Out of School Hours Care
Dara School
Parent Handbook

July 2022

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WELCOME

Welcome to the Dara Out of School Hours Care Program (OSHC). We look forward to working with you and your child. We respect each child and their unique abilities with an emphasis on working together as a team to create a homelike atmosphere.

PHILOSOPHY

We aim to provide a safe and nurturing environment that allows children to learn and expand their interests through positive and active experiences. We acknowledge and celebrate the uniqueness of each child and encourage a natural desire to be curious and question their world by identifying and supporting individual interests. We value our connections with families and the wider school community and recognise the vital role they play in each child's development.

ORGANISATIONAL VALUES

We are guided by the core values of Dara School.

Compassion

- A supportive environment that promotes wellbeing through empathy, understanding, respect and joy.
- Valuing our community and celebrating our collective experiences and successes.
- Collaboration and the sharing of ideas and feedback.

Courage

- The courage to be independent, take risks, try new ideas and challenge ourselves, with the support of quality learning experiences.
- Honesty, integrity, effort, and reliability.

Creativity

- Daring to be different through implementing creative, adaptive, and reflexive approaches to learning.

Curiosity

- Intrinsic motivation to take up new opportunities to explore, discover and develop new skills, knowledge, and understandings.

Connection

- Identifying connections between learning domains to create opportunities for deeper conceptual understanding and application in new and unfamiliar contexts.

GENERAL INFORMATION

Our program supports the Framework for School Aged Care, My Time Our Place. The aim of this document is to extend and enrich children's learning and development. We are committed to providing an engaging educational and leisure-based program which caters for each child's individual needs, abilities, and interests.

Our program will continue to develop as we use the relationships children have with their families and communities. Working in partnership with parents, we aim to ensure each child's knowledge, ideas, culture, abilities, and interests inform the foundation of our programs.

In school-age care settings Educators collaborate with children to provide play and leisure opportunities. These are meaningful to children and support their wellbeing, learning and development.

Children in school-age care settings have choice and control over their learning as they collaborate with Educators to extend their life skills and develop dispositions towards citizenship. Our programming links to both local community and extended community days of interest. Our Educators develop a daily program by observing children in their care, consulting the children, and planning their programmes based on the needs and interests of the children.

We also seek families' contribution by emails, surveys, informal and formal discussions. All Educators have had training and experience in areas of OSHC and early childhood education or are currently undertaking training and building their experience under the mentorship and support of our highly skilled, experienced, and passionate leadership team. Due to Dara OSHC's high expectations and standards, and via the commitment of our valued Educators, we provide developmental and educational programmes for each group of children, that are play-based, fun, and engaging.

Our emphasis at Dara OSHC is on your child's social and community interaction and wellbeing.

The Outcomes are designed to capture the integrated and complex wellbeing, development and learning of all children.

The Outcomes are:

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

Nut Aware Zone
Dara School and OSHC is a Nut Aware Zone. Please ensure that no nuts or nut products are packed in your child's school bag or lunch box.

Dairy Packaging Requirements
Please make sure that dairy products, especially spillable products such as yoghurt, are in spill-proof packaging. As students may have dairy allergies, it is important to ensure dairy does not get spilled.

First Aid

The First Aid Officer administers first aid. Should a student receive first aid treatment while at OSHC, a note will be sent home to inform parent/caregivers of their child's injury and the treatment given.

If the First Aid Officer believes a student may need non-urgent medical attention, parents/caregivers will be contacted and asked to collect their child as soon as possible. If parents/caregivers are unable to be contacted or to attend the OSHC, or nominate another adult to do so for them, an ambulance will be called to the OSHC to transport the child to hospital. If a student requires emergency first aid, an ambulance will be called in the first instance to provide medical support. Parents/caregivers will be notified as soon as it is practical to do so.

Medication

Student medications require a doctor plan or script. Please refer to the Medication OSHC policy regarding the administration of student medication and immunisation requirements. A pharmacist label attached to pharmacy-approved medication clearly identifying the student, dosages, frequency and use by details will need to accompany a Short-Term Medication Authority form.

No student should carry any medications. All medications are held in a locked cupboard.

