

A decorative graphic on the left side of the page. It features a light blue sailboat with a white sail, positioned above two stylized, wavy lines in shades of light blue and cyan that represent water.

Outside School Hours Care

Parent Handbook 2017

Welcome to Out of School Hours Care

This handbook is a guide for families using our service.

Our Out of School Hours Care Program aims to provide a safe, secure and stimulating environment for children at the highest possible standard.

Please read this handbook and keep for your reference. The Educators are available to answer any queries or questions you may have.

We hope your child/ren enjoy their time with us.

Philosophy

To provide childcare which is community based, flexible & meets the needs of all children cared for in a creative, stimulating, safe & secure environment, in before & after school & during school holidays.

Objectives

- The philosophy is implemented by the following objectives:
- To offer flexible program that responds to the care and recreational needs of all children
- To provide an environment for all children that;
- Is both safe and challenging for all children, and
- Fosters all children's individuality, recognises individual needs and promotes the physical health and wellbeing of all children.
- To ensure that the program accurately reflects the needs of all children and families/caregivers by;
- Acknowledging the importance of families/caregivers contributions to the program,
- Encouraging comments and feedback from all families/caregivers, and
- Acknowledging and being aware of the cultural background of families/caregivers.
- To meet the National Quality Standards for Out of School Hours Care under the Education & Care Services National Law & Regulation 2011.

Introduction

The Out of School Hours Program is a not for profit service to Primary School age children attending Primary Schools in our area.

Services Provided

Outside School Hours Care My Time-Our Place-“Framework for School Aged Care” in Australia aims to provide school age children in Out of School Hours care throughout Australia, with high quality care that best promotes their learning and development while recognising the importance of social interactions and recreation.

The broad objective of the Framework is to ensure that children in outside school hour’s care have stimulating, positive experiences and interactions that foster their self-esteem and confidence. It aims to extend & enrich children’s wellbeing & development in school care settings.

Working in collaboration with children and in partnership with families, Educator’s use the Outcomes to guide their planning for children’s wellbeing and learning. In order to engage children actively in learning, Educator’s identify children’s strengths and interests, choose appropriate strategies and design the environments.

The Childcare Benefit (CCB) is accessible for all families, as the programs at this service are funded by the Commonwealth Government and registered with the Department of Family & Community Services.

Confidentiality

Educators are required to maintain strict confidentiality and not disclose to any unauthorised person any confidential and private information regarding Educator, children or families/caregivers.

Communication

Communication is a vital part of providing a quality service to families/caregivers. The Educator is available most days to discuss any issues or concerns you may have however due to required ratios it may be necessary to make an appointment.

Policies and Procedures

OSHC is committed to providing quality services driven by the policies and procedures that have been developed or reviewed with parent, children and/or Educator involvement. They clearly state what the service will provide and how it will be provided. Policies and procedures are developed in accordance with the National Quality Standards for Out of School Hours Care and Children’s Services Regulations and are reviewed every 3 years or as required. Policies requiring review will be placed at the sign in sheets for parent comment.

Service Information

Rosebud Primary School – Old cream School Building, Jetty Road, Rosebud

Before School Care 7:00am to 9:00am

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

Curriculum Day 7:00am to 6:00pm

Holiday Program 7:00am to 6:00pm

Email rpsoshc@gmail.com

Fee Structure

The Out of School Care Program operates on a not for profit basis. Surplus will be expended on equipment & resources for the children's programs, minor upgrades and Service improvements.

Fees are set to cover the cost of the program and to meet the projected budget for the service. They are subject to change. Fees are charged on a per session basis, per child. Fees are charged to all booked sessions. Attendances are entered onto the computer at the end of each week to calculate the fees payable. Statements are emailed out to parents on a weekly basis.

Payment of invoices/accounts

There are a few choices for families to pay their accounts with the out of school hour's service. We are happy to take cash payments on arrival or collection of your child at the service, please complete an envelope outlining all the details and hand it to our Educator's, please wait and ensure that they give you a written receipt.

