

# RADFORD COLLEGE



## **OUTSIDE SCHOOL HOURS CARE (OSHC) Family Handbook 2021**

**We acknowledge the original owners and custodians of the land on which our Service is built and pay our respects to Elders past and present**

## **Welcome**

We are delighted you have chosen to become part of our OSHC family and look forward to learning about your family. This handbook will provide you with everything you need to know about our Service, and where to find further information.

## **Our Philosophy**

At Radford College Outside School Hour Care Program (OSHC), we are guided by My Time, Our Place Framework for School Age Care in Australia (the framework). We acknowledge the importance of play and leisure and children's learning, and of the relationship between children, families, educators and the community in creating and providing a safe, caring, engaging and stimulating environment for the children.

### **We aim to:**

- Provide a safe, positive and fun environment for every child
- Provide a range of active and relaxing experiences that the children can choose to participate in
- Support and cater for the individual needs of children and families
- Promote strong relationship between home, school, community and the program.



### **We recognise:**

- The importance of children being able to express their ideas, creativity and feelings naturally and responsibly
- The value of play in a child's holistic development
- The need to build inclusive, supportive and respectful relationships with families
- The value of ensuring that educators have the appropriate support mechanisms in place to deliver a successful program.

### **We are committed to:**

- Providing a safe, stimulating and fun program that caters to the needs of the individual children
- Helping children develop their problem solving, communication and decision-making skills
- Ensuring that we support and communicate effectively with children and families.

## MEET THE DIRECTOR

	<p>Ms Nang Aung is the Director of Radford OSHC. <i>Diploma of Early Childhood and completing Bachelor's degree in Early Childhood</i> Email: <a href="mailto:afters@radford.act.edu.au">afters@radford.act.edu.au</a> Phone: 6162 5376 (Extension 3)</p>
	<p>Miss Taylor Woodward is the Assistance Director of OSHC and the Junior School OSHC Coordinator <i>Diploma of Early Childhood and working towards a Bachelor's of Primary Education</i> Email: <a href="mailto:afters@radford.act.edu.au">afters@radford.act.edu.au</a> Phone: 6162 5376 (Extension 1)</p>

## EDUCATORS

At Radford OSHC our staff are passionate educators who aim to provide the best opportunity for all children to belong, learn, grow and be happy. Many of our casual team members are currently engaged in fulltime study in Education and bring a range of innovative ideas to our Service each day. All of our educators hold Working with Vulnerable People cards and many have a current First Aid, CPR, Anaphylaxis and Asthma qualifications.

## HOURS OF OPERATION

Radford offers permanent and casual places for children from Pre K to Year 6.

**Before School Care:** 7.30am – 8.50am in the ELC Piazza

**ELC After School Care:** 3.00pm – 6.00pm in the ELC Piazza

**JS After School Care:** 3.20pm – 6.00pm in the JS Specialist Centre (Undercroft)

**Holiday Program:** 8.00am – 6.00pm in the JS Specialist Centre and ELC Piazza



## Parking

Outside the ELC, in the Chapel car park or the underground staff car park.



## FEES

Radford OSHC is registered with the National Quality Framework (NQF). The Childcare Care Subsidy (CCS) is available through the program for families to access and all families must be registered for CCS with Centrelink, through your MyGov account.

[Click here for more information about CCS](#)

**Before School Care Fee:** \$18.00 – All bookings, includes breakfast

**After School Care Fee:** \$34.00 – Permanent Booking, includes afternoon tea  
\$36.00 – Casual Booking, includes afternoon tea

**School Holiday Program:** \$85 per day (some excursions may incur additional fees)

**Late Collection Fee (after 6pm):** A mandatory fee of \$50.00 (per child) per fifteen minutes, or part thereof, is charged to families where child/ren are collected after 6pm. For example, if the child is picked up between 6.01pm and 6.15pm, families are charged \$50. If the child is picked up between 6.16pm and 6.30pm, families are charged \$100 (per child). Please note CCS isn't applied to late fees.

**Payment:** Direct Debit details must be completed with the enrolment form on My Family Lounge. This will give you the option to select your preferred credit card or bank account for direct debit. You can change this through the My Family Lounge mobile app.

Once your payment details have been collected, please contact the Director to arrange a start date and frequency for your direct debit. Statements will be provided to families via email fortnightly.

## ENROLMENT AND BOOKINGS

In order for children to attend an OSHC program, an OSHC enrolment form must be completed for each family. Enrolment forms are completed through the My Family Lounge online portal.

