

Clifton Springs Primary School
Out of School Hours Care
Family Handbook
2020/21



Hours of Care

Before School Care	6.45am to 8.45 am
After School Care	3.30pm to 6.15pm
Vacation Care	7:15am to 6.00pm
Pupil Free Day	7:15am to 6.00pm

Contact Details

School office: 5251 3581
Office hours 8.15am – 4.00pm

OSHC Mobile: 0417 598 904
Co-Ordinator available 6.45am – 9.00am & 3.00pm – 6.15pm

Welcome to the Clifton Springs Primary School OSHC program. We aim to provide your child/ren with care of the highest possible standard within a warm, safe, secure and stimulating environment. This handbook has been created as a guide for current and new families to the program. Please read this handbook thoroughly and keep for future reference. The Coordinator is available to answer any questions you may have. A complete copy of the program's Policy and Procedure document is available at on the CSPS website. We hope you and your child/ren enjoy the time spent in our OSHC program. Your thoughts, feedback and suggestions are welcome and encouraged.

BACKGROUND

The Clifton Springs Primary School OSHC program operates to provide high quality childcare in a safe, enjoyable and caring environment. This OSHC program is provided at minimal cost and enables parents to pursue options leading to employment, training, recreation and pursuit of personal interests.

The Clifton Springs OSHC program includes a wide variety of activities that are prepared and implemented in a friendly environment, taking into account children's social, emotional, intellectual, language, physical and creative needs.

SERVICE PHILOSOPHY AND GOALS

The Clifton Springs Primary OSHC program aims to provide high quality childcare in a safe, enjoyable and caring environment. This OSHC program is provided at minimal cost and enables parents to pursue options leading to employment, training, recreation and the pursuit of personal interests.

The Clifton Springs OSHC program includes a wide variety of activities that are prepared and implemented in a friendly environment, taking into account children's social, emotional, intellectual, language, physical and creative needs.

The program is community based, flexible and meets each child's need for care in a creative, stimulating, safe and secure environment before and after school and on curriculum days & the school holidays

The philosophy is implemented by the following goals:

- To provide a service that is flexible and responsive to community needs and is supportive of family needs
- Is both safe and challenging
- Fosters individuality, recognising their needs and interests
- Promotes the physical health and well being
- Acknowledges the importance of the middle years of child development
- Values the benefit of play in both structured and self-directed experiences
- Fosters a spirit of equity and inclusion
- Reflects and promotes mutual respect and co-operation
- To provide a service that is accessible, equitable and affordable for families
- To create an environment that reflects the diverse social and cultural backgrounds of our society
- To encourage the development of children's development independence, self-esteem and life skills
- To be inclusive of all children and families of the service
- To provide opportunities to meet children's individual needs and be responsive to the interests of children from diverse backgrounds
- To promote non-discriminatory behaviour by promoting a non-biased program based on inclusive practices

- To maintain a commitment to best practice by regularly participating in professional development and reviewing, evaluating and updating service policies and procedures
- To comply with Children's Services Act (1996) and Children's Services Regulations (2009)
- To continually meet the standards and employ practices As required by the National Childcare Accreditation Council Quality Assurance system
- All staff are trained in Mandatory Notification, First Aid and have up-to-date Criminal History Checks.

To ensure that the service accurately reflects the needs of children and parents by:

- Acknowledging the importance of parents in providing direction for the service
- Encouraging comments and feedback from parents
- Acknowledging and being sensitive to the cultural backgrounds of families

Enrolments

Before Parents/Guardians can book their child/ren into the program they must first register a "My Family Lounge " account that is linked to the service. This must be done using the My Family Lounge Widget found in the OSHC section of the school's website. Families will then need to complete and submit an online enrolment form for each child they are enrolling. When enrolling your child into OSHC, it is expected that parents/guardians accept the terms and conditions of our program. **Please note:** Staff at the program are not able to accept a child unless they have a signed and completed enrolment form.

Maintenance of Records

All records containing family details will be stored in a safe and secure manner for the number of years legally required then shredded.

Bookings

Priority of Access

Priorities as indicated in the Child Care Services Handbook:

- Priority 1 – A child at risk of serious abuse or neglect
- Priority 2 – A child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*
- Priority 3 – any other child

"Where demand exceeds supply, it is important for services to allocate available places to those families with the greatest need for child care support."

Evidence of Priority of Access

When a family seeks to establish priority, the service should satisfy themselves that a child fits in the priority of access. Where this is not clear, the service should consider requesting documents as evidence of priority, such as:

- Disability of parent or child - medical certificate or other formal assessment, or
- Risk of serious abuse - confirmation from social worker, State Welfare Department or doctor, Court or Intervention Orders.

