



0418 473 716
Berri.OSHC389@schools.sa.edu.au
11 Sultana Street Berri SA 5343



OUT OF SCHOOL HOURS CARE

Family HANDBOOK



Table of Contents

About Us.....	3
Our Philosophy.....	3
Our Values.....	3
Our Goals, Aims & Objectives.....	3
Our Location.....	3
Session Times.....	3
Expectations.....	4
OSHC Educators.....	4
Families.....	4
Children.....	4
Child Safe Organisation.....	4
National Quality Standard.....	4
Our Program.....	5
Fees.....	6
Fee Structure.....	6
Payment Of Fees.....	6
Deby Management for Non-Payment of Fees.....	6
Bookings.....	6
Vacation Care Bookings & Cancellations.....	7
Routines.....	7
Before School Care Routine.....	7
After School Care Routine.....	7
Vacation Care Routine.....	8
Delivery and Arrival of Children.....	8
Collection of Children.....	9
Late Collection.....	9
Communication.....	9
Inclusion Support.....	9
Parking.....	10
Supervision.....	10
Food.....	10
Sun Safety.....	10
Personal Items From Home.....	10
Illness, Accident and Medication.....	111
Digital Technology.....	111
Policies.....	111
Grievances.....	111

About Us

Berri OSHC operates from the Berri Primary School grounds. It offers regular Before School Care, After School Care and Vacation Care for the children of local Riverland primary schools. The program is designed to meet the interests of children aged 5-12 years. Children are offered the opportunity to participate in leisure and recreation activities (e.g. art, craft, games, sports) in a inclusive environment.

The Berri Primary School Governing Council is the Approved Provider of Berri OSHC. The OSHC Advisory Committee, comprised of a representative from Governing Council, the OSHC Director, Berri Primary School Principal, Finance Officer and OSHC parents supports the overall management and administration of the service.

Our Philosophy

Berri OSHC is committed to developing children who value integrity and excellence who will provide their community and the world with confidence and compassion.

Berri OSHC is a valuable and integral part of the Berri community. We are committed to ensuring that all children have the opportunity to develop their social and personal skills through the pursuit of physical, cognitive and creative interests, and through working in conjunction with families and the community to ensure the ongoing growth of children.

Our Values

- A commitment to optimum quality care.
- The provision of a bias free environment.
- An appreciation of diversity.
- A commitment to realizing and developing individual potential.
- A respect for each other and our environment.

Our Goals, Aims & Objectives

- To provide an OSHC service that is fun, holistic, and responsive to the needs of young children and their parents.
- To deliver an OSHC program that enhances children's development socially, emotionally, physically, and intellectually.
- To encourage parent participation.
- To respond to feedback and/or suggestions about any aspect of Berri OSHC or Vacation care.
- To provide an OSHC service that is culturally relevant and provides opportunities free of bias.

Our Location

Berri OSHC is located in rooms 18 and 19 of Building 7 at Berri Primary School, and we also utilise the outdoor play areas around the school.

Session Times

Before School Care: 7:00am – 8.30am

After School Care: 3:15pm – 6:00pm

Afterschool Care -Thursday: 2:30pm – 6:00pm

Vacation Care and Pupil Free Days: 7:00am – 6:00pm

Expectations

OSHC Educators

- treat families in a non-judgmental manner, with dignity and respect
- provide families with up-to-date information on supports in the community
- deliver services safely and minimise risks around spread of infectious disease
- keep family's personal information confidential, only sharing it with authorisation
- involve families in planning process of the services
- encourage families to provide feedback – positive or negative – on our services.
- provide a safe, secure, stimulating environment for all children.