All EFT payments can be processed at Rosebud Primary School Office, please ensure that you. Supply your invoice when making this payment.

Direct deposit, this is our preferred method of payment. We would appreciate parents setting up a direct payment option through their account in to ours. This allows both parties a secure tracking of payments should there be any issues with account payments.

*please list the name listed on the account as the reference when making the deposit.

Bank details are listed below:-

Bank: - Bendigo Bank

BSB: - 633 000

Account Name: - Rosebud Primary School

Account Number: - 150 853 687

Walk in payments can be made into the above bank account details also. Please remember to please list the name listed on the account as the reference when making the deposit.

All of the above payment methods will show as payment received on your next statement when confirmation of payment has been received via a bank statement/receipt shown by you.

Fees

Costs before claiming the Child Care Benefit (CCB):

Before School Care \$11.00 per session (perm booking)

Before School Care \$15.00 per session (casual booking)

After School Care \$18.00 per session (perm booking)

After School Care \$20.00 per session (casual booking)

Pupil Free day Care Program \$50.00 per day

Holiday Program \$50.00 per day

Holiday Program excursion/ incursion \$65.00 per day

Non Attendance

Payment will still be charged for non-attendance for permanent positions to hold your child/ren's place. Please still make contact to inform the service that your child/ren will not be attending so that we can have the right staff to child ratio and so staff members are aware of your child/ren's absents.

Two weeks notice is required if you wish to cancel a booking. Failure to do so will require parents to pay full fees. If you are planning holidays please provide a letter to the service of these dates. We must receive this prior to the holiday absence to receive no fee charges and to retain your permanent booking.

Each child is eligible to receive CCB for an initial 42 absence days per financial year. These absences can be used for any reason, provided care would otherwise have been provided on the absence day. No evidence of the absence circumstance is required for the initial 42 absence days.

If a child has already used their initial 42 days absence, no further absences should be reported, unless those absences are Additional Absences.

Additional Absences

Once a child has used all their initial 42 absence days, additional absences will require supporting documentation such as:

A medical certificate

Parent's rotating shift or rostered day off

Shared custody arrangements.

There is no limit on the number of additional absences, provided relevant supporting documentation is produced.

Public Holidays

Fees will not be charged for public holidays for permanent bookings.

Late Collection Fee

All children are to be collected from the program no later than 6.00pm.

There is no provision for child/ren to be picked up after 6.00pm, which is the time that the Educator finishes work. If Educator's are put in a position where a child is not collected by 6.00pm, a late fee of \$1 per minute per child for the first 15 minutes and thereafter \$4.00 per minute per child, will be charged up to 2 hour. Educator's will endeavour to contact the families/caregivers or emergency person nominated. If no contact can be made with the families/caregivers or emergency person nominated, the following procedure will occur:

If we are unable to contact either emergency contacts or parent/guardian, the child will be cared for at the Centre for up to 2 hours. After this time the Children's Services Protection Service will be notified and the child will then be placed in the care of an authorised caregiver.

A contact number will be left on the door of the Centre for you to contact the caregiver. You will need identification to collect your child. Police will be notified.

Late fees do not attract CCB Rebate & is the full responsibility of the parent/caregiver to pay.

Enrolment

Information

OSHC offers a non-discriminative approach programming which is inclusive of all children. Consideration is given to factors such as cultural, ethnicity, language, gender and ability when planning the children's program. The program responds to individual needs, interests and requests by providing a range of activities for all children attending the service. We encourage

families to visit the Centre to meet with Educator and see the program before enrolment/commencement.

Forms

An enrolment form must be filled out before your child can attend the OHSC Program. No child will be accepted unless an enrolment form is completed. Booking will only be accepted with an original enrolment form, faxed forms are not accepted. A new enrolment form must be completed each year.

