



FAMILY HANDBOOK

Resilience Excellence Self-managment Perserverance Empathy Courage Teamwork

RESPECT

V1.0



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ACKNOWLEDGEMENT OF COUNTRY

Here at Cobbler Creek OSHC we would like to acknowledge that the land in which we learn and play on is Kurna country.

We respect the Kurna Peoples spiritual relationship with Country and acknowledge that their cultural and heritage beliefs are still important to those living today.

We pay our respects to Elders past, present and emerging and we acknowledge the cultural authority of Aboriginal people visiting from other areas of the country.



WELCOME

The Cobbler Creek Out of School Hours Care (OSHC) team would like to welcome your family to our service. We pride ourselves in the quality care that we provide to school-aged children at Golden Grove Primary School in a safe, secure and inclusive environment.

Please read through this handbook for all information regarding our service, and if you have any further questions please feel free to contact leadership in person, via telephone or email.

OPERATING HOURS

Cobbler Creek OSHC are open on **weekdays** for:

Before School Care: 7:00am - 8:45am

After School Care: 3:00pm - 6:00pm

Early Dismissal: 2:00pm - 6:00pm

Pupil Free & Vacation Care: 7:00am - 6:00pm

We are closed on all public holidays.

CONTACT DETAILS

Phone: 8251 5291

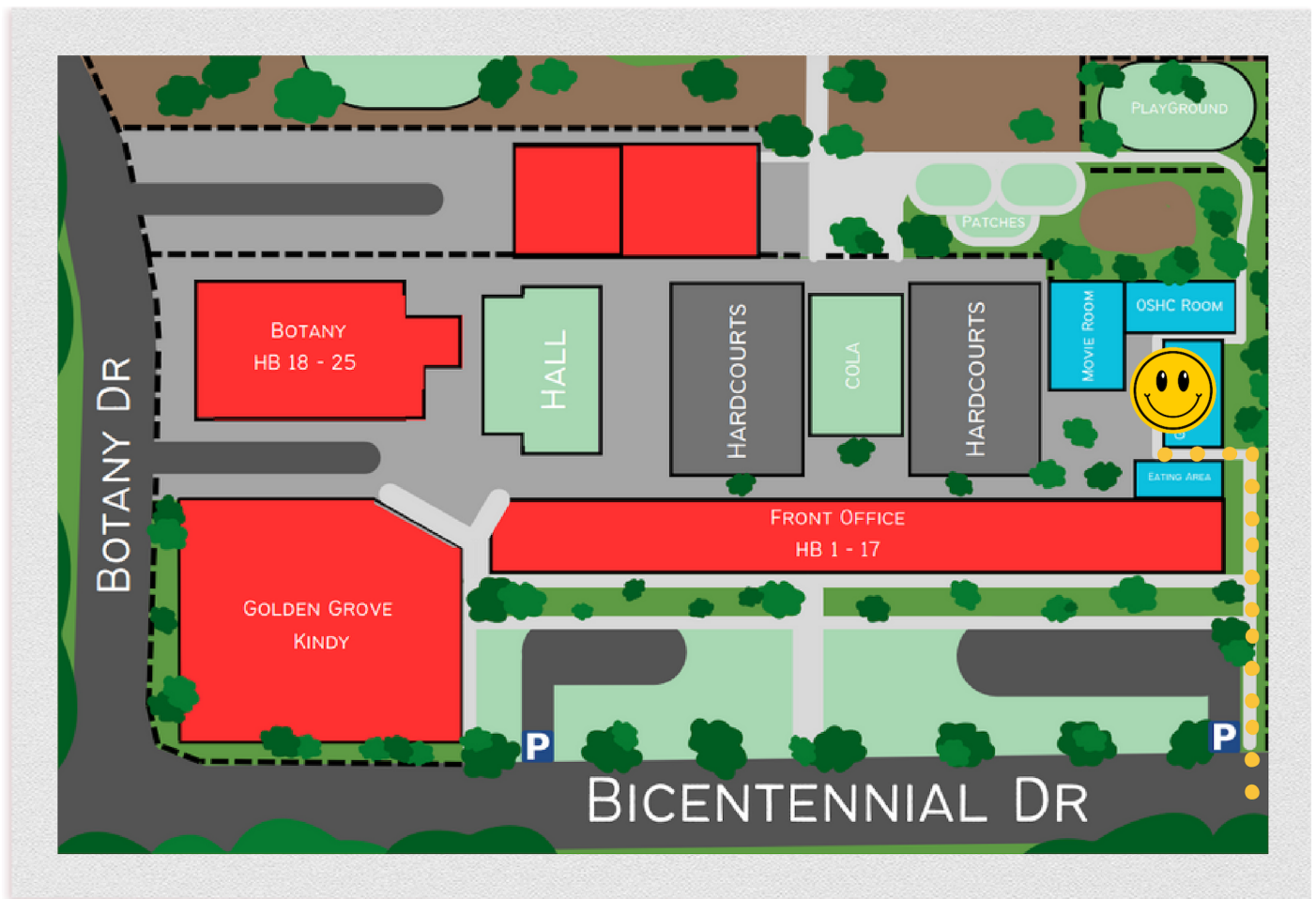
Mobile: 0434 365 589

Email: info@cobblercreekoshc.com.au

Address: 140 Bicentennial Drive, Golden Grove, SA, 5125



WHERE TO FIND US



Cobbler Creek OSHC is located in the multipurpose room at Golden Grove Primary School. We recommend parking along Bicentennial Drive, closer to Pinnacle College to access our service. Please follow the yellow dotted lines all the way to the smiley face.

BEFORE SCHOOL CARE

Our Before School Care (BSC) sessions run from 7:00am until 8:45am from Monday to Friday. We serve breakfast to any hungry children up until 8:00am. Breakfast includes a range of cereals, toast and spreads.