Infectious Diseases

Children suffering from infectious diseases are required to stay away from school and OSHC until a medical certificate is produced, or the periods and actions stated below are observed:

COVID 19	Please see the school for the latest information
Whooping Cough (pertussis)	5 days after the beginning of antibiotic treatment or 3 weeks if not treated
Measles and German Measles	7 days after the beginning of the Measles rash
Mumps	14 days, at least 9 days after onset of symptoms
Infectious Hepatitis	Doctor's certificate must be produced
Conjunctivitis	Not until all discharge has ceased after using eye treatment
Ring worms (Tinea)	Must stay away from school and OSHC until the day after treatment has commenced
Head Lice	Must stay away from school and OSHC until hair is treated and free from nits (eggs).
School sores (Impetigo)	Must stay away from school and OSHC until treatment has begun, sores are covered, and a doctor has been advised.
Viral Gastroenteritis	Must stay away from school until no diarrhoea or vomiting for 24 hours

OSHC Access

The OSHC entrance is via the Annex (please see map). Please note there will be no access to the main school building outside of school open hours (please see school parent handbook).

Drop Off and Pick Up

We request that parents/caregivers avoid parking on the road for drop off and pick up. Use the staff and visitor carpark at the rear of the building via Alua Grove.

Please note the main school gates will remain shut outside of the normal school open hours (please see school parent handbook) and there will be no access via the kiss and drop zone.

Sun Protection

OSHC is guided by the Dara School SunSmart Policy and will have sunscreen available as necessary. A 'no hat – no play' principle will apply during Terms 1, 3 and 4 or if the UV index for that day is 3 or above. If a child has no hat they will remain inside or under cover and participate in the activities provided. Visors and caps are not acceptable. Sunscreen will be supplied to the children by the Service. If there are any issues (e.g., sunscreen allergies) you will need to provide the Service with an acceptable sunscreen, labelled with the child's name. During Vacation Care, if provided, the same SunSmart Policy applies. Children are not to wear tank tops or spaghetti/shoestring tops. Sun damage is done on the delicate skin on the shoulders and around the neck when not covered.

SERVICE TIMES

Our Service times are Monday to Friday during the school Terms.

Before School Care: 7:00 am – 8.30 am Monday to Friday

After School Care: 3:00pm – 6:00pm Monday to Friday

Pupil Free Day: 7:00 am to 6:00 pm Monday to Friday

Please note Vacation Care is currently unavailable.

CONTACT INFORMATION

Service phone number: 0411 052 447

Service email: OSHC@daraschool.sa.edu.au

OSHC Director: Vicki Davis

Approved Provider: Dara Village Inc

Provider number: 40028353

ENROLMENT INFORMATION

Dara OSHC aims to ensure children and families receive a positive and informative enrolment and orientation process that meets their individual needs. We strive to establish respectful and supportive relationships between families and the Service to promote positive outcomes for children whilst adhering to legislative requirements.

Our Service accepts enrolments of children aged between 5 and 13. Some exceptions for older children are outlined under Family Assistance Law here.

Enrolments will be accepted providing:

- The maximum daily attendance does not exceed the approved capacity of the Service.
- The adult to child ratio is maintained (1:15).

Families will be provided with an enrolment pack which consists of:

- Current fee structure and payment details.
- A parent information book.

SIGNING IN/OUT PROCESS

When dropping off children in the morning for Before School Care, families are required to sign their children into the OSHC Service electronically using their unique pin code on the iPad.

When families are collecting their children in the afternoon from After School Care, they are required to sign their children out of the OSHC Service electronically using their unique pin code on the iPad.

Children are not to sign themselves in or out of the Service.

As the attendance record is a legal document, the actual times of signing in and out must be recorded and the person signing the child in and out is required to sign in the space provided.

If you wish to leave a message concerning your children's attendance, then send an email to OSHC@daraschool.sa.edu.au or telephone on 0411 052 447. If you elect for a person to collect your child that is not on the child's enrolment form, you must advise us in person or via email confirming their identity and photo ID will be required on pick up.