These forms are available from the OSHC Program or at the Office of each school, all sections must be completed and signed, please ensure that your emergency contact is reliable,

Please designate who is able to pick up your child,

All medical and behavioural information must be placed on the form Parents must inform the program of any changes of contact numbers and address,

If you have sole custody of a child a copy of the court order is to be kept on file in a lockable file

Immunisation Evidence: We need to see the original document of either:

Health Centre Record Book

Or

Immunisation Registry Document (Their contact phone number is 1800 653 809) Medicare Australia or online at www.medicareaustralia.gov.au

Action Plan if your child/ren have Asthma, Epilepsy or Anaphylaxis

We have a registered number of places for each program. Once maximum enrolments are received, any further applications are placed on a waiting list and contacted by the Co-coordinator when a place becomes available.

Signing In Book

All children must be signed in and out on the attendance sheets; for Before & After School Care, as well as Vacation Care with the time and signature of the responsible person or parent/caregiver.

An Educator will mark the roll with the time your child leaves for school and arrives at the Centre in the afternoon; you are required to sign these times for Before & After School Care.

Please notify an Educator if your child is not coming on a designated attendance day.

Your child's attendance is taken from the enrolment form

Casual attendance requires the parent to inform the Centre when your child is attending, only if a place is available

An Educator will not allow a child to leave the Centre unless they are with a nominated person. Children will NOT be sent home alone.

If a parent/caregiver sends an unauthorised person to collect a child, a letter of authority or a phone call, is required. A licence or appropriate identification must be sighted and be over the age of 18.

Evaluation

We believe continual assessment and evaluation of the program by the Co-coordinator, Educator, parents and children is an integral part of program planning. In order to facilitate this belief, the program will undertake various surveys throughout the year in order to gain information for future planning. Children, parents /caregiver and Educator will be surveyed to ensure the program offered reflects both children and parental needs and interests.

A variety of survey techniques will be used with the children who may include formal discussion, younger children drawing what they like in the program, written surveys, and children's interest checklists.

Child Care Benefit (CCB)

Information

Child Care Benefit is a payment made to families to assist with the costs of childcare. Child Care Benefit for approved care can be received as a reduced fee through the approved child care service. OSHC is an approved service.

For more information and to find out if you are eligible, you need to contact the Family Assistance Office.

Parents/caregivers must register with the Family Assistance Office that they are attending a childcare service by:-

- phone 13 6150
- internet www.familyassist.gov.au
- or in person.

The parent who is registered with FAO must supply OSHC with their Parent/Caregiver CRN & the child's CRN to enable the Centre to claim their CCB against their account.

Priority of Access

Enrolments are accepted in line with the Commonwealth Government priority of access guidelines. These guidelines are referred to when a service has a large waiting list and a number of parents/care givers competing for a limited number of vacant places.

These are:

First Priority: Children at risk of serious abuse or neglect

Second Priority: Children of workforce participants, where a single parent/caregiver or both parents/caregiver are employed, seeking employment or studying/training for future employment. Children or parents/caregivers with continuing disability or incapacity.

Third Priority: Any other child

Within each priority mentioned above, further priorities exist in each category. A copy of this is available from the Co-coordinator.

Ratios and Qualifications

Ratios:

The Regulations state that the Educator ratio is:

1 – 30 children – two Educators’

30 – 45 children – three Educators’

45 – 60 children – four Educators’

Excursions: 1 Educator member to 8 children} these are based on the

Swimming: 1 Educator member to 5 children} National Standards.

Qualifications:

All Educators are qualified or working towards their qualification. See OSHC noticeboard for Educator photos.

All Educators have opportunities to attend professional development. As OSHC is training and learning Centre, we take pride in training students within our Out of School Hours Care program under the supervision of our qualified Educator.

Health & Safety

Accidents / Illness / Incidents / Anaphylaxis

Good practice with regards to the administration of medication is essential to ensure that the appropriate dose of medicines is administered to the child. Medication includes all prescription and over the counter drugs. In order to ensure that the interests of the Educator, children & parents/guardians/approved persons are not compromised, medication will only be administered with explicit permission from parent/caregiver/approved person.

If your child is ill or injured, the appropriate Educator member will administer first aid.

An Educator will fill out an accident/incident report stating time, injury and first aid administered. Parents/caregiver will be notified and the accident report will require the parent/caregiver or approved person’s signature.