### *Permanent bookings*

A permanent booking is when After School Care is required on the same day/s each week. A permanent After School Care booking can be made through My Family Lounge (MFL). Please note that to create or amend a permanent booking, parents will need to access MFL through an internet browser, not the app. If your child has a co-curricular activity that they are attending prior to After School Care, you will need to send an email to [afters@radford.act.edu.au](mailto:afters@radford.act.edu.au) to advise.

### *Casual bookings*

A casual booking is when After School Care is required occasionally during the term, or in addition to permanent bookings. Casual bookings will need to be made on MFL. Please note that casual bookings may not be accepted on MFL, due to our capacity being reached. If this occurs, please email [afters@radford.act.edu.au](mailto:afters@radford.act.edu.au).

### *Before School Care*

Permanent bookings for Before School Care are available, especially if you intend dropping off before 8am. This enables staff to ensure every child is catered for during the breakfast period. You are not required to book ahead if you intend dropping off after 8am.

### ***Holiday Care***

Holiday Care Program booking forms are e-mailed to Radford College OSHC enrolled families in the lead up to each school holiday period. Please note school holiday programs book out quickly. You will need to make Holiday Program bookings via My Family Lounge.

### **ABSENCE**

If your child is booked into the program and will not be attending, please notify staff via email; [afters@radford.act.edu.au](mailto:afters@radford.act.edu.au). Families are not charged for absences where the child is absent from school that day. In addition, we allow two cancellations per term without charge, after which the full fee is charged for the booking.

### **ARRIVAL AND DEPARTURE**

It is a legal requirement that a parent or authorised person signs in via the iPad on arrival (for Before School Care and Holiday Program) and departure. Authorised persons are nominated on your enrolment form in My Family Lounge. Please ensure that the contacts you provide have the appropriate authorities (collection, excursion, medical, emergency).

For the safety of children, all children must be left with a staff member on arrival. Also, please ensure a staff member is aware that your child is leaving the Service.

During term time, at After School Care, ELC children are collected from their classrooms by an OSHC staff member. Junior School children in Kindergarten and those new to the program are also collected from their classrooms by an OSHC staff member until the Director feels they are ready and able to make their own way. All other children will make their way straight from class at the end of the day. All children attending the Junior School program are required to make themselves known to the designated staff member waiting outside the Specialist Centre where they will be signed in.

Children attending OSHC after a co-curricular activity will be brought to After School Care by the co-curricular staff member and signed in to the relevant OSHC program each afternoon during term time.

Children in Kindergarten will join the PreK program in the ELC some days per week; this will be confirmed at a later date. The children will take their bags and collection will be from the ELC.

### **ALLERGIES AND MEDICAL CONDITIONS**

In order to ensure your child's safety, health and wellbeing please take the time to complete your enrolment form in detail. If your child has anaphylaxis, epilepsy, diabetes, asthma or other serious medical condition, we will also require a current action plan from your Doctor as well as an individual risk assessment and communication plan that will be developed in consultation with the Director. If your child requires any medication to be administered whilst on program, please complete the medication form that is available on request.

### **AN ALLERGY-AWARE SERVICE**

Our Service is allergy aware. It is extremely important that your child does not bring any food items containing nuts to the program. This protects the safety and wellbeing of the children and staff in our Service who have an allergy to nuts.

## **FOOD**

Afternoon tea is provided during term time and water is available for the children at all times. Please indicate on your enrolment form if your child/ren has any specific dietary requirements. A weekly menu is located on our information boards, indicating the meals that will be provided to the children. Please note that no meals are provided during Holiday Program. Morning tea, lunch and afternoon tea need to be packed by the family each day.

## **ILLNESS AND INJURY**

Whilst Radford OSHC actively strives to provide a safe environment, there may be occasions when accidents or injuries occur. In the case of a minor illness or injury a staff member will attend to the incident and an illness and injury report will be completed. Where a more serious incident occurs the child's parents/guardian will be contacted.

## **SUN SAFETY**

All children and staff at OSHC programs are required to wear a SunSmart hat (no caps) and clothing whilst outdoors, except in the months of June and July. Staff will provide sunscreen, or children may supply their own. Please ensure that your children are dressed in SunSmart clothing while attending Holiday Care programs.

## **HOME LEARNING**

Children in the Junior School Program will be offered the opportunity to complete their home learning each afternoon. However, please note we ask children to take responsibility for this and do not enforce a practice. Please inform the Director if you require your child to participate in structured home learning time.

## **USE OF PHOTOS**

Photographs of your child/ren participating in the day-to-day activities are taken regularly and used to document our program. If you would prefer your child not to be photographed please indicate this on the enrolment form and send an email to [afters@radford.act.edu.au](mailto:afters@radford.act.edu.au).

## **LABELLING BELONGINGS**

Please label everything your child wears or brings to OSHC (including shoes, socks, hats, and underwear). This is an enormous help to both our children and our staff, especially during Holiday Program.