SIGNING YOUR CHILD IN OR OUT USING XPLOR APP

Option 1 QR Code

Sign your child in/out through the Home App by using the QR code located at the kiosk. This is the easiest and quickest method for those with the Xplor App (Authorised Nominees cannot use this method as they do not have access to the Home Xplor App).
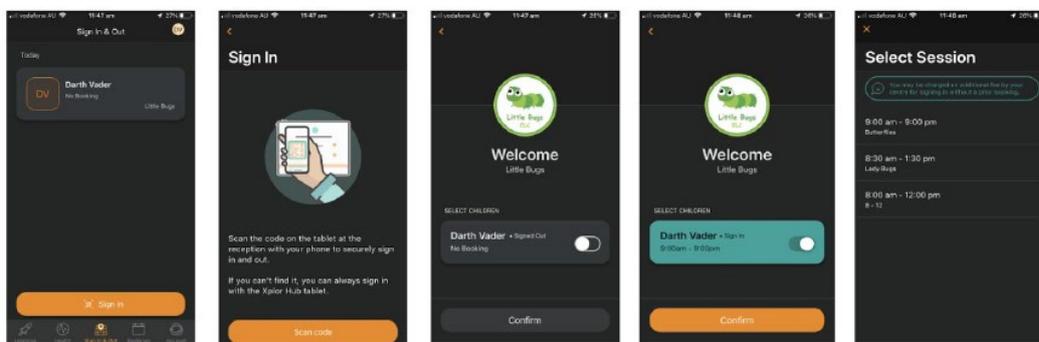
1. Tap the 'Sign in & Out' Tab

2. Tap scan code and scan the code on the HUB tablet

3. Toggle on the child you'd like to sign in or out

4. Confirm

5. Select the session

Option 2 Mobile number and Pin

1 Tap **Sign In**

2 Enter **Mobile Number** and **PIN**

3 Tap your child's name to sign in or out!

Option 3 Email and Password

Step 1:

Step 2:

Step 3:

ENROLMENT

New to OSHC? Before making an OSHC booking you need to enrol into the OSHC Service. Get started in 3 easy steps!

1. **Enrol in the Service**: Click the 'Enrol Online' button found on School Stream and complete the enrolment form. Once the enrolment is approved (it may take 1 business day to process), you will receive a welcome email prompting the next two steps.

2. **Activate your Xplor Account & Download the Xplor Home App**: Instructions can be found below to get started**.**

3. **Book Your Sessions**: Use the Xplor Home App to book your OSHC sessions. By default, bookings are casual, so if you wish to make a permanent booking be sure to add that to the booking 'Comment' box. Once a booking is confirmed you will receive an in-App notification. Detailed instructions for booking sessions can be found below**.**

Getting Started

- All families must create an Xplor account to manage their OSHC account and bookings.

- If there are two parents/caregivers (with emails in our system), both must create their own account to enable them both to use the Xplor App (recommended). Only one parent can be the 'primary' carer and manage the finances of the account.

- Parents need to download the Xplor Home App. This makes managing OSHC simple and convenient. Simply search Xplor Home in your App store. Alternatively, you can use the Xplor platform through a browser home.myxplor.com**.**

- If other guardians will be dropping off and picking up the children, they must be added as 'Hub Guests' within Xplor. This can be done through the App.

Setting up your Xplor Account for the first time
If two parents/caregivers are listed on the account with email addresses, both will receive the invitation email, and both will need to register accounts for both to use the Xplor App.

