



Out of School Hours Care

Pacific Hills
OOSH



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WELCOME

Pacific Hills OOSH offers a safe, familiar, and Christian-based environment during term times and holidays for Pacific Hills students from Prep to Year 6.

We offer a fun and extensive program for your children throughout the terms and holiday periods. Our Before and After School Care offers breakfast and afternoon tea options with many exciting and educational activities. Our Vacation Care program includes various activities, themed days, and incursions.

PHILOSOPHY

The purpose of each school within the Pacific Group of Christian Schools is to provide a Christian educational community as a centre of teaching, learning and serving excellence founded on Biblically based beliefs, values and behaviour.

At Pacific Hills, we provide an OOSH service for school families whose children are in Prep to Year 6. In providing a quality service, we believe that:

Each child is made in God's image and should be valued

Each child has individual gifts, qualities and personalities to be encouraged and developed to be God's person in this world

Each child should be provided with a safe and stimulating environment

Each child has a responsibility to God's creation and to ensure it is cared for

Families provide the major influence in a child's development and that Pacific Hills OOSH will support families in the child's development

Pacific Hills OOSH will recognise and support and show respect for cultural differences

Provide ongoing professional development opportunities for staff to expand their understanding and abilities in their specific role





NATIONAL QUALITY FRAMEWORK

From 1 January 2012, the new National Framework for children in School Aged Care - My Time, Our Place took effect. This national body is governed by the Australian Children's Education and Care Quality Authority (ACECQA). The Framework for School Age Care exists to ensure that children in school age care have opportunities to engage in leisure and play-based experiences that are responsive to the needs, interests and choices of the children attending the service and that contribute to their ongoing development.

There are five outcomes that guide the planning and educational program for children's wellbeing and learning:

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

There is a strong sense of collaboration with children, their families and educators to inform and guide the planning of educational programs.

The weekly program is displayed for families throughout the service. We value family input into the planning and evaluation of the program. The National Quality Framework has been established under an applied law system that comprises of the Education and Care Services National Law and Regulations. Pacific Hills OOSH is required to adhere to both the Law and the Regulations at all times. Within the Regulations, there are a number of policies and procedures related to the provision of a high standard of quality care for the children. Pacific Hills OOSH has developed policies and procedures that are specific to the centre. These policies are available within the centre for the parents/guardians to read and make comment on at any time. The policies are reviewed on an ongoing basis throughout the year.

NATIONAL QUALITY RATING AND ASSESSMENT PROCESS

Regular assessment of school aged care facilities will be conducted against the seven National Quality Standards and will be facilitated through the state governing authority, the Department of Education and Communities (DEC).

The seven quality areas in the National Quality Standards are:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Partnerships with families and communities
7. Governance and Leadership

The quality rating and assessment process is an ongoing system by which the centre is continually striving to improve the quality of care that it provides. Additional information about the new system can be found by visiting www.acecqa.gov.au.



CHILD SAFE STANDARDS

The Office of the Children's Guardian has developed a set of 10 child safe standards to assist services ensure a child safe culture can be upheld. These standards guide our values, practices, attitudes, and behaviour. The standards are:

1. Child safety is embedded in organisational leadership, governance and culture.
2. Children participate in decisions affecting them and are taken seriously.
3. Families and communities are informed and involved.
4. Equity is upheld and diverse needs are taken into account.
5. People working with children are suitable and supported.
6. Processes to respond to complaints of child abuse are child-focused.
7. Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training.
8. Physical and online environments minimise the opportunity for abuse to occur.
9. Implementation of the Child Safe Standards is continuously reviewed and improved.
10. Policies and procedures document how the organisation is child safe.



FEES

Session	Time	Fee ¹
Before School Care	7:00am to 8:30am	\$20.00 per morning
After School Care (Short)	2:46pm to 4:00pm	\$15.00 per afternoon
After School Care (Long)	2:46pm to 6:30pm	\$35.00 per afternoon
Vacation Care ²	8:00am to 5:00pm	\$85.00 per day
Late Pickup	Per 15 minutes or part thereof	\$25.00

¹ All fees are subject to change.

² See OOSH website for Vacation Care dates.

Child Care Subsidy (CCS)

The Child Care Subsidy is paid to the Child Care Centre to reduce fees. Pacific Hills OOSH is an approved Child Care Centre. The Australian Government provides Child Care Subsidy (CCS) to help eligible Australian resident parents/guardians reduce the cost of their fees at approved centres. CCS is based on combined family income and parent activity levels. Families wishing to claim CCS must register with Centrelink at my.gov.au. Centrelink is responsible for assessing all CCS calculations.

