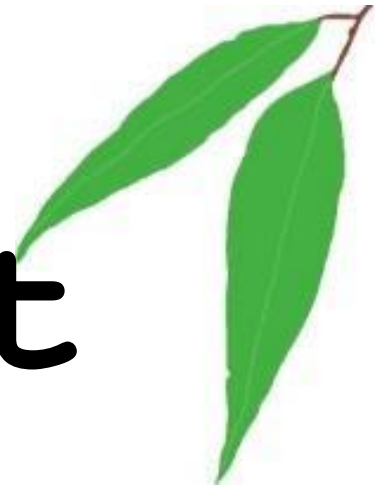


# Parent Handbook



Director – Nominated Supervisor, Educator Leader and Responsible person  
Lottie Hadlum

Tea Tree Gully Primary School  
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*Last updated – April 2022*

## **WELCOME**

WELCOME to Tea Tree Gully OSHC.

It is our aim and philosophy to provide a safe, warm, friendly, inclusive and caring environment for your children at all times. We do this by providing adult supervision, a relaxing and comfortable environment, and a range of challenging, rewarding and exciting activities that children can participate in on a day-to-day basis. It is also important 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 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. We encourage social interaction between children of different genders, age groups, religion and include children with additional needs.

Our staff members are 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.

TTGPS OSHC has a number of goals on which our service is based. These goals are based on the *outcomes for children* as outlined in the My Time, Our Place Framework for School Age Care.

Our goals are to encourage children to:

- Have a strong sense of identity – the service aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- Be connected with and contribute to their world – the service demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- Have a strong sense of wellbeing – the service aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- Be confident and involved learners – the service aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
- Be effective communicators – the service aims to teach children to convey and construct

messages with purpose and confidence, including conflict resolution and following directions by modelling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

## **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. During the term students attending Kathleen Mellor will be dropped to Kathleen Mellor at the end of our Before School Care session. Kindy staff will then walk children over to OSHC for the start of After School Care.

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, who report to the committee on the center's needs and day to day issues.

## **HOURS OF OPERATION, SESSIONS AND FEES**

### Before School Care (BSC)

Before school care is open for your children at 7:00 am in the morning.

We offer the children breakfast until 8am which includes the options of cereal, toast, yoghurt, and fruit. The children can then enjoy some relaxation and leisure time before they go to school. Activities for the children in the morning range from crafts, sports or playing inside with educational games. Children are then taken to the teacher on Duty before walking the Kindy aged children over to Kathleen Mellor.

**SESSION TIME:** 7am – 8:40am

**SESSION FEES:** \$13.00

**CANCELLATION:** Bookings cancelled outside of 24 hours from the day of booking will be cancelled free of charge. Bookings cancelled within 24 hours of the booking will be classed as an Absence Day and you will be charged full fee minus CCS. \*Please note if you notify OSHC before the session begins and provide a sick certificate before the close of business on the day of cancellation, TTG OSHC will cancel your booking with no charge.

### After School Care (ASC) and Early Finish Days

After school care begins at 3:05pm. (Early finish times 2:05pm)

The children either make their way down to OSHC on their own or are collected from their classroom if they are in Reception. Children from Kathleen Mellor Kindy are brought over by Kindy staff. Children

# Tea Tree Gully Primary School **OSHC**

## OUT OF SCHOOL HOURS CARE PROGRAM BEFORE/ AFTER SCHOOL CARE & VACATION CARE

are signed in on arrival and have the option of choosing from a wide range of activities for the afternoon. The activities can include sports, crafts, science, dance, homework or cooking! The children are provided with a healthy afternoon tea and given some relaxation time before they engage in free-choice leisure time. After school care finishes at 6:00 pm SHARP.

**SESSION TIME:** 3:05pm – 6pm (Early Finish Times 2:05pm – 6pm)

**SESSION FEES:** \$23.00

**CANCELLATION:** Bookings cancelled outside of 24 hours from the day of booking will be cancelled free of charge. Bookings cancelled within 24 hours of the booking will be classed as an Absence Day and you will be charged full fee minus CCS. \*Please note if you notify OSHC before the session begins and provide a sick certificate before the close of business on the day of cancellation, TTG OSHC will cancel your booking with no charge.