1. Check for an invitation email in your Inbox and select 'Create Account'.

2. Click Create Account.

3. Tap Password.

4. Enter Mobile Number.

5. Enter Account Pin.
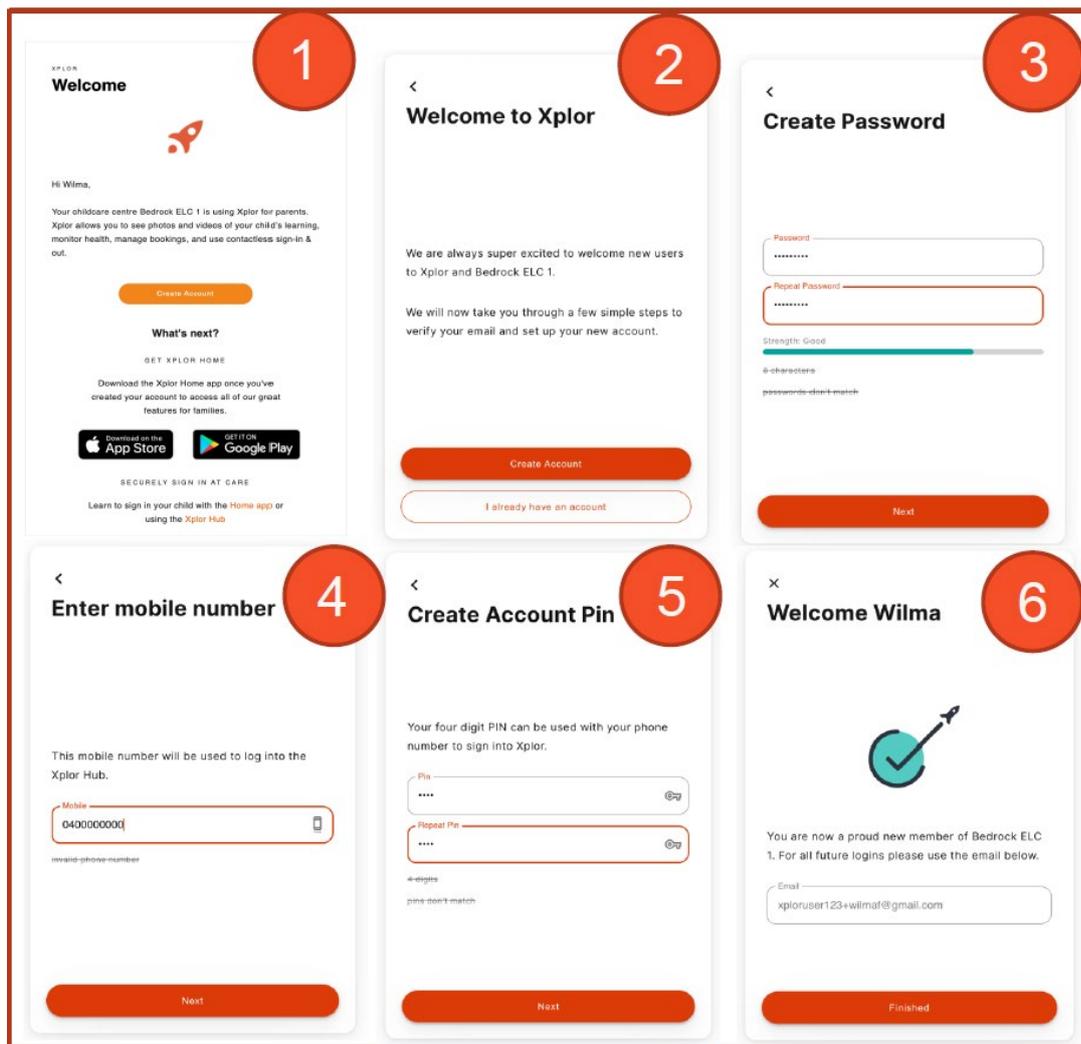
BOOKINGS

1. Navigate to the 'Bookings' tab.

2. Select a day.

3. Start a new booking (top right).

4. Select the child and booking type.

5. Repeat the process for additional bookings.

6. Checkout (click the pram icon in the top right corner).

CAN'T FIND WHAT YOU ARE LOOKING FOR ON THE APP?

Visit the dedicated Xplore Home resource and support.

