

Outside School Hours Care (OSHC)

Frequently Asked Questions

Kogarah Community Services

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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 children of primary school age.

The OSHC services are provided as below:

	Carlton South Public School (CSPS)	Blakehurst Public School (BPS) (from Term 1 2020)
Schools served	Carlton South Public School Kogarah Public School	Blakehurst Public School Baldface Public School
Location	MacKenzie Hall, Ecole Street, Carlton NSW 2218	Dewrang Street, Carss Park NSW 2221
Before School	7 – 9 am	7 – 9:25am
After School	2:30 – 6pm	3:25 - 6pm (Mon to Thurs) 2:55 – 6pm (Fri)
Vacation Care	7am to 6pm at Carlton South Public School	

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. It also includes excursions to off site venues and sites including the KCS Community Hub and Jubilee Park (for CSPS). All areas accessed by the program are risk assessed to ensure children's safety and wellbeing e.g. children in kindy and Year 1 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 Service.

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

Legislatively Approved Provider

As an Approved Provider, KCS operates OSHC in strict compliance with the National Quality Framework and Education and Care Services National Regulations 2011.

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.

Children from Carlton South Public School and Blakehurst Public School:

Our kindergarten children are escorted by an Educator to walk 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 the service.

Children from Off-site Schools:

Children will always be escorted by an Educator when travelling with KCS. Each morning children are dropped off at the school gates. 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 a KCS 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 available for viewing at the Service.

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 OSHC 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. For enquiries and arrangements, please call our Administration Office on 9553 6506 (Ext. 1).

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

The OSHC program is led by the Coordinator/Nominated Supervisor who is supported by a number of experienced Educators. 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 the noticeboard at the Service.

All enrolment and booking enquiries should be directed to our Administration Office at childcare@kcs.org.au or on 9553 6506 (Ext. 1).

How do I enrol my child for OSHC?

To enrol please go to www.kogarahcommunity.org.au and register via the My Family Lounge Portal (MFL). If you already have a My Family Lounge account you can log in via our website using your current login details – do not create a new account.

- Please note that the parent whose CRN is linked to the child's CRN must be entered as the Primary Contact 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 note that any contacts listed may need to show their ID to the Responsible Person in charge when collecting your child.
- For permanent bookings – please complete a Booking Request via MFL, noting in the comments section what school your child attends.
- For casual bookings please complete a Booking Form available from the website.

Please note at the end of each year all bookings are cleared and families need to rebook for the following year. Bookings for vacation care are done each holiday period when the program is released. There are no permanent bookings for vacation care.

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, 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 and whether our Service can support such needs. To assist this process, please provide a copy of their diagnosis report(s).

Please note that the above information is essential for providing care for your child and we cannot 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 in 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, at 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 but can have a mix of before and after school care if needed. Should you require casual care please provide a request with a minimum of 24-hour notice, preferably by email childcare@kcs.org.au or phone to our Administration Office on (02) 9553 6506. Please note casual places will be allocated based on availability. 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, they can attend the January vacation care program*. 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?

	Permanent		Casual		Vacation care
	BSC	ASC	BSC	ASC	
Carlton South Public/Blakehurst Public	19.00	24.00	21.00	26.00	47.00
All other Schools (using bus service)	21.00	26.00	23.00	28.00	

The above fees are current as of 19th December 2019 and are subject to change and reviewed annually by KCS.

Additional quarterly fees: administration fee: \$10 per child (up to 2 children) and equipment levy: \$15 per child.

For further information, please refer to our Fees policy available for viewing at the Service.

Fees are invoiced fortnightly in arrears. Please note that any changes to bookings e.g. cancellations; require one (1) week written notice via email to childcare@kcs.org.au

As an Approved Provider of OSHC, any applicable Child Care Subsidy (CCS) will be deducted from your fees and shown on your account. For more information regarding the CCS, please contact Department of Human Services on 13 61 50 or visit the website

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Where do I find the Service's Policies and Procedures, Philosophy and Family Handbook?

The philosophy is displayed on the notice board of the Service. A copy of the Service Policies and Procedures is also available at the parent counter at the Service for parents' reference. A copy of the Family Handbook is available on our website.

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 them 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.