Families

- treat Berri OSHC staff, children, students, volunteers and other families with respect and courtesy.
- maintain confidentiality
- maintain open communication with educators for the benefit of their children
- ensure details of enrolled children are current
- pay fees when due
- ensure children arrive and depart during operating hours and are signed in/out appropriately

Children

- follow instructions promptly and without arguing
- play appropriately with others
- speak politely and use manners
- respect people, property and self
- play within the boundaries
- stay within sight of a staff member
- use equipment appropriately
- ask a staff member for help if needed
- help to clean up

Child Safe Organisation

Berri OSHC is committed to upholding the national principles for child safe organisations introduced in response to the findings of the Royal Commission on Child Abuse. Consistent with the national principles, a child is defined as every human being below eighteen years of age.

At Berri OSHC we endure to make our practices, policies and procedures are in the best interests of children and young people first, and that we can respond appropriately.

National Quality Standard

As an Education and Care service we are rated and assessed upon 7 quality areas. The National Quality Standard (NQS) is designed to promote the best possible level of education and care by outlining elements that best support children's development and safety. The service develops a Quality Improvement Plan that outlines the services strengths and key improvements which is used for assessment and rating process by the Education Standard Board.

Berri OSHC encourages every possibility for families, especially children to share feedback to our service

Our Program

Berri OSHC uses the *My Time, Our Place (MTOPI)* learning framework to plan an age-appropriate program with a focus on supporting all children to develop skills for life. Within the programmed learning experiences, there are direct links to one or more of the five Learning Outcomes, as well as aspects of the Principles and Practices within the Framework.

The following are the specific Learning Outcomes which guide our educational program.

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

The following Principles in the MTOPI Framework underpin our practice, as we focus on working in partnership with children to support development.

We focus on:

- Secure, respectful, and reciprocal relationships
- Partnerships
- High expectations and equity
- Respect for diversity
- Ongoing learning and reflective practice

Our Practice is underpinned by our principles, as we promote learning through:

- Holistic approaches
- Responsiveness to children
- Learning through play
- Intentional teaching
- Learning environments
- Cultural competence
- Continuity of learning and transitions
- Assessment for learning

Fees

Fee Structure

The fees for the OSHC service are a flat rate. The current costs for the OSHC service are as follows:

Before School Care Sessions: \$18
After School Care Sessions: \$29
After School Care Thursday Early Close: \$31
Vacation Care/ Pupil Free Day: \$75

Childcare Subsidy: Please confirm the enrolment in your MyGov account, eligible subsidies will then be deducted by from your OSHC fees.

Please direct queries regarding subsidy eligibility directly to Centrelink 13 61 50.

Additional Fees

Excursions will be an additional fee with accompanying information of how to be paid.

Any additional fees incurred will not attract CCS and are charged at the full rate.

Payment Of Fees

All payments will be via Direct Debit. The Spike platform uses a third-party application to manage payments. Berri OSHC do not charge or collect payments.

Debt Management for Non-Payment of Fees

As per the online app conditions and requirements.

Bookings

Before and After School Care:

Bookings are to be made online by families using the Spike Parent App. Bookings will only be accepted if made 24 hours prior to the session's start time.

Vacation Care enrolment:

Vacation Care booking form to be completed before each school holidays prior to the cut off acceptance date (cutoff date will be on the program). Bookings after this date will be pending availability due to staffing ratios.

NO WALK-IN bookings will be accepted. This is to ensure ratios are managed accordingly.

Parents/Guardians are required to bring their child/ren into OSHC and sign them in to our care along with collecting them from OSHC and signing them out.

Vacation Care Bookings & Cancellations

By week 8 of each term a program and booking form will be communicated via email and printed on the sign in and out area in OSHC, as well as placed in the School Front office and in the school newsletter.

Bookings will only be secured once a form has been fully completed and returned.