Home (Parent) – Xplor (ourxplor.com)
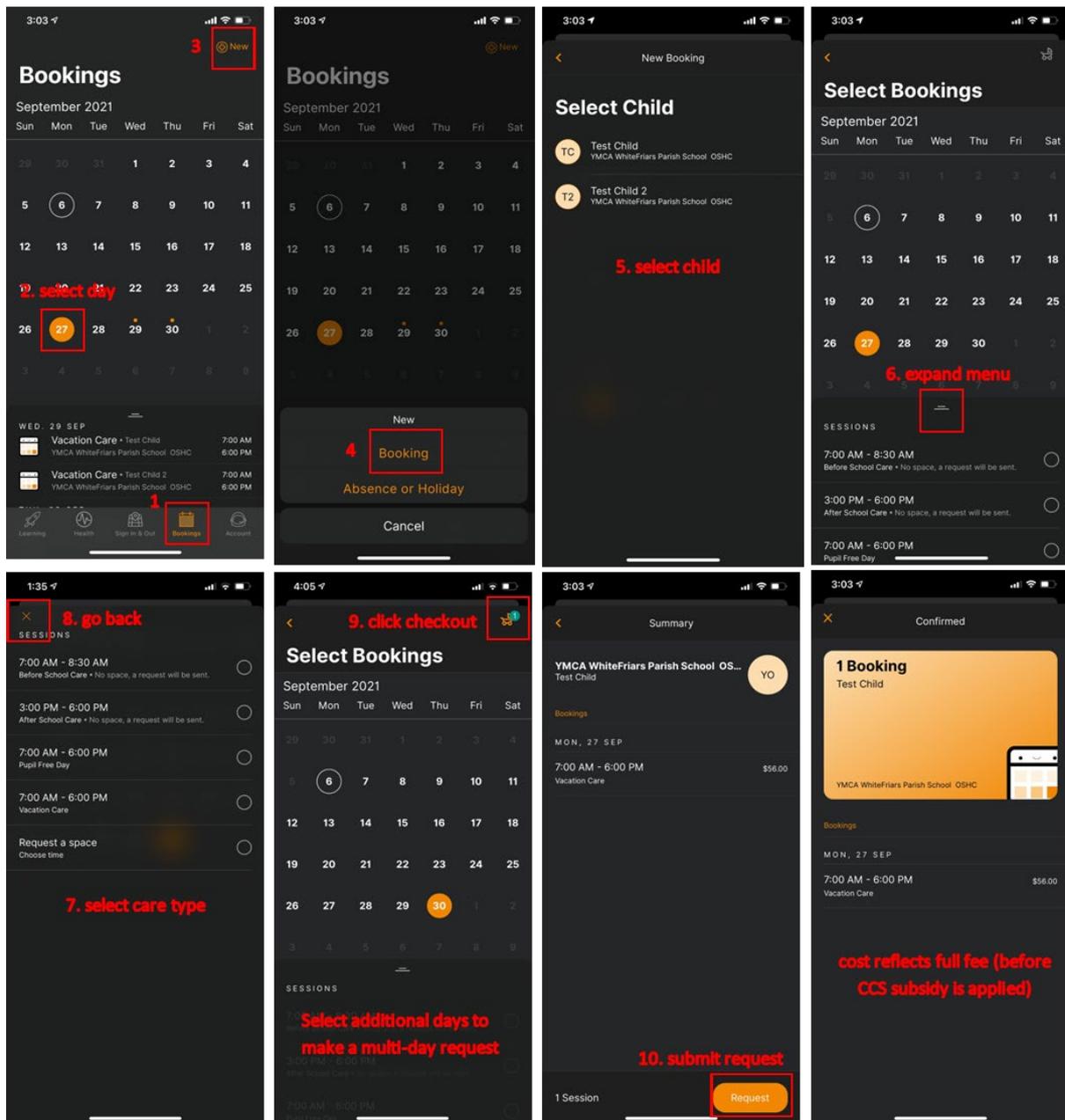
*Only students enrolled into the Service and an activated Xplor account can use the Xplor Home App for bookings.

Financials

OSHC payments are made via direct debit (charges are automatically debited). The direct debit payment source can be changed/updated in the Xplor App.

Statements can be viewed within the Xplor Home App (they will no longer be emailed).

More than one guardian (e.g., both parents/caregivers) can be account holders and use the Xplor App, however only the 'primary carer' can view/manage the account financials.

Issuing of Accounts

Families will receive a weekly account by email at the beginning of the new week.

FEES

Dara School OSHC Service sets fees in accordance with our annual budget to meet the income required to develop and maintain a quality service for children and families. We strive to ensure that our Service is affordable and accessible to families in our community. The annual budget is ratified by the Approved Provider annually, or as necessary, and monitored carefully throughout the year.

Our Service uses Xplor software, which is a package specifically designed to process bookings, attendances and produces a statement to show family fees. This package is approved for the Australian Government by the Department of Education, Employment and Workplace Relations.

