

Additional Notes

***Snug Primary School
Outside School Hours Care***



Family Handbook

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OPTION 2

- On the XPLOR Hub screen, tap the red 'Sign In' button
- Enter your phone number
- Enter your unique access code
- Once these details are entered, children that are linked to you in XPLOR will populate the screen
- Select the children you want to sign in/out



Updated October 2020

Getting started with XPLOR

As SPSOSHC use XPLOR as a way not only of connecting with families but of sharing information and a platform for children to be signed in/out from the Service, it is **VITAL** that all families complete the process to log in and connect with XPLOR.

Once your enrolment has been finalised with SPSOSHC, you will receive a welcome email from XPLOR. From the link in this email, you will be able to create your XPLOR password. This password will allow you to log into the XPLOR App and website.

Once you have completed your XPLOR password setup, log in to the XPLOR website and complete the process to 'merge' your XPLOR account/s. Note: Even if this is your first time connecting with XPLOR, this step **must** be completed as this step is required so that you are able to fully access your XPLOR account.

Once the 'merge' is completed, you will be invited to enter your phone number and create your unique access code.

Once this stage is completed, you are ready to link in and access XPLOR.

XPLOR can be accessed via the Home App, website or in service via the XPLOR Hub.

Signing children in/out with XPLOR

XPLOR offers 2 options to sign children in/out of SPSOSHC.

OPTION 1

- Open App (HOME – XPLOR)
- Tap 'Sign In/Out'
- Scan the QR Code on the XPLOR Hub screen
- If you are signing out multiple children, select all the relevant children you are signing in/out, then click 'Confirm'.
- If you are signing in/out a single child, click 'Confirm'
- Click 'Confirm'
- Click the 'Log Out' button in the bottom right hand corner of the screen
- Sign in/out completed



Welcome to Snug Primary School Outside School Hours Care



The Parent Handbook outlines important information about Snug Primary School Outside School Hours Care (SPSOSHC) and your child's time with us.

We encourage you to read the information provided in the Handbook and to ask any questions you may have.

We have an open door policy. You and your family are welcome to visit our service at any time.

Service Information:

Operating Hours (Monday - Friday):

Before School Care: 7:00am - 8:30am

After School Care: 2:50pm - 6:30pm

Holiday Care: 8:00am - 6:00pm

Contact Information:

Phone: 6267 9230 0419881165

Email: Snug.Primary.OSHC@education.tas.gov.au

Approved Provider: Snug Primary School Association

Service Coordinator: Grace Garwood

Educational Leader: Grace Garwood

Maximum number of children: 43

**Snug Primary School Outside School Hours Care operates
on the Snug Primary School grounds; and we are located
in the Multi-purpose Room.**

About Us

Our Mission

Snug Primary School Outside School Hours Care is to provide a caring, safe, stimulating recreational environment for children ages 4 -12 that supports and enhances self and social competencies. Activities provided within the service focus and reflect on the needs, strengths, interests and abilities of individuals and support and encourage creativity, exploration and investigation. Snug Primary Outside School Hours Care incorporates the Snug Primary Values—Snug CARES into our everyday routine.

Our values are:

Community, Acceptance, Respect, Excellence and Safety.



Management and Staff

Snug Primary School Outside School Hours Care is a community based service which is led by the Snug Primary School Association and Snug Primary School. All educators that are employed at the Service hold a current Working with Vulnerable Persons Registration (WWCC).

If you require further information regarding staff qualifications, please see the Service Coordinator.

SPSOSHC meets all legal requirements in relation to child to educator ratios as outlined in the *Education and Care Services National Regulations*.

XPLOR

XPLOR is an online software and administration system that supports the effective and streamlined organisation of education and care services.

XPLOR can be accessed via App, website or in service via the XPLOR Hub.



XPLOR offers many options for families:

- Sign children in/out
- Advise of absences
- View bookings and booking details
- Request additional days/bookings
- Receive an overview of your children's learning and engagement while at the Service
- View statements (including CCS entitlements)
- View messages and notifications from the Service
- Add Hub Guests (i.e. people with permission to collect children from the service)
- View Accident and Incident Reports
- View medication records
- Families can share a 'moment' with the Service (e.g. special occasion, something you did over the weekend)
- Update details and current information.

Our Snug CARES Values

	Snug CARES
	Before/After School Care
Community	• We play with children of different ages, with different likes, interests, abilities and needs.
Acceptance	• The educators are in charge and we follow their instructions. • We accept that we need to follow the rules and won't get to do everything we like to do.
Respect	• We speak to one another in a respectful way. • We care about and take care of each other, ourselves and the things around us. • We encourage other children to join in so that no-one is left out. • We sort and put our rubbish into the bins provided. • We make sure all the equipment is taken back inside or packed away.
Excellence	• When selecting food, we use the tongs provided, not our hands. • We go straight to the meeting area when the end of school bell rings.
Safety	• When we have one educator we are all indoors or outdoors. • We follow all our safety rules.