Pacific Hills OOSH is responsible for submitting attendance data to the government for assessment. You will need to supply the centre with dates of birth and Centrelink customer reference numbers for both you and your child. Those details, together with attendance details will be linked to the government, who will require you to accept the enrolment details through my.gov.au in order to receive CCS. When a child is first enrolled at Pacific Hills OOSH, the family must nominate the parent who is (or will be) registered to claim CCS. The nominated parent is the primary person responsible for payments to the service and is the only person who can view statements. Changes to the nominated parent will only apply from when the family notifies the centre in writing.

Payment of Fees

Pacific Hills OOSH is an approved child care service. We are able to claim the Child Care Subsidy (CCS) on behalf of qualifying families. To facilitate this, we use a widely used childcare management software Xplor to process the subsidy. Payment of OOSH fees are made via direct debit through Debit Success from your nominated bank account or credit card. If you are approved to claim CCS from Centerlink, you will be charged the outstanding gap amount. Families that do not claim CCS will be charged the full OOSH fee.

If for any reason your payment should be declined, a penalty of \$19.95 will be charged for every failed attempt to settle your fees through direct debit or credit card. Should your payment be declined, your OOSH service may be put on hold until your account is finalised.





ENROLMENT

Enrolment information must be completed online via the “Xplor” app before your child starts attending the service to ensure we have all the relevant information on file. Once confirmation is received, your child can begin attending Pacific Hills OOSH. Please note, if your child has a medical condition, additional documentation must be completed and medication should be supplied to the service prior to your child commencing.

All new children and their families are invited to visit the centre prior to attendance in order to familiarise themselves with staff and routines.

How to Enrol?

1. Fill out the OOSH enrolment online through the ‘Xplor’ system which can be found on our School website – <https://pacificchills.nsw.edu.au>
2. Process your online enrolment including uploading a copy of your child’s Birth Certificate and Immunisation Record and any other medical information required.
3. Await confirmation from Director of booking.

Permanent Bookings

The Director is responsible for all enrolments. You must complete the enrolment form and email to request permanent bookings.

Children can be booked in for specific days. Confirmed days can be reviewed in the Xplor App. Confirmation by the Director must be provided before your child is able to attend. The child can be booked in for extra days if required. See ‘Casual Bookings’ below.

If a child is unable to attend and we have not been notified by 11:00am, the fee for that day will still be charged.

Casual Bookings

The Director is responsible for all enrolments. You must complete the enrolment form through ‘Xplor’ and use the app on your phone to request casual bookings. Casual bookings may be made in addition to permanent bookings or as a one-off request.

Casual bookings must be lodged by 11:00am on the day required or earlier via email. The child can be booked in for casual care on the condition that:

1. There is a place available.
2. The Director has been informed and confirmed the booking.

If a child is unable to attend and we have not been notified by 11:00am, the fee for that day will still be charged.

Absences

It is important that our attendance records are accurate. If your child will not be present at a pre-booked session, whether a casual or permanent booking, you must let the Director know in advance to avoid unnecessary confusion and concern. Notice must be provided via the 'Xplor' app, even if first contact is made by phone. The roll is checked at the beginning of each session to make sure all children are present. If a child is absent from roll call without notice, staff are required to carry out a search for the child until that child can be located. Absences are managed through the 'Xplor' app.

Late Pickup

The service closes at 6:30pm during After School Care and 5:00pm during Vacation Care. Please contact the OOSH via telephone as soon as you know you are going to be late. Any parent/guardian who collects a child after 6:30pm will incur a late fee (see 'Fees'). If a child is not collected by 7:00pm and no contact can be made with parents or emergency authorised nominees, staff will make contact with local police to have the child placed under their supervision until contact can be made. This is an incredibly rare occurrence.

SIGNING IN & OUT

Parents/guardians are required to sign their child in on arrival to Before School Care and Vacation Care and out on their departure from After School Care and Vacation Care on an electronic device. This must be completed by an adult aged eighteen years or older. This is an important aspect of the running of the OOSH and most importantly for insurance or emergency event purposes. The OOSH must be able to account for all children at all times.



