



**NORTH ADELAIDE PRIMARY  
SCHOOL  
OUT OF SCHOOL HOURS CARE (OSHC)**

# **FAMILY HANDBOOK**

**62-80 Tynte Street, NORTH ADELAIDE SA 5006**

**Phone: 08 8267 8606 (7.30AM – 6PM M-F)  
Mobile: 0418 284 803 (7.30AM – 6PM M-F)  
Email: OSHC.NAPS925@schools.sa.edu.au**

## **Opening Hours**

**Before School Care (BSC) 7.30am – 8.40am**

**After School Care (ASC) 3.00pm – 6.00pm**

**Vacation Care (Vac care) / Pupil Free Day – 7.30am – 6pm**

**\*\*\*\*\*ENROLMENT LINK ON PAGE 6\*\*\*\*\***

## PHILOSOPHY OF THE SERVICE

North Adelaide Primary School OSHC is a safe, stimulating and caring environment supporting the needs of school aged children and families.

We take pride in employing diverse educators with a wide range of skills and talents, who provide a range of challenging and rewarding activities in a relaxing and comfortable environment.

We strive to show the importance of environment through sustainability initiatives and emphasise our effect on the planet, as well as encourage good health and hygiene practices.

Educators encourage children to listen and respect the feelings of others, while also teaching leadership and responsibility.

We encourage all families to participate in the service and we respect families' rights to have a voice in the decision making. Feedback from children, families and community resource groups help us continually improve and grow.

Our Philosophy, like our program, fosters children's wellbeing, learning and development through play and recreation. We follow the National Quality Standards, Child Care Act and Regulations as well as My Time Our Place. We believe in providing opportunities for children's physical, emotional and social wellbeing as well as their learning.

The philosophy is based on and includes 'acknowledging cultural diversity, becoming a caring community of learners and working toward continual improvement'.

At North Adelaide OSHC we will:

- ✓ Foster children's autonomy and development by providing a program that is reflective of the curriculum framework 'My Time Our Place'
- ✓ Aim for children to meet all developmental outcomes of the framework
  - ❖ Children have a strong sense of identity
  - ❖ Children are connected with and contribute to their world
  - ❖ Children have a strong sense of wellbeing
  - ❖ Children are involved learners
  - ❖ Children are effective communicators
- ✓ Provide an environment that is inclusive, tolerant and respectful
- ✓ Meet the needs of individual children and their families, and encourage involvement and feedback of the program.

## NUMBER OF PLACES AND SERVICE FEES

The number of children that North Adelaide OSHC service can cater for is dependant on the places provided by Child Care Benefit, and space regulations imposed by Licensing and Standards (DECD). North Adelaide OSHC caters for **all school aged children**, and we do have limited spaces for children aged 4 years.

We have approval for 75 places in all areas.

Before School care	75 places	After School Care	75 places
Vacation Care	75 places	Pupil Free Days	75 places

### **BEFORE SCHOOL CARE** - BREAKFAST SERVED

Fee: \$12.60 Permanent Booking  
\$14.70 Casual Booking

### **AFTER SCHOOL CARE** - SNACK PROVIDED

Fee: \$26.25 Permanent Booking  
\$28.35 Casual

### **PUPIL FREE DAYS and VACATION CARE** - SNACK PROVIDED

Fee: \$63.00 for bookings made before the due date  
\$68.25 for all other bookings

These fees are the **maximum** fees you can be charged per session. Most families, however, will be eligible for a fee reduction simply by applying for Child Care Benefit which scales the fees according to the household income and the Child Care Rebate which covers up to 50% of out-of-pocket expenses and is not income tested. (Charges valid from 13<sup>th</sup> November 2023).

## LATE PICK UP FEE

Please note that the OSHC Educators finish their shift at 6pm. We understand that on some occasions you may be running late or are stuck in traffic. Please call us and give us an expected time of pick up so we can explain this to your child. We recommend that you arrive 5 minutes prior to closure to allow time for any handover information.

Late pick up fees are as follows:

\$1.00 per minute, per child will be charged to your account for children collected after **6.00pm** for After School Care, Vacation Care & Pupil Free Days.