Enrolment Information

Enrolment forms can be obtained from either the school office or from the Service.

You are able to enrol your child at any time on a permanent and/or casual basis (dependant on availability). SPSOSHC maintains a current waitlist as necessary.

Prior to your child's commencement at SPSOSHC, you will be required to complete all enrolment documentation, including:

- All details in relation to your child
- Providing child and parent Customer Reference Numbers (CRN)
- Providing evidence of your child's current immunisation status
- Documentation in relation to any diagnosed medical conditions.

In the case of a diagnosed medical condition, a child cannot attend SPSOSHC without their prescribed medication and a current Medical Action Plan, completed by a medical practitioner. A copy of the child's current Medical Action Plan must be included with your child's enrolment application. On enrolment, a risk minimisation plan must be developed and maintained as current. Please speak with us if you have any questions in relation to medical conditions or the required documentation.

Please understand that it is essential we have current, up-to-date information in relation to your child in case of an emergency. It is important that you notify a nominated supervisor in writing of any changes to your child's enrolment information including:

- Health
- Address
- Telephone/mobile numbers or other contact details
- Work details
- Family changes
- Authorised persons and emergency contact details etc.

It is essential that SPSOSHC has copies of your child's current immunisation status, medical information (including Medical Action Plans) or any Parenting and/or Court Orders.

Prior to commencement at SPSOSHC, each family must complete a Child Care Assessment (via Mygov website) and supply SPSOSHC with the registered parent and child's DOB and Customer Reference Number (CRN).

It is important that the assessment is completed or your fee assistance may be disrupted and/or you may have to pay full fees.

Fees

Before Child Care Subsidy (CCS) has been applied, our fees are as follows:

Before School Care:

Sessional rate of \$13

After School Care:

2:50 - 4:50 or part thereof \$16
 2:50 - 5:50 or part thereof \$24
 2:50 - 6:20 or part thereof \$28
 2:50 - 6:30 or part thereof \$32

Vacation Care:

Per day \$55 (Additional \$10 for excursions outside of Snug)

Non Attendance Fees

In line with the Service's policies, where your child cannot attend a scheduled session, you must notify SPSOSHC of your child's absence as outlined below, or full fees will apply:

- After School Care (ASC) notification must be made prior to 2pm on the day of expected attendance;
- Before School Care (BSC) notification must be made at least 24 hours prior;
- Casual booking - notification must be made by 24 hours prior.

In all other circumstances (unless a current and relevant doctors certificate is presented), full fees will be charged; where a late notification is made or no notification is received, an additional \$10.00 fee will be levied

5 We request that all changes to current bookings (including cancellations) are made in writing or via XPLOR.

Condition	Exclusion
Hand, foot and mouth disease	Until all blisters have dried.
Hib	Exclude until the person has received appropriate antibiotic treatment for at least 4 days. Contact Public Health Services for specialist advice.
Hepatitis A	Exclude until a medical certificate of recovery is received, and until at least 7 days after the onset of jaundice
Herpes – cold sores	Young children unable to comply with good hygiene practices should be excluded until the sores are dry. Sores should be covered with a dressing, where possible
Influenza and flu-like illnesses	Exclude until the person is well.
Measles	Exclude for at least 4 days after onset of the rash.
Meningitis (bacterial)	Exclude until the person is well.
Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed.
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner).
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of rash.
Salmonellosis, Shigella	Exclude until there has not been a loose bowel motion for at least 24 hours.
Streptococcal infection (including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from the appropriate health authority is received.
Whooping Cough	Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing. Contact Public Health Services for specialist advice about excluding non-vaccinated contacts, or antibiotics.
Worms (intestinal)	Exclude if diarrhoea present.

Medication

Educators can only administer medication prescribed by a doctor. They cannot administer non-prescription drugs or dietary supplements unless the service is provided with written authorisation by a doctor. In addition to this, all medication administered at the Service must:

Have written authorisation (in line with Service Policy and Procedure);

Be administered by an authorised person;

Be from its original container, bearing the original label;

Include the name of the child and clear instructions;

Be before the expiry or use by date.

On arrival at the Service, families must give medication directly to Educators for safe storage.

Medical Conditions

It is vital that SPSOSHC is made aware of any medical conditions including allergies, anaphylaxis, asthma or diabetes.

Families must outline medical conditions within the enrolment form and provide all required documentation (e.g. Medical Management Action Plan).

Medical Management Action Plans and Risk Minimisation Plans must be maintained as current and be updated every 12 months.

Where your child has been prescribed medication in relation to their diagnosed medical condition, for their safety and well-being they **must not** attend SPSOSHC at any time without their prescribed medication.



