Outside School Hours Care (OSHC)

Frequently Asked Questions

What, Where and When?

KCS operates a before and after school care program and a vacation care program. We are committed to creating a child, family and educator friendly environment providing quality services for up 145 children each day.

The OSHC service is located at Mackenzie Hall, Carlton South Public School, with access via Ecole St. We also utilise the KCS Community Hub for some of our tweenies programs and vacation care activities located at 49 English St, Kogarah.

Service Operating Hours:

- Before School Care – 7am to 9.30am (includes transport of children to local schools)
- After School Care – 3pm to 6pm
- Vacation Care – 7am to 6pm

What happens at the OSHC service?

All OSHC programs have a daily routine and supervision plan developed by the Coordinator and communicated to Educators each day.

As part of our transition program each new child is introduced to the rest of the children and educators on their first day. During their first week all new children are inducted into the program routines, rules, hygiene and safety procedures and assigned a buddy to support their inclusion into the program.

Children are supervised with a 1:15 ratio whilst on site and 1:10 ratio when on excursions. The program is primarily delivered within the school grounds where we access Mackenzie Hall; cola; upper and lower playgrounds; playground equipment; allotment and nature areas. The program also includes excursions to off site venues and sites including the KCS Community Hub and Jubilee Park. All areas accessed by the program are risk assessed to ensure children’s safety and wellbeing e.g. children in kindy and year one do not have access to the playground equipment due to the level of risk involved and to ensure children’s safety whilst in our care.

In line with the ‘My Time Our Place’ Framework for school aged care, and in response to feedback from educators, children and their families; an educational and fun program is developed for all. Both term and vacation care programs are displayed at the centre and posted on the KCS website.

Both our before school care and vacation care programs include a nourishing breakfast served before 8am and during after school care, children are provided with a healthy afternoon snack. Our breakfast and afternoon tea menus are displayed at the centre and on our website.

Has KCS been assessed under the National Quality Framework?

Yes, KCS were assessed in March 2016 we were awarded “Exceeding Quality” in our assessment.
What are the service delivery and collection procedures?

As part of our transition program a list of all new kindergarten enrolments is sent to the appropriate School Office at the start of Term 1.

At Carlton South Public School:
Our kindergarten children are walked up to the kindy collection point each morning and are met by their teacher. Each afternoon, the kindy children are collected outside the kindergarten classrooms by an educator and marked off the roll at that point. All other children make their own way to/from their classroom each day, being signed into/out of our care as they arrive/leave Mackenzie Hall.

At Baldface, Blakehurst, Kogarah Public and St Patrick's Primary Schools:
Children will always be escorted by an educator when travelling with KCS. Each morning children are dropped off inside the school gates at the designated drop off point. Each afternoon, children are collected and signed into our care at the designated point within the school grounds by one of our educators. They will travel to our service in either a KCS Bus or a Community Transport Bus each afternoon. Educators will be aware of all new kindy children travelling by bus and ensure they are allocated a buddy to travel with each day to ensure a smooth transition into our service.

For further information on the delivery and collection of children, please read our Delivery & Collection of children policy.

Preparing and supporting your child’s transition into the OSHC program?

Parents/Guardians are encouraged to spend some time at the service to get to know the Educators and support their child’s transition. It is also very important to advise your child’s school teacher which days they are attending care and also tell your child each morning where they are going that afternoon.

You are welcome and encouraged to visit the service with your child to see how we operate before you enrol your child in our care; we just ask that you call the administration office on 9553 6506 to arrange a suitable time.

Who do I speak to about the day to day operations of the OSHC Programs?

The OSHC program is lead by the Coordinator and Education Leader and he is supported by a number of experienced educators who act in the role of Responsible Person in charge of the service. The OSHC program is managed by the Children’s Service Manager.

Every day during OSHC there is a Responsible Person on duty. This person’s name and photo is clearly displayed at the desk and we would encourage you to speak with them if you have any concerns about your child. We also have a team of educators who work on a daily basis to care for your children, their names and pictures are displayed on our service noticeboard.

All enrolment and booking enquiries should be directed to our Childcare Administration and Accounts Officer at childcare@kogarahcommunity.org.au or on 9553 6506 (ext. 1).

How do I enrol my child for OSHC?

To enrol please go to http://kogarahcommunity.hubworks.com.au and complete an online enrolment by selecting Enrol or follow the links from our website.

- Please note that the parent whose CRN is linked to the child’s CRN must be entered as Parent 1 within the enrolment form.
- Please list anyone who may be collecting your child from care under the Emergency Contacts & Authorisations section (it is essential that you include a contact phone number for them), if a person is not listed they will not be allowed to collect your child. Please notify all contacts listed that they will need to produce their ID to the Responsible Person in charge when collecting your child.
- If you wish to pay your account via direct debit you will need to complete the IPAY request section at the bottom of the enrolment form.
Upon receipt of your completed online enrolment form, KCS will provide you with further documentation required to complete your enrolment process. These include:

- Booking Form (Nominate which days and type of care you require)
- All about You - Child profile
- Family Handbook
- Requests for medical management plans (where necessary)

Booking forms can be completed electronically or by hand. Booking forms also include annual and program specific authorisations. All families are required to complete an annual booking form for Before and After School Care and a Vacation Care booking form for each holiday period.

