Introduction:
This handbook has been prepared by the staff and Management Committee of the Gilles Street Out of School Hours Care service. The Management Committee is represented by parents, OSHC staff and school representatives.

Our Out of School Hours Care service is sponsored by the Gilles Street School Council Inc. and as part of the school community we aim to maintain the school’s standards and policies.

Aims of the Service:
The Out of School Hours Care service aims to provide a warm, friendly, safe and enjoyable environment for all children in our care. The service aims to provide quality care and a program of creative and diverse activities for all age groups.

Operating Hours & Location:
- After School Care: 3:30 p.m.- 6:15 p.m.
- Pupil Free Days: 7:45 a.m.- 6:15 p.m.
- Vacation Care: 8:00 a.m.- 6:00 p.m.

The service is located in the recreation room located in building C on the western side of the school yard.

Accreditation:
Gilles Street Out of School Hours Care service is accredited with the Australian Children’s Education & Care Quality Authority. The service’s approval number is SE-00010375.

Access to the Service:
The Gilles Street Out of School Hours Care service is available to all school age children and is primarily for families with work or study commitments. All sections of the community are respected, valued, catered for and encouraged to be involved in the operation of the program.

If demand for places provided at the service exceed those available, priority of access will be given based on guidelines provided by the Commonwealth Department of Family and Community Services.
**Enrolment Information:**
Enrolment forms must be completed before any child may access the service. The enrolment form incorporates parent and emergency contact information and medical information. Enrolment forms are updated annually, however it is essential parents advise O.S.H.C. staff of any changes to the information supplied.

The enrolment procedure will include the requirement that parents advise of any particular health issues (including medications, special dietary or other requirements) and any other specific needs of their children. The director will ensure that all staff are aware of all such specific notified needs.

The conditions for enrolment in the program include the payment of accounts in advance to maintain bookings.

**O.S.H.C Fees:**
- Morning Yard supervision - Free to all families.
- After School Care - $24.00 per child per session.
- Vacation Care - $55.00 per day plus $5.00 for excursions
- Administration fee - $50.00 (for overdue accounts)
- Late fee - $20.00 for every 15 mins or part thereof.

**Child Care Benefit:**
Gilles Street O.S.H.C. is an approved Child Care Subsidy (C.C.S.) service. As an approved service O.S.H.C. is more affordable as C.C.S. is available to all families through the Department of Human Services. The C.C.S. percentage families receive is determined by your family income per annum. Families should apply to the Department of Human Services to determine their entitlements.

Phone: 13 61 50 quoting the service’s customer reference numbers;
- A.S.C. - 555 009 219B
- Vacation Care - 555 010 098A

**Bank Details:**
Account Name: Gilles Street School OSHC
BSB—105 148
Account Number: 022021340

Please identify your name & your child’s name and the care you are paying for.
**Bookings:**
- All OSHC sessions must be pre-booked.
- Payment for pre-booked/permanent sessions must be made if children are absent.
- Notice of one week is required for the complete cancellation of a regular booking.
- Casual care may be available subject to vacancies.
- Booked days cannot be swapped.
- Vacation care bookings may be cancelled up to 2 weeks before the beginning of vacation care. All booked vacation care days must be paid for after this cut-off date.

**Notification of Absences:**
- Parents are to advise of any absences (i.e. illness, camps, parents picking up children). This can be done 24 hours per day, by leaving a message on the answering machine - phone 8227 1746.
- Fees will not be charged for children who are absent with a medical certificate.

**Fee Payment & Overdue Fees Policy:**
Fees must be paid in advance. The service’s viability depends upon the prompt payment of fees.

The overdue fee policy is as follows; Step 1—A reminder invoice will be sent. Step 2—An invoice (terms: 7 days) will be sent with an additional account keeping charge of $50.00 added to the total fees due. A suspension of care letter will also be sent. Step 3—A debt collection agency will be engaged to recover the outstanding fees at the parent’s expense.

**Signing-in & Out:**
- Children must report to the director or service staff to sign-in and have their names checked on the roll when the 3:30 school bell rings.
- Children attending After School Care, Pupil Free Days & Vacation Care must be signed out.
- Children attending Pupil Free Days & Vacation Care must be signed-in.
- Children may only be signed out by authorised persons as per details on child’s enrolment form.
**Behaviour Support and Management:**
Gilles Street Out of School Hours Care recognises the wide range of age groups that access the program as well as the differing developmental needs of individual children.

Behaviour support and management is approached by:

- applying appropriate measures (in keeping with community standards)
- using consistency and compassion
- having regard at all times for the respect and dignity and individual uniqueness of the child.