Late Collection Fee

Where a child is not collected and signed out by the advertised closing time, a late collection fee of \$5.00 for every 5 minutes or part thereof will be levied to the account. Where a child is collected from SPSOSHC late on a continual basis, the responsible person and/or nominated supervisors will discuss alternative booking options with the family.

Permanent Booking Cancellation

Where a booking is cancelled on a permanent basis, the cancellation must be made in writing, at least two weeks prior to the end date; or payment of 2 weeks full fees will apply.

Arrival and Departure

For the safety and security of ALL children, each child **must** be signed in on arrival and signed out on departure.

Any person signing a child in/out from SPSOSHC must be included as an authorised person on the child's written enrolment form as well as being included on XPLOR.

An authorised person must sign each child in/out via the 'XLPOR Hub'. The XPLOR Hub offers 2 options when signing children in/out. (Please refer to the XPLOR section for more information).

Children will not be permitted to leave the Service premises unless the person collecting the child is listed on the enrolment form and XPLOR or prior arrangements have been made with a nominated supervisor (See Delivery and Collection of Children Policy for further details).

**Accounts are issued monthly.
Preferred payment method is direct deposit.**

Service Policies and Procedures

Our Policies and Procedures are readily available at the Service.

Our Policies and Procedures are continually reviewed and we value the feedback of staff, children and families. This feedback supports us in ensuring our Policies and Procedures not only meet the requirements of National Law and National Regulations but the needs of our children, families and staff; supporting us in our journey of continuous improvement.

Adhering to our Policies and Procedures is a condition of enrolment and continued attendance at SPSOSHC. We expect our staff, children and families to adhere to our Policies and Procedures at all times.

Confidentiality

SPSOSHC is committed to providing a respectful environment that protects each individual's privacy and confidentiality. Where information is required (e.g. enrolment), the information will only be used for its intended purpose and be handled and stored in a confidential manner, including on an ongoing basis, and in line with the Australian Privacy Principles (APP).

Personal information about you or your child will not be disclosed to another person or party (including overseas) without your consent, unless we are required to do so by law.

For further information please refer to the Service Policies.

Health and Safety

To support each child's health and safety:

Educators of SPSOSHC hold current, approved first aid, asthma and anaphylaxis qualifications;

SPSOSHC, in conjunction with Snug Primary School, is part of the Move Well Eat Well program;

SPSOSHC provides a healthy morning and afternoon tea;

All reasonable precautions, including supervision and relevant authorisations and documentation, are maintained.

The health and safety practices of the Service support a high quality service and encourages children to participate in valuable life skills in regard to health, nutrition, hygiene and safety.

Sun Safety

SPSOSHC will implement sun safe practices where the UV level is 3 and above (e.g. mid August to the end of April). **Slip – Slop – Slap on a hat – Seek shade – Slide** on sunglasses. Please refer to the Sun Protection Policy for further details.



Complaints

All complaints will be taken seriously. Complaints will be dealt with in a confidential, transparent and timely manner.

In line with the Service's Policies and Procedures, where possible, each person is encouraged to address complaint directly with the other party. For example, a complaint should be addressed firstly with the educator concerned, followed by the nominated supervisor, and when necessary the Principal of Snug Primary School.

Emergency Evacuation and Invacuation Practices

SPSOSHC will conduct emergency evacuation and invacuation practices throughout the year (every 3 months that the service is operating).

Practices will be carried out and documented in a well-organised and orderly manner, in line with the National Regulations. An emergency and evacuation floor plan and relevant instructions will be clearly displayed at each exit of the Service.

Families will be notified of each practice and/or evacuation or invacuation to ensure children are fully supported at all times.

Accidents/Incidents/Injuries

SPSOSHC will take all reasonable steps to provide a safe and engaging environment. Where an accident, incident, illness or injury occurs, in line with the Policy and Procedure, SPSOSHC will ensure the parent or authorised nominee is notified. This may include a phone call, a request to collect your child and the completion of relevant paperwork (Because of this, it is important that all contact details remain current and each person listed is aware they are an emergency contact). At all times, children will be actively supervised, supported and comforted.

Family Involvement

Families are offered a range of opportunities to engage and collaborate with the Service. The Service operates on an open door policy and encourages open and collaborative communication and relationships between SPSOSHC and families.

Families can offer their thoughts and feedback on all aspects of the program at any time (both formally and informally) and become further involved in a variety of ways such as working bees or policy review.

Our Program

Our program is based on the principles, practices and outcomes of the Framework for School Age Care in Australia (MTOF) and the United Nations Convention on the Rights of the Child. The Framework and Convention recognise that all children have the right to relax and play; as well as the importance of enjoyment, leisure and play in the development of life skills.

Each child's current knowledge, strengths, ideas, culture, abilities and interests are the foundation of the program. Our program offers children the opportunity to join in a wide range of cultural, artistic and other recreational activities; at their level and pace of interest.