If your child becomes ill whilst in our care, the parent/caregiver or approved person will be contacted to make arrangements to have the child taken home. The Educator will make the child as comfortable as possible while they are waiting for the parent/caregiver. If you are unable to be contacted, we will notify your emergency contact person.

If your child is asthmatic, we must have an asthma plan from your doctor on file.

An ambulance will be called in case of extreme illness or accident.

PLEASE DO NOT SEND A CHILD WHO IS ILL.

ANAPHYLAXIS POLICY

Parents/guardians of a child at risk of anaphylaxis shall:

Inform an Educator, either on enrolment or on diagnosis, of their child's allergies.

Provide Educator with an anaphylaxis action plan and written consent to use the EpiPen/Anapen in line with this action plan.

Provide Educator with a complete EpiPen/Anapen kit in a named insulated bag.

Regularly check the EpiPen/Anapen expiry date.

Assist Educator by offering information and answering any questions regarding their child's allergies.

Notify the Educator of any changes to their child's allergy status and provide a new anaphylaxis action plan in accordance with these changes.

Communicate all relevant information and concerns to Educator, for example, any matter relating to the health of the child.

Comply with the Centre's policy that no child who has been prescribed an EpiPen/Anapen is permitted to attend the service or its programs without that EpiPen/Anapen.

Medication

All medication must be clearly marked with the child's name and the dosage must be clear on the Pharmacists dispensing label.

Do not leave medication of any nature in your child's bag.

Medication will be stored away at OSHC.

Prescribed Medications

Prescribed medication will only be administered if the Pharmaceutical label is current and intact. Medication will only be administered to the person specified on the label and the Doctor's direction will be strictly adhered to. ROSEBUD Primary School PO Box 504, Rosebud 3939 Tel: 03 5986 8274 Fax: 03 5986 8234 Web: www.rosebudp.com.au Email: rosebud.ps@edumail.vic.gov.au

Non Prescribed Medication

Non prescribed medication will only be administered following direction on the bottle/box when parents/carers have designated dosage and signed an authorisation form eg: Panadol, Asthma Puffers.

Asthma

Asthma is a chronic health condition affecting 1 in 6 children. It is a major cause for childhood admission to hospital and the most common cause of school absenteeism.

While an average of four people dies in Victoria each week from asthma, many of these deaths are preventable. Community education and correct management will assist to minimize the impact of asthma.

It is generally accepted that children under the age of 6 do not have the skills and ability to recognize and manage their own asthma effectively. With this in mind, OSHC recognises the need to educate its' Educator and parents/carers about asthma and to promote responsible asthma management strategies

If your child is asthmatic, we must have an asthma plan from your doctor on file.

Infectious Diseases

The Out of School Hours Care Program policy on infectious diseases outlines the exclusion practices for children who have an infectious disease or who have been exposed to an infectious disease. OSHC will ensure that the policy is practiced. The OSHC program will practice correct hygiene and follow requirements from State & Commonwealth legislation.

OSHC will ensure that parents/caregivers/approved persons will be notified of any infectious disease present at the Centre. Children will be excluded from the OSHC program in accordance with appropriate legislation.

Clothing/ Equipment

Please ensure your child is clothed properly, especially on excursions including suitable footwear. NO THONGS or SLIP ON SANDALS, i.e. footwear must have a strap at the heel. A waterproof jacket is required for winter. Please put your child's name on all items. All items left at the end of term are sent to charity organisations.

Children must not wear singlet's, tank tops, or backless tops while in care. Children who don't have hats will be required to stay indoors or under shade outdoors.

Sun smart Policy

Our Sun smart Policy has been developed to ensure that all children attending OSHC are protected from skin damage caused by the harmful ultraviolet radiation (UV) rays of the sun as advised by the Cancer Council of Victoria. The policy is effective between September and April including excursions but is advised to be implemented all year round. ROSEBUD Primary School PO Box 504, Rosebud 3939 Tel: 03 5986 8274 Fax: 03 5986 8234 Web: www.rosebudp.com.au Email: rosebud.ps@edumail.vic.gov.au

Children without a hat will be required to play in the shaded areas. We encourage Parents/Caregivers to supply Sunscreen SPF30+ as well, to ensure complete protection of your child/run's skin during Sept-April inclusive.

