. A copy of any relevant court orders must be provided.

- A late fee of \$20 per 15 minutes (or part thereof) will be charged per family who is collected after closing time of 6.00pm. Please inform the service if you think you may be late.
- If a child is injured or ill at the service and any medical attention is required, all costs associated with the child's medical care will be the responsibility of the child's family. This includes costs for transporting the child to hospital via ambulance or private vehicle if required, and any ongoing medical expenses.
- If a child's behaviour is such that it endangers his / her safety, or the safety of other children or educators your child's attendance will be reviewed. (Please refer to the Behaviour Management Policy which is available on our website.)

Non-compliance of any point in this handbook or the service policy manual will result in attendance of the children at the service being reviewed.

**To enrol your child please email oshc@allambiekids.com.au
or visit our website at www.allambiekids.com.au**