## **OUR PROGRAM**

Our weekly programs identify what activities and experiences will be provided for the children each day and are displayed on our information boards, our daily whiteboard and on SWAY. These programs are based on the children's interests and abilities and offer a variety of challenging and recreational activities. Some popular activities include cooking, bushwalking, craft, dress-ups and outside play. We also offer children the opportunity to enjoy time for rest and relaxation.

To ensure that all children are fully included in the OSHC program, we ask that if your child/ren has additional support needs, whether it is due to a medical need, disability, culturally and linguistically diverse background, or any other reason, please include this on your enrolment form. Our aim is to ensure that all children feel secure, happy and valued, and that staff are familiar with the needs of each child and can accommodate these within our OSHC program.

## **COMMUNICATION WITH FAMILIES**

Feedback and input from families is strongly encouraged and greatly appreciated. Families are warmly invited to share any skills and areas of interest with the program. Please contact [afters@radford.act.edu.au](mailto:afters@radford.act.edu.au) regarding any suggestions or feedback you may have. Families are welcome at the program at all times.

We aim to answer emails and queries in a timely manner. However, please be aware the Director is on program from 2pm each day and unavailable via email during this time. If you need to contact staff after 2pm, for a late booking, or to advise of a late pick up, please call 6162 5376 and select the appropriate extension.

An OSHC family noticeboard is located at each program, above the sign-out table. This is used to share information about Service philosophy, our staff, the weekly program, the menu and legislated documentation. Here, you can also find copies of our Quality Improvement Plan and The Education and Care Services National Law and Regulations.

Radford Online (ROL) is the College's central information and digital resource for our staff, students and their parents and caregivers. On the OSHC page you will find more detailed information about our Service, enrolment details, policies and procedures, relevant forms, holiday program dates, risk assessments, photos of program activities and links to other Community Services.

Login details will be provided in commencement documentation. Technical assistance can be sought by contacting [helpdesk@radford.act.edu.au](mailto:helpdesk@radford.act.edu.au) or [reception@radford.act.edu.au](mailto:reception@radford.act.edu.au)

Relevant news and information is also sent to parents when holiday programs are sent out and in our Newsletter (sent out once a term).

Please inform the Director if you require assistance with the translation of any documents.

### **ISSUES FOR CONCERN**

If at any time practices or procedures at this Service fail to meet your expectations, we encourage you to take the following steps;

- Discuss with the educator involved
- Discuss with the Director

If issues have not been resolved then,

- Discuss with the Assistant Head of Junior School, Karen Mahar
- Discuss with the Head of Junior School, Andy Gordon
- Discuss with the Chief Operating Officer, David Perceval
- Contact the Children's Policy and Regulation Unit on 6207 1114
- Contact the ACT Children and Young People Commissioner on 6205 2222

### **COME IN FOR A CHAT**

Meaningful communication between staff, families and children is an essential component of the successful day-to-day operation of OSHC programs. The more we get to know your family and children the better we can meet you and your child's needs. Therefore, it is important that you keep your records with us as up to date as possible and inform staff of any events or changes in your child/ren's life or routine. We look forward to getting to know all our OSHC families!

## HOLIDAY CARE TIMETABLE

The dates below exclude public holidays.

<b>Holiday Program Dates 2021</b>	<b>Holiday Program Dates 2022</b>
<b>Summer</b> Monday 11 January to Monday 1 February	<b>Summer</b> Monday 10 January to Monday 31 January
<b>Autumn</b> Tuesday April 6 to Friday April 16	<b>Autumn</b> Monday 11 April to Friday 22 April
<b>Winter</b> Friday 25 June to Friday 9 July	<b>Winter</b> Friday 24 June to Friday 8 July
<b>Spring</b> Monday 27 September to Friday 8 October	<b>Spring</b> Monday 26 September to Friday 7 October
<b>End of Year</b> Wednesday 8 December to Wednesday 22 December	<b>End of Year</b> Wednesday 7 December to Thursday 22 December

<b>Term Dates 2021</b>	<b>Term Dates 2022</b>
<b>TERM 1</b> - Tuesday 2 February to Thursday 1 April	<b>TERM 1</b> - Tuesday 1 February to Friday 8 April
<b>TERM 2</b> - Monday 19 April to Thursday 24 June	<b>TERM 2</b> - Tuesday 26 April to Thursday 23 June
<b>TERM 3</b> - Monday 19 July to Friday 24 September	<b>TERM 3</b> - Monday 18 July to Friday 23 September
<b>TERM 4</b> - Monday 11 October to Tuesday 7 December	<b>TERM 4</b> - Monday 10 October to Tuesday 6 December