### Vacation Care and Pupil Free Days (PFD)

Our Vacation Care is a safe, supervised environment for children that offers a balance of structured and unstructured activities and excursions. Children are encouraged to socialise, learn new skills, and relax with free and imaginative play.

**SESSION TIME:** 7am – 6pm

**SESSION FEES:** Homebased Days \$55.00, Excursion and Incursion Days \$65.00

**CANCELLATION:** Bookings cancelled outside of 5 days from the day of booking will be cancelled free of charge. Bookings cancelled within 5 days of the booking will be classed as an Absence Day and you will be charged full fee minus CCS. \*Please note if you notify OSHC before the session begins and provide a sick certificate before the close of business on the day of cancellation, TTG OSHC will cancel your booking with no charge.

### CHILD CARE SUBSIDY (CCS)

You may be eligible for a Child Care Subsidy!

All families and carers wishing to access CCS must be registered with Centerlink and provide their individual CRN to OSHC along with their child's individual CRN. This subsidy will be paid directly to OSHC and automatically come off your fees.

To get Child Care Subsidy (CCS) you must:

- care for a child 13 or younger who's not attending secondary school, unless an exemption by centerlink has been applied
- use an approved child care service

- be responsible for paying the child care fees
- meet residency and immunisation requirements.

### **ADDITIONAL FEES**

Administration Fee (once only): \$2.20

Transaction Fee (Bank, Credit Union or Building Society): \$0.88

Transaction Fee (Visa and Mastercard): 1.87%

Transaction Fee (American Express): 2.70%

Failed Payment Fee: \$14.90

### **PAYMENT OF FEES**

You will be sent a notification through the FullyBooked portal indicating that your statement is available for viewing. To access your statement, you will need to login to the FullyBooked portal. Once direct debit has been scheduled, meaning your credit card or bank account details have been entered on the system, your fees will automatically be deducted at 9am on the Friday of the week your notification was sent.

Please Note: Any failed payments will incur an additional \$14.90 applied to the account. If 3 failed payments occur, all future bookings will be cancelled unless a \$200 bond is paid.

### **LATE COLLECTION FEE**

Wherever possible, parents should advise the centre when they will be late to collect their child. Any parent who collects their child after 6.00pm will be charged \$15.00 per family, within the 15 minutes not being present. Special circumstances will be given consideration in relation to collection of late fees, but a fee will still be applicable at the Directors discretion using \$15.00 within the 15 minutes as the minimum fee. This is due to breach of license finishing time.

If a child is not collected by 6.30pm and we cannot contact the parents or emergency contact(s) then the staff have no option but to call the Department of Community Services and take the child to the local police station. The school Principal will be advised immediately if this occurs.

## **ENROLMENTS AND BOOKINGS**

To enrol your child at TTG OSHC, families and carers will need to complete an electronic enrolment and authorisation form. This can be done by using the direct link

<https://teatreegullyoshc.fullybookedccms.com.au/family>

When accessing the FullyBooked portal for the first time, all new families will be prompted to “create an account”. Parent 1 will be the parent who is connected to the child in Centerlink. Bookings are unable to be made until all compulsory questions, which are marked with an asterisk (\*), have been answered. Please ensure that both parent and emergency contact information are completed, along with the child’s information, and the direct debit transaction with Ezidebit. Required information that has been missed will flag on your dashboard. Don’t forget to verify your email address on enrolment!

**YOU WILL NOT BE ABLE TO MAKE BOOKINGS UNTIL THESE STEPS HAVE BEEN COMPLETED**

When booking, please use the link provided for our FullyBooked system, this web link can be accessed on your computer, tablet or smart phone. It is recommended by the service, for convenient access, that you add this link as a bookmark to your home screen so it appears as an app.

Once the set up process has been completed, a calendar will then appear, indicating bookings can now be made. You will need to click the down arrow that says ‘*Please select a care type*’ to select the booking type you require, e.g. Before School Care, After School Care, Vacation Care, Pupil Free day, after which, you need to select the *specific child the booking is in reference to*. If you have more than one child, this process will need to be completed for each individual child, as due to the system, bookings are made separately.