OSHC requires children to wear hats that protect their face, neck and ears whenever they are outside, i.e. legionnaire or broad-rimmed hats. Children must wear their own hats and not share hats.

Head Lice Policy

A child found to have live lice will be separated from other children and asked to wear a hat on their head to prevent the spreading of the lice. The parents will be notified immediately and asked to collect their child and begin treatment.

A child found to have eggs will be asked to wear a hat in case of eggs hatching which will ensure prevention of spreading to others. Parents will be notified of this procedure with the recommendation of collecting their child to begin treatment.

A sign notifying parents/families that there has been a case of head lice detected will be placed on the attendance sheets.

Food

OSHC provides a health-promoting environment, which gives an opportunity for children to experience healthy eating & physical activity during the program.

Lunches / Snacks

Children are provided with breakfast before 8.15am, which consists of cereal, toast, milk and water. Children are encouraged in the planning of a healthy afternoon tea/snack menu eg: sandwiches, salads, soup, with fresh fruit/vegetable offered as an alternative. Water is always available inside and outside.

Parents/caregivers are asked to supply any other dietary needs or requirement, e.g. Soya milk

Children must bring a healthy morning tea, lunch and water in a refillable container with them during Vacation Care & Curriculum Day Care

We are able to heat children's lunches such as noodles, soup, pies, etc.

Activities / Program

Children are encouraged to discuss activities & plan their program together with Educator. These ideas are then given to the Educator to implement along with other activities they would like to do during that day or over the weekly program.

Children are given opportunities to modify their program to meet their individual needs, interests & abilities throughout the week.

Each day the opportunities for free play, craft, sports, board games, playground, activity colouring sheets, computer games, T.V., reading, homework and quiet time will be made available.

A copy of the weekly program is displayed near the sign in/out sheets. During Vacation Care the program is located on the noticeboard above the sign in book in the main hall.

Program Procedure

The OSHC Program is committed to nurturing and extending each child's cognitive, physical, emotional and intellectual development in a child-friendly, supportive and fun environment. The service offers a planned, flexible and balanced program, which will respond to children, parents/caregivers and Educator needs.

Within the children's program, the service provides learning experiences that expose children to many different and varied subjects. Special events such as celebrations, video and fancy dress days are also undertaken.

All Ratios arrangements are made within the recommended National Standards Educator/child ratios.

Children and parents are given the opportunity to evaluate their programs through surveys and feedback to Educator.

Positive Guidance of Children

The OSHC Program is committed to developing a secure, caring and stimulating environment, which enhances children's self-esteem and encourages them to interact positively and to co-operate with others.

BEHAVIOUR PROCEDURE

This procedure was developed to establish a process of dealing with behavioural problems in the Out of School Hours Care Program for OHSC Educator to follow. Everyone will be informed on enrolment into the program.

The process for dealing with children's behaviour:

1. Educator tries regular behaviour management
2. Educator tries extra strategies for management of difficult behaviour
3. Educator takes the child and talk seriously to them about their behaviour
4. Educator speaks to parents to work out strategies to deal with behaviour:
 - a. Immediately if the behaviour is:
 - 1) Abusive language at worker/Educator

- 2) Physical abuse such as kicking, hitting, pushing, pulling, throwing things at a worker or Educator
- 3) Endangering the safety of themselves, others and workers
5. An incident form will be completed which will be given to the parents/caregivers, the Co-Coordinator or Senior Educator will speak to the child and the parents/caregivers.
6. If the child endangers himself /others physically for the safety of all, parents/caregivers will be requested to collect their child from the Centre.
7. After all strategies of behaviour management have been in place and the inappropriate behaviour continues regularly, the Co-Coordinator deems this unsafe then suspension of the child will be imminent,
8. Educator must notify Chief Executive Officer, once a child is pending a suspension.