Each morning, children have the opportunity to play in OSHC areas. To encourage differentiation and spontaneous play, the areas that we use change day to day. At 8:30am, reception children will participate in transitional learning activities before school. Children in years 1-6 sign out separately where they are able to make their way to class independently while Educators drop the Reception children off to their classes to ensure a safe start to the day.

AFTER SCHOOL CARE

Our After School Care (ASC) sessions are organised so that children are offered a structured and fun afternoon. As soon as the bell rings at 3:05pm, our Educators pick up all Reception children from their classrooms and bring them to OSHC. A responsible person will greet all of our children and sign them into OSHC - we have two separate sign in stations, one for our years 3-6 and one for those in Year 2 and below. Once signed in, all children are directed to the kitchen where they can wash their hands and grab afternoon tea.

Afternoon tea is offered at 3:05pm to ensure children have full bellies throughout the afternoon. We also offer fruit and veggies throughout the session to keep everyone feeling full and happy. We cook a variety of snacks - for a closer look at this, please visit the menu on our website.

During After School Care, we have a variety of programmed activities, as well as opportunities for independent learning and spontaneous play. Cobbler Creek OSHC offers a huge range of books, toys, outdoor games and crafts to keep everyone busy!





VACATION CARE

During the holidays we provide children with themed home days, exciting excursions, and interesting incursions to keep everyone entertained all day long.

All of our days begin with breakfast that is provided from 7am to 8am, where children can choose from a selection of cereals, toast and spreads. During this time children are able to have some free play inside or, if the weather permits, outside in the sunshine and fresh air.

At 10:00am we put our toys away and spend some time eating our recess, so please make sure to pack a tasty snack for your children. After all of the children have finished their recess, it is time to have some fun! This is the time we would usually start our incursions which run until early afternoon. If it's a programmed home day, our Educational Leader will have prepared an exciting day full of activities, games and fun to enjoy throughout the morning!