OSHC staff will no longer make any bookings or delete any bookings for your child. YOU are 100% in charge of your account! We do ask however if you make a booking within 30 minutes of the end of the school day you call the school so they can notify your child.

**COLLECTION OF CHILDREN**

To ensure the safety of children and to fulfil the duty of care we have to your children, the following procedures will be strictly adhered to (these are legal requirements we must uphold):

- All children need to be enrolled and booked in via our FullyBooked system before we can accept them.
- All children will need to be signed in and signed out by an authorised person.
- Children can only be collected by the parent, guardian or emergency contact unless otherwise notified by 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.

### MEDICATIONS AND ALLERGIES

We are required by Law to have health support plans and medication authorities that are signed by a medical practitioner for all health related matters. Families are asked to update these at least every 12 months or when circumstances change. Parents are also required to sign a Medical Management and Communication plan BEFORE the child is able to start at the centre.

If your child requires medication to be administered, a Medication Authority form completed by a doctor, must be provided. The medication must be clearly labelled in original packaging with a pharmacy label outlining the child's name, required dosage, time, date and storage requirements. The centre must be given the individual child's medication BEFORE the child can start at the centre.

### FOOD AND NUTRITION

#### Before School Care

A Breakfast is always offered until 8am, with a daily choice of cereal, toast, spreads, milk and fruit.

#### After School Care

A Light nutritious afternoon tea is provided each day including fresh fruit, slices of carrot, cucumber and dip yogurt. Parents are asked to pack extra food in their child's lunch box for those children who require more food than this after school.

#### Vacation Care

Children must bring a nutritious lunch, snacks and a refillable water bottle; a healthy afternoon tea will be supplied along with breakfast until 8am.

#### Nut Aware

Tea Tree Gully OSHC is nut aware.

### SUN SAFE

Tea Tree Gully OSHC is a Sun Safe center. Bucket hats (caps are not acceptable) and sunscreen are required to be worn in terms 1 and 4 and during all Vacation Care Days except during Winter. Children are expected to bring their own bucket hat (OSHC can supply your child with a Bucket hat at the cost of \$10) and wear clothing that covers their shoulders. Enclosed shoes or sandals are required on all OSHC days except when water play is involved. Then children can wear thongs or similar slip on shoes. All of your child's items should be CLEARLY labelled. OSHC take no responsibility for lost or misplaced items.

### CHILDRENS BEHAVIOURS

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.

### PARENT INVOLVEMENT

We invite and encourage everyone to have 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 just to chat about what is going on at the weekend. Communication is a vital part of our success. Parents are invited to be a committee member and attend once/twice a term to comment on policies and any other issues that may arise.

## **POLICIES AND PROCEDURES**

All policies and procedures are strictly in accordance with ACECQA'S National Quality Framework, DFE requirements and other leading expert agencies e.g. Cancer Council and FairWork.

Our policies requirements include HEALTH AND SAFETY (Child Safe Environments, Delivery and Collection of Children, Emergency and Evacuation, Excursions, First Aid, Incident, Injury, Trauma and Illness Procedures, Infection and Disease, Medical Conditions, Nutrition, Food and Beverages, Dietary Requirements, Sleep and Rest, Sun Protection, Water Safety), INTERACTIONS WITH CHILDREN, RISK ASSESSMENTS, SERVICE MANAGEMENT (Acceptance and Refusal of Authorisations, Complaints and feedback, Confidentiality, Enrolment and Orientation, Fees, Governance and Management, Occupational Health and Safety, Philosophy Statement), and STAFFING ARRANGEMENTS.

The OSHC committee review and upgrade these policies in consultation with parents and management.

Our policies are available at the centre or alternatively we can email you a copy.

### 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 that need the information to fulfil their legal responsibilities.