Routines

Before School Care Routine

7:00am	OSHC opens, and children begin to arrive
	Breakfast is provided if required
	Children engage in a range of learning experiences and activities.
8:10am	Pack up, get ready for school
	Loxton Lutheran children walked to the bus area and supervised until collected by the school bus
8:15am	OLOR children walked to the bus area and supervised until collected by the OLOR bus
8:25am	Rivergum children walked to the bus area and supervised until collected by the Rivergum bus
8:30am	Berri Primary School children are signed out by an educator and able to walk to their classroom. Assistance is provided to children in Reception and Year 1 or any children who require assistance. Please speak to the OSHC Educators regarding this for your child

After School Care Routine

3:15pm (Th 2:30pm)	Children arrive at OSHC where they are greeted by an educator who will sign them in. Educators to meet receptions/year 1 children at classrooms.
	An Educator will be at the bus area to collect children from OLOR, Rivergum and Loxton Lutheran.
	Children will have their afternoon snack upon arrival. Grazing is optional until 4:30pm.
3:45pm	Areas open and activities begin. Children will participate in a wide range of planned and unplanned learning experiences.
5:30pm	Clean up followed by quiet indoor activities.
6:00pm	OSHC is closed.

Vacation Care Routine

7:00am	OSHC opens, and children begin to arrive
7:30am	Free play in OSHC rooms
9:30am	Morning tea- Fruit Platter provided. Children are allowed to eat their own snacks from home
10:00am	Planned Morning Activities Commence
12:30pm	Lunch. Children are to bring their lunch from home. Educators can re-heat food children if needed.
1:00pm	Planned Afternoon Activities commence
3:30pm	Afternoon Tea- Fruit Platter provided. Children are allowed to eat their own snacks from home
4:00pm	Free Play, indoor and outdoor experiences
4:30pm	Clean up followed by TV and quiet indoor activities.
5:00pm	Begin pack ups and ensure children have all items packed ready to go
6:00pm	OSHC closes

Delivery and Arrival of Children

When a child is booked into After School Care, or Vacation Care and has not arrived in a timely manner, eg. 3:25pm for ASC, the Responsible Person will check around the school yard and office area and if the child's whereabouts are still unknown, caregivers will be contacted immediately. If contact priority 1 does not answer the phone a voice message will be left and contact priority 2, 3 etc. will be contacted until all provided contacts have been exhausted. If no contacts have called back within 15 minutes this procedure is repeated. After another 15 minutes, if there has been no response and there has been no contact with any parent/caregiver to confirm the whereabouts of the child, the police must be called as this matter is classified as a missing child.

When a child is booked in to Before School Care or Vacation Care/Pupil Free Day children must be walked into the OSHC and signed in on the daily attendance roll by a parent/guardian or authorised nominee.

Collection of Children

All children must be collected and signed out on the daily attendance roll by a parent/guardian or authorised nominee. Children will not be permitted to leave the service unless accompanied by a parent/guardian or authorised nominee who is 18 years or older with the exception of a sibling who must be 16 years or older.

Late Collection

All children must be collected by the service's closing time (6:00pm). Collection of children between 6:00-6:15pm will incur a \$15.00 late pick up fee per child. After 6.15pm every additional fifteen-minute interval or part thereof will incur a \$20.00 late pick up fee per family. If late fees are incurred on three occasions within a term, the family's ongoing OSHC enrolment will be reviewed and possibly suspended. The late collection fee will be charged except in the instance of a notified emergency, at the discretion of the Director.

If a parent/guardian has not contacted the service and the child has not been collected by 10 minutes after the closing time, the Responsible Person will attempt to telephone the parent/guardian or, if this is not possible, telephone the emergency contacts listed on the child's enrolment form to arrange for the child's immediate collection.

If no-one can be contacted and the child has not been collected 30 minutes after closing time, Crisis Care/Police will be contacted and asked to take responsibility for the child.

Communication

Berri OSHC uses many forms of communication techniques:

- Emails
- Notifications through SPIKE
- Parent App
- Berri Primary School Newsletter
- Berri Primary School Website (OSHC page)
- Phone calls if urgent
- Berri OSHC Facebook Page

Inclusion Support

The Inclusion Support Program (ISP) assists eligible mainstream education and care services to improve their capability to provide quality inclusive practices for all children, to address access and participation barriers, and support the inclusion of children with their peers.