At around 12pm we will have some time dedicated to eating lunch. The time between lunch and afternoon tea is our dedicated quiet time, allowing children to rest and recharge after a big morning full of fun! We often spend our time watching movies, relaxing on the playground and colouring in.

At 3:00pm afternoon tea is served. Our cook makes us all a tasty and nutritious meal, which varies from day to day with a menu that is available on our website. Afternoon tea is always served with 2 different types of fruit too keep everyone's energy up before the last session of the day.

Finally, children will spend the rest of the afternoon with some dedicated free time where everyone can wind down or use their energy outside before going home!

FEE STRUCTURE

Before School Care: \$16
After School Care: \$24
Early Dismissal: \$26
Pupil Free Day: \$55
Vacation Care Home Day: \$55
Vacation Care Incursion: \$65
Vacation Care Excursion: \$75

Please note that any late pick ups incur a \$3 per minute late fee per family for children that are collected after 6:00pm.



PAYMENT OF ACCOUNTS

Statements are released weekly and are expected to be paid in full within 7 days.
Fees can be paid via bank transfer or over the phone during office hours.

Bank Details:

Reference: Your name AND your child's name

Account Name: Cobbler Creek OSHC

Account Number: 021 993 940

BSB: 105 192

CHILD CARE SUBSIDY

Most families are entitled to receive Child Care Subsidy (CCS). If you are eligible, you must also ensure that both you and your child/ren's name, Customer Reference Number (CRN) and date of birth have been entered correctly into the booking system.

After your child's first session, we will send their attendances off to Centrelink and you will receive an Enrolment Notice for Cobbler Creek OSHC on your MyGov account. Once you have confirmed this, subsidy will be applied to your account.

Childcare Subsidy is paid directly to the service. For more information on this, visit <https://www.servicesaustralia.gov.au/child-care-subsidy>

BOOKINGS

Cobbler Creek OSHC uses an online booking platform called FullyBooked which enables parents to take complete control of their bookings.

We have a step-by-step PDF to help you set up your account correctly.

Please use the following link to access this PDF:

<https://www.cobblercreekoshc.com.au/forms/>

Once you've created an account, there are a few important steps to complete before you can begin to make bookings. Your account will be fully set up when a calendar appears for you to make bookings. Bookings and cancellations are the responsibility of parents and are to be made via your account.

WAITLISTS

If one of our sessions is full, you are able to add your child to a waitlist for that session. Generally, we have enough daily cancellations to allow our children who are on waitlists to be booked in.

Unfortunately, we are unable to know when a child will be removed from a waitlist and booked into a session, as this is dependent on when other families cancel a booking.

CANCELLATIONS

Before School Care: Cancellations made within 7 days of a booking incur full charge.

After School Care: Cancellations made within 7 days of a booking incur full charge.

Vacation Care: Cancellations made within 7 days of a booking incur full charge.

Pupil Free Days: Cancellations made within 7 days of a booking incur full charge.

Fees may be waived ONLY if a doctor's certificate is provided.

MEDICATION

If your child requires medication, there are some additional requirements for you at OSHC:

1. A Medical Management Plan detailing your child's medical conditions. This is to be completed by a Doctor and updated as per the care plan.
2. In date medication that is in its original packaging, with a pharmacy label that outlines the child's name, required dosage, time, date and storage requirements.
3. A Risk Minimisation Plan that is Cobbler Creek OSHC specific and should be completed by parents/guardians - to be updated alongside the care plan.

INCIDENT REPORTS

If your child requires medication or has an injury at OSHC, we will write up an Incident Report to keep a record of this happening and to ensure that families are notified of what happens at OSHC.

If your child has an incident report, families are required to sight and sign these on the day. These can be found by the sign in/sign out desk.

POLICIES

Cobbler Creek OSHC is governed by a clear set of policies and procedures, a copy of which can be found on our website or by request. These policies are reviewed as necessary, to ensure we are keeping the safety and wellbeing of our children, staff, families and wider community a priority.