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

#### **GRIEVANCE, COMPLAINTS AND FEEDBACK**

Feedback received from all sources allows constant review of our service, feedback received will be reviewed regularly. If a family or carer has a grievance they will need to put this in writing and then discuss this with the service Director. The Director will review the grievance and take the necessary steps to address the issue and advise the family or carer of the outcome

Should the outcome not be satisfied, you may also put your complaint in writing to Management – [Discott500@schools.sa.edu.au](mailto:Discott500@schools.sa.edu.au)

If you feel your issues have not been resolved after following these complaints procedures you can contact our [Regulatory Authority \(Education Standards Board\)](#) on [1800 882 413](#) (toll free), for them to investigate further.

## **FULLYBOOKED**

### **How to Enrol with FullyBooked**

**Step 1:** Head to <https://teatreegullyoshc.fullybookedccms.com.au/family> and click 'Enrol Now To FullyBooked!'

*\*Please note, we recommend saving this link as a bookmark or to your home page as this will be the link you need to access your account in the future.*

Carefully read the information on the left hand side.

**Step 2:** Once ready click 'No Account Yet? Register Now'

**Step 3:** You will then be brought to our New User Registration page. Enter your email address and create a password and tick the appropriate boxes to opt-in or opt-out of notifications, (please note if you opt-out you are taking responsibility to check your account weekly without prompt).

We recommend reading over our terms and conditions. Scroll to the bottom and tick the box to accept. Then click register.

You will then come to our main dashboard.

**Step 4:** Verify Email

The first step is to verify your email address, you would have received a verification email to the email address you listed. If it's not in your inbox check your junk or spam folder as it is system generated. If you need it resent, you can click resend. You will need to click the link to verify your email.

The FullyBooked dashboard will then reload.

The screenshot shows a registration dashboard with three main sections:

- Parents/Guardians & Contacts:** Includes an 'Add Contact' button and a message: 'At least one parent or guardian must be added. Please use the "Add Contact" button above to add one.'
- Children:** Includes an 'Add Child' button and a message: 'Please use the "Add Child" button above to add a child.'
- Account Details:** Includes an 'Update Account Details' button, a 'New Email Address' input field, and a message: 'Please verify your email address as soon as possible. If you require a new verification email please click the Resend button'. There is a 'Resend' button below the message.

**Step 5:** Adding Primary Parent/Guardian & Emergency Contacts

Next click 'Add Contact' in the Parents/Guardians and Contacts section. You will need to fill in all required information. It is important that this initial primary parent is the person who is **registered with Centrelink for Child Care Subsidy** and that the **CRN and DOB have been entered correctly** as this will affect you receiving CCS.

Once you get to the bottom you click 'Save'

Any issues with the details you entered will come up at the top of the screen in red. You will need to amend these and press save again. If there are no issues you will be taken to the top of the screen and it will say 'Create Successful!'

# Tea Tree Gully Primary School OSHC

## OUT OF SCHOOL HOURS CARE PROGRAM BEFORE/ AFTER SCHOOL CARE & VACATION CARE

**Parents/Guardians & Contacts**

**Primary Parent/Guardian**

Name\*  
First Name:  Last Name:

Relationship To Child\*  
Mother, Father, Foster Care, etc.

Date Of Birth:

CRN:

Mobile Phone\*:

Home Address:

Address\*:

Suburb\*:  State\*:  Postcode\*:

Work Address:

Work Suburb:  Work State:  Work Postcode:

This person is authorised to:

- ☒ Authorisation to seek medical treatment from a registered medical practitioner, hospital or ambulance service, including transportation of the child by an ambulance service
- ☒ Authorisation administration of medication to the child
- ☒ Authorisation an education to take a child outside the service on excursions regular outings
- ☒ Be notified in the event of any accident, injury, trauma or illness involving the child, if both parents are not contactable
- ☒ Collect the child from the service

**Childcare Subsidy (CCS)**

If you plan to claim for the Childcare Subsidy, you should register with myGov and use this to contact Centrelink to register and lodge a Child Care Subsidy claim for each child.

Information for about Child Care Subsidy and Additional Child Care Subsidy is available here.

Or you can call Centrelink about Child Care Subsidy and other family payments from Mon-Fri, 9am-5pm on 13 61 50.

Families contacting Centrelink with extra needs, such as accessibility, languages, translations, hearing or speech impairment can find out about extra assistance here.