Once a vacancy arises, the Co-Ordinator will contact the next family on the list.

Permanent Bookings

A permanent booking entitles your child to attend the service at the same time each week, without having to make a booking each time. A statement showing the days of care will be issued each Monday via email.

Casual Bookings

Casual bookings must be made by families through their 'My Family Lounge' account. The "My Family Lounge" casual bookings calendar will display the current available spots for each day of care. The "My Family Lounge" mobile app is available in the app store. The app allows quick and convenient on the go bookings. A statement showing the days of care will be issued each Monday via email.

Vacation Care Bookings & Pupil Free Days

Vacation Care & Pupil free Day bookings must be made by families through their 'My Family Lounge' account. The "My Family Lounge" casual bookings calendar will display the current available spots for each day of care. Vacation care incursion/excursion form/s will need to be completed at the OSHC service. Fees for Vacation Care must be paid for prior to utilising the service.

Cancellation of Booking

Permanent Bookings

For permanent bookings, fees are charged regardless of attendance or how early the service is notified of a child's absence. If a child is away due to illness the service will waive the session fees if a medical certificate is provided within 7 days of the missed care.

Childcare Subsidy will be deducted for up to 42 absence days per financial year per child. If all the 42 days of allowable absences have been used, families must pay full fees for any further absences on permanently booked days.

Casual Bookings

For casual bookings, fees are charged unless the care is cancelled 3 days prior to the care for BSC & ASC or 7 days prior to Vacation care & Pupil free Days. If a child is away due to illness the service will waive the session fees if a medical certificate is provided within 7 days of the missed care. Where a medical certificate will be supplied, families are asked to contact the service ASAP to inform the service of the dates covered by the certificate

Childcare Subsidy will be deducted for up to 42 absence days per financial year per child. If all the 42 days of allowable absences have been used, families must pay full fees for any further absences on permanently booked days.

Signing In and Out

Before School Care:

Parent/Guardians need to sign children in upon arrival at the program. The program Educators sign children out of the service at 8:45am.

After School Care:

All children are required to find their way to the After School Care room. A staff member will sign children on the Services Sign in/out Kiosk. Parent/Guardians or other authorised persons sign children out of the program on the Services Sign in/out Kiosk

In the event that a child/ren do not arrive at a session that they are booked in for, all attempts will be made to locate the child and if necessary to contact the parent or emergency contacts as to the whereabouts of the child/ren.

If staff is unable to determine where the child/ren are they are obliged to call the police and notify them of a missing child. **So please make sure you notify OSHC of changes.**

Clifton Springs PS OSHC Fees – from March 28th 2020

When a student is enrolled in the program the parent will sign an acknowledgement form agreeing to the fee payment policy.

Before School Care	\$16.00
After School Care	\$19.00
Vacation Care	\$52.00
	\$52.00 + Cost of Excursion (up to \$28) or Incursion/Workshops (\$7- \$12)
	Special Art/Craft/Science projects: (\$2 - \$8)
Pupil Free Day	\$52.00

Fees are applied by the session and not by the amount of time a child spends at the session.

Late Fees

A late fee of **\$1.00 per minute** will be charged for children remaining in care after the advertised closing time.

If children are still at the OSHC service at closing time the following will take place:

1. After closing time the senior staff member on duty will attempt to contact parents/guardians/emergency contacts as listed on the enrolment form.
2. Staff will continually attempt to contact parents and emergency contacts until 6:45pm.
3. If no contact is able to be made 30 minutes after closing time the staff will proceed to contact Crisis Care on **13 16 11** and the child/ren will be handed over to their care. Parents will then need to contact Crisis Care to organise to pick up their children.

OSHC Payment Methods and Expectations

It is condition of access to the service that you pay all parent contributions in a timely and consistent manner as outlined below.

Statements are issued weekly via email, on Monday.

OSHC Payments are organised at the school office, the various payment methods are:

- Visa and MasterCard
- Bank transfer
- Eftpos
- Cheque
- Cash
- CentrePay

Please pay careful attention to the following conditions:

- **Accounts are to be paid in full, WITHIN 7 DAYS of issue of each Statement.**
- If you use OSHC each week, you should be expecting to pay OSHC fees each week also. You should not allow your fees to accumulate for more than a week.
- If for any reason OSHC fees remain unpaid for more than 28 days, you will be sent a reminder and your access to the service will be suspended until the outstanding fees are paid in full.

- If fees remain outstanding after we have issued a reminder, you will be issued a final notice of demand giving you 7 days to settle the matter.
- If you default on payment, resumption of OSHC services will only be available to the family once you have
 1. Paid your outstanding balance in full
 2. Commence a pre-payment plan for OSHC services
- Statements are issued by email. It is your responsibility to check for your Statements each week and contact us if you haven't received one.