Please ensure all information relating to the care and wellbeing of your child is provided to KCS including if your child:

- has a medical condition such as asthma and/or anaphylaxis, please provide a copy of the child’s medical action plan –including a photo of your child for easy identification. If your child requires an EpiPen, you will need to provide one for the service prior to commencement of care;
- is listed on any current Court orders/Parenting Agreements, please provide a copy for our records;
- has any additional or high support needs e.g. Autism, toileting and/or behaviour challenges, ADHD, DHD or global development delay, we will need to organise a meeting on site to observe your child in the care environment so that we can accurately assess your child’s individual support needs. To assist this process, please provide a copy of their diagnosis report.

Please note that the above information is essential for providing care for your child and we can not confirm your booking until the above information is provided.

**If I enrol my child does he/she have to attend?**

No – if you think you might need care at any time in the future you can enrol your child now and we will then have their details on file should you decide to use our OSHC service in the future. At the end of school year, all bookings are cleared from our system to prepare for new enrolments at the beginning of the next school year. To secure a place the following school year, you will need to ensure all of your enrolment information is up to date and complete a new Booking Form which will be available in Term 4 each year on our website, in the service or by contacting the office.

**Can I book my child into care casually?**

Yes - You do not have to book a set number of days and can have a mix of before and after school care if needed. Should you require casual care we ask that you provide a request with a minimum of 24hrs notice, preferably by email childcare@kogarahcommunity.org.au or you can phone our administration office on (02) 9553 6506. Please note casual places will be allocated based on availability and we recommend you secure your place with a permanent booking to avoid disappointment.

Please note if there is an emergency and you cannot collect your child from school the only way we can legally accept them into our care is if an online enrolment has already been completed. We cannot accept casual or emergency bookings for children who are not enrolled in our service.

**Can children starting school in the new year attend the January Vacation Care program?**

Yes they can, if the child is starting school the following year, they can attend the January vacation care program. During this holiday period the new kindy’s can attend care Wednesdays, Thursdays and Fridays and will stay in centre*. This will provide the opportunity for your child to familiarise themselves with the service and the educators which helps alleviate some of the anxiety of starting care (for the parents as well as the child!). It can also play an important role in your child’s transition to school as it provides a great opportunity to make new friends before school starts.

*Please note: new kindy children can only attend in centre activities and local excursions to the KCS Community Hub and Jubilee Park during this vacation care period. They will not be permitted to attend other excursions advertised in the Vacation Care program.
Are there any special requirements if my child has Anaphylaxis/ Asthma?

This information is captured in the Health & Medical Information section of the online enrolment form. It is essential you provide a current management plan from your GP for your child and medications (e.g. Epi pen) prior to your child attending the service. This will support KCS to develop a risk minimisation plan for the inclusion of your child in our care.

How much does it cost to attend OSHC?

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<th>Permanent</th>
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<td>BSC</td>
<td>ASC</td>
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<tr>
<td>Carlton South Public</td>
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<td>All Schools (using bus service)</td>
<td>19.00</td>
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The above fees are current as of 18th December 2017 and are subject to change and reviewed annually by KCS.

Additional quarterly fees: registration fee: $10 per child (up to 2 children) and equipment levy: $10 per child.

Fees are invoiced fortnightly in arrears. Please note that any changes to bookings e.g. cancellations, require two (2) weeks written notice via email to childcare@kogarahcommunity.org.au.

As an Approved Provider of OSHC, KCS are able to claim Childcare Benefit (CCB) and Childcare Rebate (CCR) on your behalf. To apply for CCB and CCR, contact Centrelink’s Family Assistance Office and nominate payments to be made directly to Kogarah Community Services on 13 61 50 or visit the website at: http://www.humanservices.gov.au/customer/services/centrelink/child-care-benefit

Where do I find the service Policies and Procedures, Philosophy and Family Handbook?

The Children’s Service Policies and Procedures, Philosophy and Family Handbook can all be accessed on the KCS website. The service philosophy is also on display at the service on the notice board. A copy of the service Policies and Procedures is also available at the service parent counter for parent reference. A copy of the Family Handbook will also be provided at enrolment.

How can I be involved as a parent?

We appreciate any parent contribution and/or participation in our service. Your opinions and feedback regarding our programs are valued and assist us with our activity programming.

Parents can:

- Communicate with educators daily regarding their child’s learning and development
- Volunteer to assist with children’s activities such as our weekly cooking program
- Share special talents or skills by talking to the children about what you do or by demonstration
- Share recipes and traditions to enrich the variety and enjoyment of food by the children and support the children’s development of respect for and understanding of diversity
- Help by donating items for our craft program e.g. recycled wool, paper, collage material – please check with the Coordinator as to what items are suitable before bringing to the service
- Just visit for a little longer when collecting your child/ren and become more familiar with the fabulous work our team of educators undertake each day

Please see our friendly team to discuss how you can contribute or participate.