Sessions and fees

Type of care	Times	Fee
Before School	7:00 am to 8.30 am	$ 16.50
After School	3:00 pm to 6:00 pm	$ 25.00
Early Finish	2:00 pm to 6:00 pm	$ 30.00
Pupil Free Day	7:00 am to 6:00 pm	$ 60.00
Vacation Care	Not available at present	$ 60.00
Excursion Supplement		$ 12.50
Late Fee		$ 1.00 per minute
Enrolment Fee		$ 25.00

Payment of fees

- Families will be issued with a fee statement on a weekly basis in accordance with the fee payment and regulatory requirements.
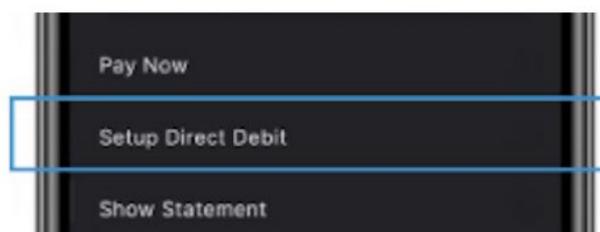- Fees are to be paid weekly via the QKR! App or bank deposit.

Saving Direct Debits via Home App

Please note only the primary carer of the child will be able to save payment details.

Step 1:

In the Home App, navigate to Settings > Finance

Step 2:

Click "Setup Direct Debit" and follow the prompts

LATE FEES

Overdue Payment of Accounts Fees and Procedure

- If a family fails to pay the required fees on time, a reminder letter will be issued after one week and then again after two weeks, where the fees are still outstanding.
- A child's position at Before School and After School Care will be terminated if payment has not been made after the three weeks, to which the family will receive a final letter terminating the child's position. At this time the Service may initiate its debt collection procedure. Debt collection fees will be at parent cost.

CHILD CARE SUBSIDY

The Australian Government provides assistance to eligible families to reduce the out-of-pocket costs of childcare. There are different types of financial assistance to help with the cost of placing children in childcare. The main payments families may be eligible for are:

- Child Care Subsidy.
- Jobs, Education and Training Child Care fee assistance.
- Grandparent Child Care Subsidy.
- Special Child Care Subsidy

More information is available on http://www.mychild.gov.au/pages/CCInformation.aspx#

Child Care Subsidy (CCS) can be applied to your account. We need to be provided with individual Customer Reference Numbers from the eligible parent/caregiver and child/ren. Families need to apply to Centrelink for Customer Reference Numbers (CRN). Centrelink will start applying fee reduction directly into the family's OSHC account once the family has accepted our enrolment on their myGov account. Any queries with CCS require the family to contact Centrelink direct.

COMPLYING WRITTEN ARRANGEMENTS

There are two steps that must be completed to ensure Child Care Subsidy entitlements can be paid to a service provider on your behalf.

1. You must sign the Complying Written Agreement (CWA) through the Xplor App.
2. Once you have signed on Xplor App, you must confirm your child's CCS Enrolment through myGov.
3. Please see https://support.ourxplor.com/hc/en-us/articles/360015429272-CWA-Approval-and-CCS-Enrolment-Confirmation.

CANCELLATIONS

One Week Notification for Cancelling OSHC Bookings

All sessions booked are reserved for your child and consequently will be charged for. However, if we are given one week notice for a cancellation then the booking will be deleted as well as the fees associated with that booking.

Bookings can be cancelled via the App by selecting the booking you wish to cancel, click 'Absent', click 'Request' and then the request will be sent to the OSHC team for review and approval. Fees may apply pending cancellation notice period.
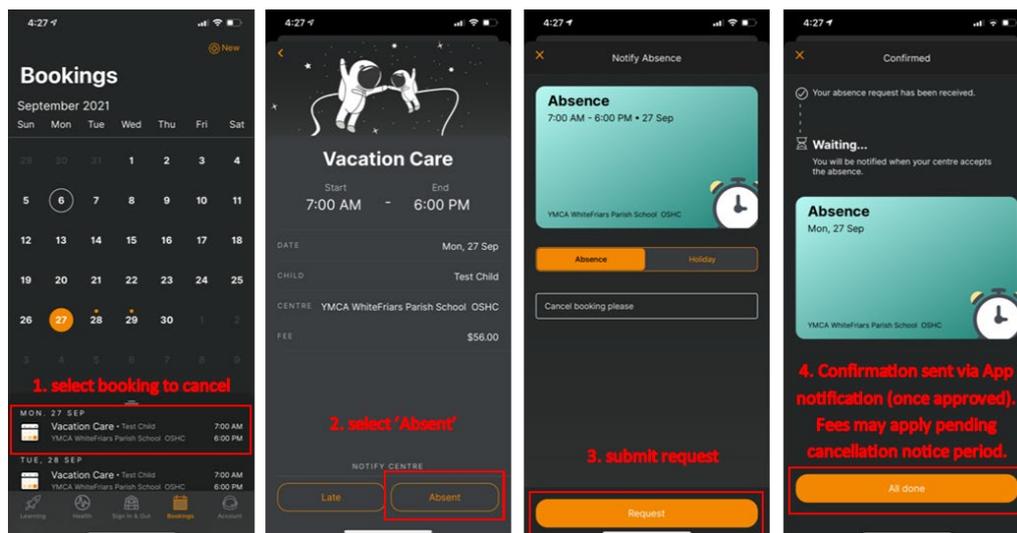
ADDING GUEST PERMISSIONS FOR DROP OFF AND PICK UP