Child Care Subsidy

The **Child Care Subsidy** is the main way the government assists families with their Childcare fees. Childcare Subsidy is means tested and paid directly to services to be passed onto families in the form of fee reduction.

Access and Inclusion

Clifton Springs Outside School Hours Care supports and encourages the attendance and participation of all children (Prep- Grade 6) regardless of ability, social, financial or cultural circumstance.

The service acknowledges the diversity within the community and aims to ensure all children have the opportunity to participate in activities in a fun and nurturing environment.

To do this staff will:

- Interact with and include all children
- Model appropriate behaviour
- Respect the difference in backgrounds of individuals and encourage children and families to do the same
- Commit to professional development relevant to diversity, multiculturalism and assisting in children with additional needs

Children with Additional needs

If your child has additional needs, please contact the OSHC Coordinator to discuss further. If it is agreed that support is required through the government's Inclusion Support Program an application for funding to allow the employment of additional workers or resources will commence. Parents are required to meet the OSHC team to ensure important information regarding your child can be passed on to staff. If or when a place is available the child will be invited into the program to meet staff and become familiar with the environment.

OSHC Advisory Committee:

The OSHC service is operated by the Clifton Springs Primary School Governing Council and overseen by an Advisory Committee comprised of the OSHC Director, School Principal (or delegate), Business Manager and parent representatives. Recommendations relating to the daily running of the service

are made by the Advisory Committee and then taken to the Clifton Springs Primary School Governing Council for approval and ratification.

The Advisory Committee meets twice each term. If you would like any matters brought to the attention of the committee, or have any suggestions, feedback or grievances, you may put them in writing and address it to the OSHC Advisory Committee, C/- Clifton Springs Primary School, PO Box 276, Drysdale VIC 3222.

Custody Issues

If there are any custody issues that the staff need to be aware of, please notify accordingly. Staff appreciates any information you can provide in caring for your children and will maintain complete confidentiality.

What to Bring

Please provide the following for each child.

- A hat (Bucket or broad brim) for outdoor play from 1st September until 1st May . Children without hats will not be able to play outside if there is no undercover shelter.
- Personal Sunscreen
- Warm coat or rain coat in winter or wet weather days.
- Please remember to label your children's belongings.
- Please leave valuables and money at home.
- Morning and Afternoon snack as well as lunch are required on Vacation care and pupil free days

Programming

Programs are educational and foster children's development. Programming will include both indoor and outdoor space. Focus on the philosophy and policies of not only Clifton Springs Primary School but the governing bodies are included in the programming process. The program combines both flexible and structured components.

Food and Snacks

- All snacks prepared and provided for After School Care are planned to meet the nutritional needs of the children. A fruit Platter is offered to children at After school care along with a savoury or sweet snack.
- A healthy range of options including toast and low sugar cereals are available to children attending Before School care
- If your child has special dietary needs or develops and allergy after you have enrolled please remember to advise the staff and update your enrolment form.
- At Clifton Springs OSHC, we encourage healthy food options for your children. Refer to www.heartfoundation.com.au for healthy snack suggestions.

Lost Property

Parents are requested to take home their children's property and art work at the end of each day. We recommend that you browse through the lost property every now and then, just in case your child has lost something and you are not aware of it. Any clothing that remains unclaimed for one month will be taken to the school lost property.

Sunscreen Policy

Sunscreen will be supplied by the program and applied by the children themselves when going outdoors. Please provide your own if a special sunscreen is required.

Smoke-Free Environment

OSHC shall provide a smoke and drug free environment.

No person attending or working within the OSHC environment will smoke at any time or consume drugs or alcohol.

Photographic and Media Images

At various times through the programs media images may be taken of the children for promotional purposes and activity documentation. If you do not wish to have your child photographed please make sure you have made this clear on enrolment form and notify staff.

Staffing

The Clifton Springs Outside School Hours Care programs are licensed by the Department of Education and Early Childhood Development. We follow a ratio of 1 staff to 15 children at the centre, on excursions staff to child ratios will be decided by the program coordinator based on an excursion risk management plan. There will be a minimum of 2 staff on duty. Our staff holds relevant qualifications in accordance with Children's Services Act and Regulations.

Standards of Behaviour

In order for the program to run smoothly and safely, staff expect families and children will be well behaved and act in a safe and sensible manner whilst participating in activities and excursions. The overall aim of this program is to provide a relaxed, friendly, safe and secure atmosphere for all children and their families and prohibit any behaviour, which is of annoyance or offense to other participants.