## **EDUCATOR RATIOS**

All Educators at OSHC have a current child related criminal history clearance. Most educators have basic First Aid training and experience in the child care or teaching profession. As in accordance with state policy our ratios are as follows:

- At school: 1 adult to 15 children- With Kindergarten children present 1 adult to 11 children
- On excursions: 1 adult to 8 children
- Swimming excursions: 1 adult to 5 children

There is always a Responsible Person (Qualified Educator) on duty and as required by regulations.

## **CHILD CARE SUBSIDY**

The Australian Government provides families with financial assistance to help cover the cost of approved child care if you meet the requirements for the Child Care Subsidy (CCS).

You can apply for the Child Care Subsidy (CCS) in person or online through Centrelink

To apply online visit:

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

Or

Call the Department of Human Services / Centrelink on 13 61 50

Centrelink will provide you with a CRN (Customer Reference Number). Each individual person has their own unique number. Please provide this number with your enrolment form in the space provided to ensure you receive your entitled benefits. The enrolling parent needs to provide their own personal CRN and date of birth for claims to be processed without complication. If you are claiming Child Care Subsidy for the first time, please arrange this prior to the commencement of care.

If you believe you are not entitled to the CCS, it is still in your best interest to register your details with Centrelink and our service.

## METHOD OF PAYMENT

- OSHC accounts are issued weekly via email
- OSHC accounts can be paid by Qkr! APP
- Surplus payments will be kept in credit on your account for next usage

**Qkr!** with MasterPass

For quicker, hassle-free school payments, try Qkr! today

Introducing Qkr! (pronounced 'quicker') by MasterCard, the secure and easy way to order and pay for school items from your phone at a time and place that suits you.

With Qkr you can:

- Order and pay for your child's lunches, reducing the need to bring cash to school;
- Pay for school fees, uniforms, excursions and more;
- See your receipts on the app and get them sent by email if required.

Getting started is easy - try it yourself today

**Step 1 Download Qkr!**  
on your Android phone or iPhone. iPad users can download iPhone app

**Step 2 Register**  
Select your Country of Residence as 'Australia' and follow the steps to register

**Step 3 Find our school**  
Our school will appear in 'Nearby Locations' if you're within 10km's of the school, or search for our school by name.

**Step 4 Register your children**  
When first accessing our school you will be prompted to add a student profile for your child. This allows you to make orders and payments for them.

Search for our school name

If you have made a purchase you can select our school from 'Previous Location'

If you're within 10 kms of the school, you can select our school from 'Nearby Locations'

**Qkr!** with MasterPass

**Qkr!** with MasterPass

Add your children's details in Student Profiles

Select 'Add student profile'

Add each child's details

Manage each child's details in Student Profiles

Order meals

Select a menu from our canteen

Tap the green tick to view your receipt or to cancel an order

Select a date for a child and order a meal

Tap 'Repeat order' to copy all paid orders from one week to the next

Tap to change the child you are ordering for

Tap to change the date you are ordering for

Tap 'Checkout' then confirm and pay

Making payments

Add up to 5 cards to your wallet

At checkout select which card to pay with.

Pay with any cards accepted by the school.

Once your payment is approved you can continue to the home page, or view your receipt.

## ARREARS

As soon as you encounter difficulties paying your fees please see the Director to implement an individual payment plan or alternatively you may wish to access outside agencies or Centrelink for extra assistance.

Non-payment of fees over a period of time will result in the cancellation of care.

## ENROLMENTS

- To enrol, visit <https://www.xap.rocks/waiting-list?organisationId=c73c3700-5938-42e4-a9d9-b7bf6593ffa5&providerId=bd2ad139-2687-43c6-9d16-366542a83dba&centreId=18d2f243-80a9-4966-aad4-532549f9c66d> and complete the enrolment waitlist form.

Once your application has been processed and approved, you will receive further information from an OSHC Educator. This process takes less between 48-72 hours.

- Once approved, you will need to complete your online enrolment form using the Xap Smile App and a CWA (Complying Written Agreement) from NAPS OSHC for each child before using the service.
- Enrolment information will be kept in a confidential file. Access to this information is available only to the service staff. Parents may access their own child(rens) file upon request.