Inclusion

OSHC Out of School Hours Care Program offers a non-discriminative approach to programming, which is inclusive of all children. Consideration is given to factors such as culture, ethnicity, language, gender, social class and ability when planning the children's program.

The program responds to individual needs, interest and request by providing a range of activities for all children attending the service. The children's program offers a balance of activities, ensuring flexibility and providing for child-initiated activities. Children and parents/caregivers input is valued when Educators are preparing the program to ensure that it meets the needs of all concerned at all times.

OSHC ensures that all children including those with additional needs participate in the planned activities of all Children's Services program. ROSEBUD Primary School PO Box 504, Rosebud 3939
Tel: 03 5986 8274 Fax: 03 5986 8234 Web: www.rosebudp.com.au Email: rosebud.ps@edumail.vic.gov.au

Toys from Home

The service recognises that children sometimes bring their own toys (named) to school, however children are responsible for these toys whilst at the program. Toys that are not named and left at the Centre will go in to general use. The Centre does not take any responsibility for toys, games, mobile phones, etc., children bring from home.

Computers, Television, Video Games, Electronic Games

The program endeavours to reflect children's interests in the program, therefore activities such as videos, television, computers and electronic games will be offered within a balanced program of activities. The amount of time children can participate in these activities will, however, be limited.

The service will ensure that the content of program and games will be appropriate for all children present and will not contain any physical or verbal violence or ridicule. These activities will be limited to C and G ratings.

On occasions PG videos/DVD's/ electronic games may be viewed under supervision of Educators. Parents can request their children to not view these by indicating on their enrolment form then alternate activities will be arranged to meet their needs.

Celebrations & Festivities

The OSHC program acknowledges that celebrations and festivals assist children to learn about other people and cultures. To facilitate this, the service will endeavour to include a variety of celebrations and festivities throughout the year within the children's program. The program will include a range of experiences representing everyday life, and celebrations will not focus on one specific festival or aspect of the culture. Children are, however, encouraged to celebrate festivities related to their culture or lifestyle.

We do encourage parents/caregivers to help in these celebrations, e.g. bringing in a cake to celebrate their birthday but as we are a registered kitchen, strict guidelines must be followed. Please see Educator for advice. Parents/caregivers are encouraged to provide ideas into the program and help select materials for the provision of culturally relevant experiences.

Homework

As part of the children's program, the Educator will provide a quiet, safe area for children to undertake homework tasks. Given the number of children and other activities provided, the service cannot take responsibility for completion of homework; this is the responsibility of the parent/caregiver and child. Parents/caregivers are encouraged to discuss their child's individual needs with the Educator.

Code of Conduct for Children

Educators discuss children's conduct each term. Please ensure your child is aware of their rights/limits.

Socially interact in a safe environment

Be accepted, respected and valued as an individual

Be given a fair hearing

Travel to and from school & excursions safely and without harassment

Children's responsibilities

Recognise and respect the rights of others

Accept, respect and value others as individuals

Respect all property

Express themselves in an acceptable manner

Children's Limits

We keep our hands and feet to ourselves

We keep within our own personal space

We walk inside

We get permission from the owner before we borrow something

We inform Educators when attending toilets

We stay in the grounds of the Centre unless we are accompanied by an Educator or parents

We use good manners when we speak

We respect others and their feelings

We ask for permission before touching or taking things

We speak politely to Educator and others

We allow the speaker to finish speaking before replying

We respect our property as well as other people's property

Code of Conduct for Parents/Caregivers

Parents/caregivers do not have the right to speak to other children.

Parents/caregivers cannot discipline other children.

There will be no swearing or raised voices

Code of Conduct for Educator

Socially interact in a safe environment

Be accepted, respected and valued as an individual

Be given a fair hearing

Educator members have the right to ask a person to leave the premises if they or the children feel intimidated or threatened in any way

Educator's responsibilities

To ensure the safety of all children and Educator

Recognise and respect the rights of others

Accept, respect and value others as individuals

Respect all property

To role model acceptable manners and behaviour at all times