The following behaviour will not be permitted:

- Offensive or aggressive behaviour to staff or other children
- Abusive language
- Continued failure to follow directions
- Misuse of Clifton Springs Primary School and OSHC facilities or equipment

It is essential that the behaviour of children attending the program is of a standard whereby the supervision of other children is not reduced as a result of consistently poor behaviour of any one child.

Situations of poor behaviour and details of the incident will be recorded. If repeatedly poor behaviour occurs, a formal warning will be given. This will need to be signed by the coordinator and a parent/guardian of the child. Once a formal warning has been given, a Behaviour Management plan will be designed to track the improvement of the behaviour.

Once three formal warnings have been given, the child will not be welcome to attend the OSHC program until further notice.

The Program coordinator reserves the right to cancel a child's enrolment should their behaviour be deemed as unacceptable, such as;

- behaves in such a way as to pose a danger, whether actual, perceived or threatened, to the health, safety or wellbeing of any person;
- causes significant damage to or destruction of property;
- commits or attempts to commit or is knowingly involved in the theft of property;
- possesses, uses or sells or deliberately assists another person to possess, use or sell illicit substances or weapons;
- fails to comply with any clear and reasonable instruction of a staff member so as to pose a danger, whether actual, perceived or threatened, to the health, safety or wellbeing of any person;
- consistently engages in behaviour that vilifies, defames, degrades or humiliates another person based on age; breastfeeding; gender; identity; impairment; industrial activity; lawful sexual activity; marital status; parent/carer status or status as a carer; physical features; political belief or activity; pregnancy; race; religious belief or activity; sex; sexual orientation; personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes;
- consistently behaves in an unproductive manner that interferes with the wellbeing, safety or educational opportunities of any other student.

Behaviour Management

We believe that positive guidance techniques and positive management of behaviour adopted in our centre will foster self esteem and self worth, as well as offering children the opportunity to express feelings. We believe that children need to experience consistent, clear and coordinated expectations of behaviour.

For all the children in our care, staff will:

- Have age appropriate expectations, so that children are not expected to do things that they are not yet able to do.
- Set up the environment to minimise conflict by offering age appropriate choices and experiences, an adequate supply of equipment and correct staff/child ratio.
- Identify and reinforce appropriate behaviour consistently. For the child to know what acceptable behaviour is we focus on what is appropriate with encouragement and positive reinforcement.
- Set clear limits with a brief explanation so the child knows why the limit has been set eliminating negative behaviour.
- Be aware of the need to redirect children to other activities when unsettled.
- Model appropriate behaviour – children learn through imitation.
- Recognise their own limitations and seek support when they feel unable to deal with a specific situation.

Feedback

Feedback from both parents and children in relation to program delivery and our organisation is very valuable to management and staff involved in the program's daily operation. Feedback forms are available at the service.

Complaints, Grievances and Appeals

The Clifton Springs Outside School Hours Care Program fosters positive and harmonious relations between all levels of management. All participants, families and staff have the right to a harmonious and responsive program environment. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner.

Parents

- Parents will be provided with information about the service's philosophy, policies and procedures.
- All confidential discussions with parents will take place in a quiet area away from others.
- Parents' names remain confidential. Parents will have the option of remaining anonymous in providing written information.

Medication

Parents are asked to sign in all children's medication. Full details, including dosages, times child's name, doctors name and expiration date must be provided and staff will co-sign once medication has been administered. All medicines will be kept in a locked cabinet. Please ask staff for the medication register. Only one day's dosage of medication is to be brought each day. Should the child only need medication "as required" the parent will need to provide a full copy of the child's management plan. ***If a child has asthma medication or allergies that may require an epipen you will need to provide a medication plan before the child can attend the program.***

Accidents/Illness

All accidents and illnesses and the treatment given for these will be recorded in our Accident/Illness Register. Parents, whose child has had an accident or has been unwell, may be notified by phone and will be asked to co-sign the register when collecting their child.

Emergencies

In the case of an emergency where staff are not able to adequately treat your child at the centre, and the child's well-being is at risk, an ambulance will be called, and you will be contacted immediately. Parents are requested to ensure that the daily telephone contact details on the enrolment form are correct and up to date. If either parent cannot be contacted, emergency contacts will be called. Staff will not transport children in their own vehicle under any circumstances.

Infectious Disease Exclusion

If any of the following infectious diseases occur at the Service, the effected child/ren will be **excluded** for the communicable period of the disease, or until they have satisfied conditions to return to the service. This exclusion is necessary for the protection of all children and to reduce the risk of further infection. If a parent reports that their child has contracted a contagious disease the program will put up a notice at the front of the door to advise parents.