Adding a Hub Guest is the perfect solution to enable child drop off and pick up from those other than the primary account holders. Adding a Hub Guest links them to the account, but does not provide a full Xplor Home or enable the guest to use the Xplor Home App.

Invite a Hub Guest via the Home App

Assuming you already have set up your Xplor account and logged into the Xplor Home App:

1. Open the Home App.

2. Click "Account".

3. Click the "Hub Guests" menu item.

4. Click the '+' icon in the top right corner of the page.

5. Enter Hub Guest name and email and click "Send Invite".

Hub Guest Steps

1. Hub Guest will receive an email to create password (this email may be in 'junk').

2. Hub Guest will need to create an Xplor ID by logging in to https://login.myxplor.com/ .

3. Hub Guest must select "Merge Profiles". Follow the prompts from there!

Hub Guest sign in options

Option 1: Use Xplor ID

Option 2: Email and password

LOST PROPERTY

Our Lost Property box is in the Annex. While every care will be taken with children's personal belongings, we do ask that personal belongings and items of clothing are labelled with the child's first and last name. Any items that are left behind for more than 1 month and are without a name will be donated to charity. If children wish to bring toys from home, Educators will not be responsible for their safekeeping. OSHC Educators reserve the right to determine the suitability of certain items. If deemed inappropriate, the items in question will be placed in the office for safe keeping until the parent/caregiver arrives to collect the child. Educators will not take responsibility for damage to, or loss of, valuables or precious toys.

VACATION CARE

Please note Vacation Care is currently unavailable. All parents and users of Dara OSHC and the community will be updated when Vacation Care is ready to commence.

BEHAVIOUR GUIDELINES

Educators follow the Dara School Student Behaviour Management Policy which provides consistency in the expectation of children's behaviour. The policy allows children to develop self-discipline, a respect for others, for property and respect for self, while learning to regulate their behaviour. If students make the environment unsafe for themselves and/or others or if they fail to follow the school and Service expectations, they may be precluded from future sessions. Parents will be notified in this instance.

EDUCATIONAL PROGRAM

Dara School OSHC is committed to providing a quality program where the children's physical, emotional and social needs are met in a safe, caring, and supportive environment.

The Service provides a program where children have access to a wide variety of safe and stimulating, age and developmentally appropriate activities, including indoor and outdoor opportunities, which are developed to cater to the social, intellectual, physical, and emotional needs and interests of all children present. The program will reflect the importance of play in middle childhood, cultural diversity of the community, abilities of the children, and individual uniqueness, whilst incorporating the views of parents and the children attending the Service.

Programs will be gender, culture and age inclusive and will reflect the Service's Philosophy and Goals and Dara School's Vision Mission and Values.

The Service's programs will be evaluated regularly and will include feedback, suggestions, comments and views from parents, children, Service staff and the community and are displayed within the Service. Programs are designed to meet the changing needs of the children and are flexible.

Children with special needs will be encouraged to participate in all activities. These activities may be modified by staff to ensure that all children are treated with dignity and their uniqueness and individuality respected.

POLICIES

All policies mentioned in this handbook can be found on our website.

Please speak with an OSHC staff member if you wish to view or discuss any OSHC policy.