The program will help to increase the service's ratio, which may apply to children who have a disability or developmental delay, presenting with challenging behaviours, have a serious medical or health condition, and/or are presenting with trauma related behaviours.

Please email OSHC for further information upon enrolment if your child is requiring support. If any circumstances change, please let us know as soon as possible.

Parking

Families are to use the Berri Primary School Car Park off Fisher Drive (kiss and drop zone). Access the OSHC service through the OSHC Gate via intercom system.

Supervision

Children will be supervised at all times once signed into the OSHC service. We operate on a 1:15 educator:child ratio and 1:11 at the beginning of reception intakes if preschool aged children are in attendance. Excursions operate on a 1:8 ratio.

Educators are rostered based on the number of children booked into the service. If we have reached our maximum approved places and your child/ren arrives without a booking, parents/caregiver will be contacted and informed that we are unable to provide care and for the child to be collected immediately.

Food

Children will be offered a range of healthy breakfast options during Before School Care and Vacation Care sessions.

Children will also be provided with a healthy afternoon snack during After School Care.

During Vacation Care children will be provided with fresh fruit for morning and afternoon tea.

If your child has any special dietary requirements, please ensure that this is clearly stated on the enrolment form.

We have children who have life threatening allergies, we therefore ask that foods containing nuts or nut products (this includes Nutella) are not brought to OSHC.

Sun Safety

The protection of children's skin is of high importance, this means that children are required to wear hats outside when the UV rating is 3 or higher. Hats must be brought at all times.

Sunscreen is also available to both educators and children. Sunscreen will be provided during Vacation Care at mealtimes when UV is 3 or higher. If your child cannot use the OSHC sunscreen, you must provide the service with the child's own, to be labelled and kept at OSHC.

Personal Items from Home

Families are asked to ensure children do not bring items from home, however neither educators nor the service accepts accountability or responsibility for any loss or damage if they are brought in. These items include but are not limited to fidgets, trading cards, ooshies, and other toys.

Illness, Accident and Medication

Children are not to attend the service if unwell. Please seek advice from your doctor regarding exclusion periods for infectious diseases.

If a child becomes unwell during the session, parent/guardian then emergency contacts will be contacted, and the child will be cared for until the parent/guardian or emergency contact arrives.

In an event of an accident/illness, qualified 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. Parents/guardians will be notified by educators as soon as possible. Parents/guardians are responsible for transport and medical costs.

Any first aid your child receives will be documented via an incident report and you will be required to sign the form upon collection indicating your acknowledgment of the incident and the assistance given.

Any medication required at OSHC needs to be given to OSHC educators and accompanied by a medication authority form. Medication must be in its original container with a pharmacy label and stored appropriately. For ongoing health conditions requiring medication please discuss with the Director.

Digital Technology

Children are not permitted to bring electronic devices to OSHC, including but not limited to laptops, gaming devices, and phones. If they are brought, they will be kept in the office until pick up.

Policies

OSHC Policies are available to view via the Berri Primary School website – OSHC tab.

[Berri Primary School - Department for Education \(berrips.sa.edu.au\)](http://Berri.Primary.School-Department.for.Education.(berrips.sa.edu.au))

Student Behaviour

Please refer to our Behaviour Guidance Policy on the Berri Primary School website – OSHC tab.

Grievances

At Berri OSHC we are always available to discuss and resolve any issues effectively and agreeably for all concerned parties. Grievances should be addressed to the Director in person, or in writing via email. If the involved parties are not satisfied with the result, or the way in which the grievance was handled, they may write to the OSHC Advisory Committee.

Confidential matters to be emailed to:

Berri.OSHC389@schools.sa.edu.au and/or

Berri Primary School Principal, Brenda Pfitzner on: Brenda.Pfitzner864@schools.sa.edu.au

Approved by Berri Primary School Governing Council: TBC

DATE OF EFFECT: October 2024

TO BE REVIEWED: October 2025



See you at OSHC