### **Xap Smile App for Guardians**



The **Xap Smile App** allows you to monitor your child's OSHC journey simply and efficiently. Engage with your child's activities that are shared by NAPS OSHC and easily message your child's educators. You can also invite other family members / nannies / grandparents to engage or share your child's activities. Plus, you can manage everything online.

#### **How it Works**

**Your child's Information:** Update your child's information at any time.

**Bookings:** Make casual bookings when needed.

**Medical:** Receive medical/ incident reports regarding your child as soon as they occur.

**Photos:** Snapshots delivered to your mobile device.

**Digital sign in/ out:** Easy digital sign in/out with ability to set the passcodes. Add approved adults to pick up your child and see when your child is checked in or out.

**Paperless billing:** Paperless invoices and email receipts.

**Send Invitations:** Invite grandparents, nannies, and friends – with control over what they can do and see on Xap Smile App.

#### **Download the Xap Smile-For Guardians**

Apple Devices: <https://apps.apple.com/au/app/xap-smile-for-guardians/id1500375099>

Google Devices: [https://play.google.com/store/apps/details?id=com.xap.guardian&hl=en\\_AU&gl=US](https://play.google.com/store/apps/details?id=com.xap.guardian&hl=en_AU&gl=US)

To sign in to the Xap Portal via the internet follow the link below: <https://id.xap.rocks/Account/Login>

## **BOOKINGS and CANCELLATIONS**

### **BSC and ASC**

- All children attending on a regular basis need to make permanent bookings and parents will be asked **to confirm their bookings each year.**
- Additional bookings can be made via Xap (preferred) or by informing a staff member or leaving a message on the answering machine. Please note we do not call back to confirm bookings. Phone calls will only be made if we cannot accept your child.
- **Cancellations need to be made by 6pm the night before the booking in order to avoid being charged for the booked session. This can be done by phone call, in person, text or email.**

### **Vacation Care**

- All bookings are to be made by using the vacation care booking form (available at the service or on <http://www.nthadelaideps.sa.edu.au/out-of-hours-care/>)
- Cancellations must be made **5 days in advance** or you will be charged the full fee for the session. All excursions are charged the full fee, regardless of the cancellation time period.

## **CHILDREN REFERRED FROM SCHOOL**

Children not collected from school by 3.20pm or sports practices will be taken to the OSHC service. The custodial parent will be liable for any fees incurred.

It is recommended that all children enrolled at the school be enrolled at the OSHC service.

## **BEHAVIOUR GUIDANCE and OSHC RULES**

Children are to comply by school rules whilst in OSHC. We value the school principles and expect behaviour of all children to reflect these principles. Children may be asked to be excluded from OSHC activities for both short- and long-term

lengths of time. Parents will be kept informed of misbehaviour and staff will actively support children to behave accordingly.

## PROGRAM and ACTIVITIES

OSHC aims to provide a variety of activities that support the outcomes outlined by the curriculum framework 'My Time Our Place'. We have a consistent routine by which we structure our afternoons. BSC is only an hour therefore after breakfast the children can engage in any free play inside. Vac care programs and activities are planned for each day and are determined by the events or theme of the day.

TV and computer time are limited.

## HOMEWORK CLUB

We offer supervised homework club for children during after school care on Tuesday, Wednesday and Thursday's. Children from year 4, 5 and 6 have access to the OSHC Chrome Books to help them complete any homework they need a device for. These are limited and children need to book a time to use them to avoid missing out. Younger children can read to the educator in charge of homework club or ask for assistance if required.

**There is no homework club offered on Friday, however children can be provided a quiet place if they need to complete their homework.**

## STANDARDS and POLICIES

OSHC is guided by the standards outlined by the appropriate agencies such as DECD (Department for Education and Child Development), AFSA (Australian Food Safety Assessment) and ACECQA (Australian Children's Education and Care Quality Authority).

We continue to improve our service to the community and seek your ongoing input and feedback.

Policies are implemented by the service to ensure we meet accreditation and DECD standards. Please contact the service to be able to review the policies and procedures.