**Play areas:**
While O.S.H.C. is in progress, children are to play only in designated, supervised areas. On no account are children permitted to leave these areas. Exception may be made for children who have sports practice. Please discuss these arrangements with the director.

**Program:**
The service will provide a program developmentally appropriate to the recreational needs of the children attending and will provide for the development of each child’s social, physical, emotional & intellectual potential through a variety of challenging recreational activities.

- Programs will take active account of the individual needs, interests, views and abilities of the children to provide a variety of experiences and resources suited to the age and developmental ranges of all children attending the program.
- Programs will stimulate and develop each child’s creative, emotional, intellectual, physical, recreational and social potential.
- Programs will reflect the broad multicultural nature of the local community.
- The principle of equal opportunity will be applied in the Gilles Street Out of School Hours Care program.
- Children, regardless of gender, cultural, racial, religious or other background will be encouraged to participate in a wide range of activities.
**Food & Nutrition:**
The Gilles Street Out of School Hours Care program will encourage and promote the health and wellbeing of children through a healthy nutritious diet and, in particular, through providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed in a happy, social environment.

**Afternoon tea:**
Afternoon tea is provided each day. The healthy menu includes: vegetables & fruit as well as a special snack each day. A second snack is available from 5:00pm each day.

**Medical Information:**
The enrolment form includes information regarding medical or health issues.

**Administering Medication:**
In the interests of the health and wellbeing of the children, the Gilles Street Out of School Hours Care service will only permit medicines to be given to a child if written parental permission is received and a Health Care Plan is completed.

⇒ All medicine must have a pharmacist’s label which clearly states the child’s name, dosage and frequency of administration.
⇒ For asthma, diabetes or other similar ongoing medications parents will be required to advise the service in writing whether their child will be responsible for administering their own medication or will require supervision and full details of how, when (i.e. at what intervals) and by whom all such treatment is to be administered.

**Exclusion of Children:**
As a protection for all children and staff the following exclusion policy applies to all children enrolled in the service;
⇒ Children with infectious diseases will be excluded from attending the service in accordance with the National Health & Medical Council’s exclusion guidelines (on display on the parent information noticeboard.) A medical certificate may be required for a child to be re-admitted to the service.
⇒ If your child is unwell please do not bring him/her to the service. Children who have more than a slight cold should not be brought to the service and may not be accepted into care. (Acceptance is at the director’s discretion.)
⇒ Children with fevers, nausea, diarrhoea or rashes should not be brought to the service under any circumstances.
Illness & Injury:
Gilles Street Out of School Hours Care will proactively strive to avoid injuries occurring at the service and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible, to all injuries and illnesses. The rights and responsibilities of parents with respect to injuries and illnesses of their children is acknowledged and will be taken into account in administering all procedures.

- If a child becomes ill or injured while attending the program;
  ⇒ staff will comfort and calm the child.
  ⇒ staff qualified in first aid will administer appropriate first aid and assess the child’s condition.
  ⇒ staff may need to contact the parents/guardians to collect an injured child.
  ⇒ the child will be kept under adult supervision and their condition monitored until the parent’s arrival.
- If the child’s condition is assessed as serious or deteriorates and emergency medical attention is necessary staff will call an ambulance. If an ambulance is required parents will be notified as soon as possible.
- Staff will ensure that the parents of an injured or ill children are well informed.

Sun Protection Policy:
Gilles Street Out of School Hours Care will ensure that all children attending the service will be protected from skin damage caused by the sun’s harmful ultra-violet rays.

Children will wear hats and in line with the school’s sun protection policy.
**Infectious Diseases:**
The Gilles Street Out of School Hours Care program will strive to remove any serious risk to the health of the children, from possible cross-infections, by adopting appropriate procedures for dealing with infectious diseases, whilst respecting the rights of individual privacy. Accordingly, all people, including children and parents, with infectious diseases will be excluded from attending the service to prevent the diseases spreading to others.

⇒ Children who are suffering from any infectious diseases need to be excluded from the service to prevent others from being introduced to the infection. Parents/guardians will be asked to immediately collect their child and seek medical advice.

⇒ Children shall be excluded from the service for the recommended period as determined by a qualified and registered medical practitioner.

**Lost Property:**
Any lost clothing or items are kept at OSHC in the lost property box. We regret we cannot take responsibility for children’s toys and personal items. Valuable or cherished items are best left at home.

**Parent Involvement:**
The Management Committee would like to invite parents to actively participate in the service. If you have any ideas or skills you can share with the children, please feel free to speak to the staff. Management meetings are held once or twice per term - please join us at any time. Any concerns should be directed to the director or Convenor of the Management Committee as soon as they occur.