**Save** **Save & Back** **Back**

**Step 6:** To add your next contact, click 'Add Contact'. You will need to select if this next contact is a Parent/Guardian or Emergency Contact by clicking on the one you require, this will turn green.

This area is very important as legally we require 1 emergency contact in our system. Only area's marked with \* need to be filled in such as name, relationship to child, contact numbers and home address. Once all information has been entered you will get to the bottom where you will need to select which consents you give to the contact you have added.

Once completed you will either press 'Save' or 'Save and Back' depending on what you need to do next. Click Save to add another primary parent or emergency contact or Save and Back if you have finished entering contacts. When clicking 'Save and Back' you will be taken back to the dashboard.

### Step 7: Adding Child/ren

Next click 'Add Child' in the Children section.

Please complete the registration process by following the instructions in each window below.

**Parents/Guardians & Contacts** **Add Contact**

⚠ At least one parent or guardian must be added. Please use the "Add Contact" button above to add one.

**Children** **Add Child**

⚠ Please use the "Add Child" button above to add a child.

**Account Details** **Update Account Details**

New Email Address:

⚠ Please verify your email address as soon as possible. If you require a new verification email please click the Resend button.

**Resend**

You will need to fill in all required information including selecting media permissions.

The below question are really important for if you wish to receive Child Care Subsidy. You will need to select 'Yes' if you are eligible for childcare subsidy or 'No' if you are not eligible.

When you select 'Yes, I wish to receive the subsidy now or in the future' it will prompt you to enter your child's CRN. This will be different to your parent CRN.

# Tea Tree Gully Primary School OSHC

## OUT OF SCHOOL HOURS CARE PROGRAM BEFORE/ AFTER SCHOOL CARE & VACATION CARE

The other details are pretty self-explanatory with permissions and health details. You will need to upload any medical/court order/allergy plans that you advise us of. Tea tree Gully OSHC will then be required to approve these documents before you will be able to add bookings.

Once completed press 'Save' or 'Save and Back' depending on what you need to do next. Click Save to add another child or 'Save and Back' if you have finished entering your child/ren. When clicking 'Save and Back' you will be taken back to the dashboard. Any issues with the details you entered will come up at the top of the screen in red. You will need to amend these and press save again. If there are no issues you will be taken to the top of the screen and it will say 'Create Successful!'

### Step 8: Adding Payment Details

Next add payment details by clicking 'Click Here' to add payment details in the Account Details Section. \*Please note you will not be able to add bookings until this is completed.

This will bring you to the below screen. Select the drop-down box for 'New Payment Type'


# Tea Tree Gully Primary School **OSHC**

OUT OF SCHOOL HOURS CARE PROGRAM BEFORE/ AFTER SCHOOL CARE & VACATION CARE

**Account Details**

Account Details | Payment Details | Add additional service

New Payment Type \*



Save Save & Back Back

You will select either Credit Card or Direct Debit and enter the appropriate details. Ensure you tick the terms and conditions box and click 'Save and Back' to go back to the dashboard.

It will then have a pop up showing that Ezidebit have accepted these details.


Your invoice will be emailed to you and this amount will be debited from this account.

Now you will be taken back to the dashboard where you will now be able to see a preview booking calendar. This shows you have completed the enrolment process. If you cannot see this preview calendar it will mean a task is unfinished in your account.

Below is what a completed dashboard will look like. To learn how to make bookings please refer to our ['How To Make Bookings' information sheet](#).


Would you like to make a booking? You can do this by clicking on the "Edit Bookings" button in the bookings window below.

**Parents/Guardians & Contacts** [Add Contact](#)

Name	Relationship	CRN	
	Mother		<a href="#">Edit</a>
	Aunty		<a href="#">Edit</a>

\* represents the primary parent

**Children** [Add Child](#)

Name	Date Of Birth	CRN	
	01-01-2011		<a href="#">Edit</a>

Child's drop down menu to upload required support documentation.

**Account Details** [Update Account Details](#)

User Email

Payment Details Direct Debit - [Change](#)

**Statements**

There are currently no statements available for download.

**Preview Current Bookings** [Add/Change Bookings](#)

< > today **May 2019** month week day

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

## How to Make Bookings in FullyBooked

Families will now be able to make, change and cancel bookings all within their FullyBooked account.