DAILY ROUTINE

Before School Care

Time	Activity
7:00am	Before School Care opens
7:00am – 8:00am	Breakfast available if required / Indoor free play
8:00am – 8:20am	Kitchen closes at 8:00am / Indoor free play continues
8:20am – 8:30am	Pack away and collect belongings / Daily prayer before heading to school
8:30am – 8:45am	Prep and Kindergarten children escorted to their classrooms by OOSH staff

After School Care

Time	Activity
2:46pm	After School Care opens
2:46pm – 3:00pm	Prep and Kindergarten children escorted to the OOSH and signed in by OOSH Staff / Kindergarten children collected and escorted to Prep space by Pacific Hills Christian School teaching staff and signed in by OOSH staff / Year 1 - Year 4 children make own way to OOSH space and are signed in by OOSH Staff
3:00pm – 3:10pm	Year 5 and 6 children make own way to OOSH and signed in by OOSH staff
3:10pm – 3:15pm	Structured programmed activities / Indoor free play continues
3:15pm – 3:20pm	Pack away and collect hats

3:20pm – 3:30pm	Daily announcements / Prayer before afternoon tea / Children wash hands
3:30pm – 3:45pm	Afternoon tea provided and consumed
3:45pm – 4:30pm	Outdoor structured programmed activities and free play / Homework club
4:45pm – 5:00pm	Pack away outdoor equipment and return inside / Fruit snack provided and consumed
5:00pm – 6:30pm	Indoor free play / Craft activity offered

Vacation Care

Time	Activity
8:00am	Vacation Care opens
8:00am – 9:00am	Breakfast available if required / Indoor free play
9:00am – 10:30am	Kitchen closes at 9:00am / Structured programmed activities
10:30am – 11:00am	Morning tea time / Outdoor free play
11:00am – 12:30pm	Structured programmed activities
12:30pm – 1:00pm	Lunch time / Outdoor free play
1:00pm – 3:00pm	Structured programmed activities
3:00pm – 3:30pm	Afternoon tea time
3:30pm – 5:00pm	Structured programmed activities / Indoor free play

GENERAL INFORMATION

Vacation Care

Pacific Hills OOSH offers an exciting holiday program for Prep to Year 6 students from Pacific Hills Christian School. This program runs daily from 8:00am to 5:00pm for selected periods of time during the school holidays. Vacation Care dates can be found on the School website.

Children participate in a wide range of activities. Incursions are sometimes included in the Vacation Care program. Specific details regarding the Vacation Care program and activities, along with enrolment information, will be provided at least three weeks prior.

Food

Pacific Hills OOSH is responsible for providing children with food during the program as per the daily routine times. Pacific Hills OOSH is a nut-aware service.

Toilets

Children must be toilet trained to attend the service. They also must be able to change themselves in case of a toileting accident. Younger children are encouraged to bring a set of spare clothes in their bag. Toilets are located adjacent to the OOSH centre and are available for children to use throughout their time attending the service.

Smoke-Free Environment

Smoking of any substance is strictly prohibited in the vicinity of Pacific Hills OOSH and on school grounds.

Health Information

Should your child have a specific health requirement, such as an Asthma plan or Anaphylaxis plan, please ensure you inform the Director and provide a current action plan. An Allergy Management, Risk Minimisation, and Communication Plan will need to be completed in consultation with OOSH staff. Staff hold current first aid certificates and have been trained in Asthma and Anaphylaxis management. You are responsible to notify the centre of any changes to your child's plan.

Administration of Medication

If a child has a condition which requires medication (however occasional), parents must complete and sign relevant forms available at the OOSH. Medication must be in the original packaging. Over the counter medications will not be administered unless prescribed by a doctor.

Exclusion of Sick Children

Students who are sick should not be sent to OOSH. If your child is unwell, please keep them at home. This ensures your child can recover and prevents spreading illness to other children and staff. We ask that you notify the Director if your child will be absent from OOSH. If your child becomes ill, we will contact you or your child's authorised nominee to arrange collection of the child. If the service suspects your child has an infectious disease, the child may be excluded until a medical certificate is lodged stating that they are not contagious.

Sun Protection

Pacific Hills OOSH enforces a 'No Hat, No Play' policy. The OOSH staff insist of all children being appropriately protected against the sun, especially during the summer months. Parents should inform their children on the need to protect their skin against the sun by wearing appropriate clothing, hats, and sunscreen. Sunscreen is available for children at the service, when required.

Complaints & Grievances

If there is something you wish to provide feedback about, please speak to the educator involved or the Director in the first instance. Should you still be unhappy, please advise the appropriate contacts displayed on the notice board in the OOSH centre.



Pacific Hills OOSH

Phone: (02) 9651 0725

Email: oosh@pacifichills.nsw.edu.au