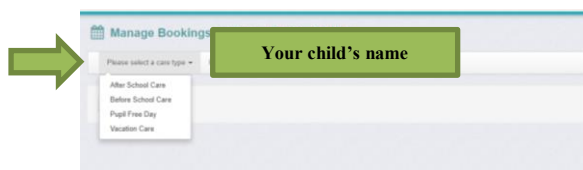
**Step 1:** Log into your account by using the link below. We recommend saving this link to your home page or as a bookmark. This page is very phone friendly so can be used on your phone also.

<https://teatreegullyoshc.fullybookedccms.com.au/family>

**Step 2:** Scroll down to the Preview Bookings Calendar and click 'Add/Change Bookings'



**Step 3:** You will then need to select your care type by clicking the drop down box. Eg, After School Care, Before School care, Pupil Free Day or Vacation Care.



**Step 4:** If you have multiple children enrolled at the service you will need to select a child and add bookings individually for each child.

**Step 5:** Once you have selected a child a yearly calendar will appear and your screen will look like the below.



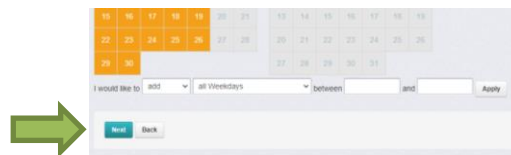
**Step 6:** You will now be able to select the days you wish to book in for. Days you are booking in for will turn green as per below.

# Tea Tree Gully Primary School **OSHC**

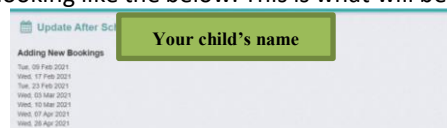
## OUT OF SCHOOL HOURS CARE PROGRAM BEFORE/ AFTER SCHOOL CARE & VACATION CARE



**You will then scroll to the bottom of the screen and click 'next'.**



A booking confirmation screen will pop up looking like the below. This is what will be your 'Complying Written Agreement' (CWA).

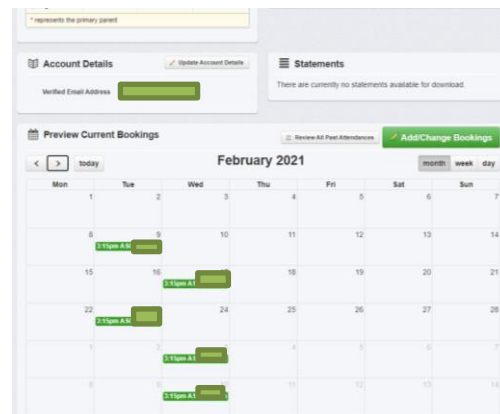


Have a read of the days you have selected, our cancellation policy and booking terms and conditions and **scroll to the bottom to click 'Confirm'**. It will then pop up at the top to confirm your bookings have been added.

If you have multiple children or wish to book your child in for another care type you will need to complete the above steps again for that child/care type.

Once all your bookings have been added and confirmed you can head back to the dashboard by clicking on the logo on the top left hand corner.

You will also be able to see your bookings back on the dashboard as shown below.



## How to Cancel a Booking or Notify of an Absence in FullyBooked

Follow Steps 1 through to 6.

To cancel or mark as absent you will need to turn your **green** booking days **blue** by clicking on them. If you hover over the day it will let you know if you will be charged due to our cancellation policy.



Once selected you will then **scroll to the bottom of the screen and click 'Next'**. A booking confirmation screen will pop up looking like the below.



Have a read of the days you have selected, our cancellation policy and booking terms and conditions and **scroll to the bottom to click 'Confirm Changes'**. It will then pop up at the top to confirm your bookings have been added.

You will be able to see on your calendar that the days you get charged for will remain in blue, the days you will no-longer be charged for will turn back orange.



If you have multiple children or wish to book your child in for another care type (ie. BSC, PFD or Vacation Care) you will need to complete the above steps again for that child/care type.

Once all your bookings have been added and confirmed you can head back to the dashboard by clicking on the logo on the top left hand corner.