



Clarinda
Primary School

OUT OF SCHOOL HOURS CARE

PARENT HANDBOOK

OUR PHILOSOPHY

Philosophy and Goals.

The Philosophy of the Clarinda Primary School Out of School Hours Program is to commit to the care of primary school-aged children in a warm, safe, family-like environment, where their individuality and well-being are nurtured and supported by dedicated and professional staff.

Guided by the Victorian Early Years Learning Framework and the School Age Framework (My Time, Our Place), our Program aims to promote establishment and enrichment of their identity and their relationships with others in their world.

We believe in providing active and effective support for our families and acknowledge and respect the diversity in cultures, religions and family dynamics of our school community.

The Program encourages children to care for others, themselves and their environment.

The Philosophy is implemented by the following goals:

- To provide a Before and After School Care Program which is inclusive of all families.
- To comply with the Education and Care Services National Regulations, National Law and the National Quality Standards to ensure the children are provided with every opportunity to play, learn, create and develop in a safe and professionally administered Program.
- To recognize and foster the individuality of each child and acknowledge and support the developmental stages of their Early and Middle childhood.
- To plan and provide experiences for children that enable and encourage them to interact positively with one another, including children from outside their normal peer groups and caregivers.
- To provide consistency and routine to develop confidence and a sense of belonging.
- To model respect for each other and for property, and to support the children in developing and understanding socially acceptable standards in our community.
- To welcome families of all cultures and ethnic backgrounds and to embrace and respect their diversity, whilst educating the children in Australian culture and tradition.
- To provide a varied and nutritious menu which will assist children to make healthy choices.
- To provide affordable, accessible care for families.
- To administer the Program with the support of the School Council and maintain open communication between the Out of School Hours staff, School Administration, Education staff and parent community.

CLARINDA PRIMARY SCHOOL

OUT OF SCHOOL HOURS CARE (OSHC)

This Handbook provides a guide for families about our Policies and Procedures and the operations of the OSHC Service at Clarinda Primary School.

INFORMATION

Our OSHC is a Government Licensed Child Care Service, the School Council being the Approved Provider. The Service provides Before and After School Care and Pupil Free Day Care on the School premises. There are 25 approved places at Before Care and 30 at After Care.

We provide a high quality of care for all children attending the Service and Priority of Access is applied in accordance with the Department of Family and Community Affairs and Indigenous Relations.

We participate in continual self-assessment and evaluation required by National Regulations and Standards. The National Quality Education Frameworks provide broad direction for school-age care educators to facilitate children's learning and this is the basis of our planning and implementation of a high quality program for the children in our care.

OSHC staff members are fully qualified and have training in First Aid, Asthma and Anaphylaxis Management.

SERVICE VENUE

The hall complex comprises a large multi-purpose, heated and air-conditioned hall for indoor play and a fully equipped kitchen used for meals, cooking and art and craft activities.

Outside activities are supervised on the adjacent asphalt area and playgrounds, and tree-climbing under close supervision is also allowed.

The venue includes facilities such as:

- safe indoor and outdoor play areas
- a rest area and quiet space
- cooking and storage
- telephone and Internet access
- toilets and hand washing facilities
- heating and cooling
- access to fire extinguishers, first aid and asthma kits.
- piano.

PARKING

Parents may park in the staff car park to drop off or collect children from the Service between the hours of 7.15am-8.15am and 4pm-6pm. **At all other times parents must park outside the school.**

Children must be accompanied at all times by an adult when in the car park.

HOURS OF OPERATION AND FEES

Before Care: 7.15am-8.45am. \$14 per child per session, breakfast included.

After Care: 3.30pm-6pm. \$18 per child per session, afternoon tea included.

Pupil Free Day: 7.15am-6.00pm. \$45 per child. Breakfast, morning and afternoon tea provided. Children bring their own lunch.

Late arrival Fee: If a parent is late collecting their child due to unforeseen circumstances a fee will not be charged. Continual lateness will be discussed with the parent and if not rectified, a fee of \$1.00 per minute will be charged.

Late Payment Fee: Accounts left in arrears from the end of the previous Term will incur a fee of \$10.

CHILDCARE BENEFIT (CCB) and CHILDCARE REBATE (CCR)

These are benefits provided for parents by the Government to offset the cost of childcare. The CCB is income indexed but the CCR is not, and provides 50% of out of pocket costs to parents. To apply you need to ring the Department of Human Services (previously Centrelink) on 136150 to be assessed for the CCB and to notify them that you are using our Childcare Service. You can also apply online at humanservices.gov.au or visit Medicare/Family Assistance Office.

STAFF/CHILD RATIOS

The staff/child ratio is 1:15 with a Supervisor on duty at Before Care and a Supervisor and at least one Assistant on duty at After Care.

ENROLMENT and BOOKINGS.

The Service is administered on a casual basis and no formal bookings are necessary. You simply ring the Office and book in your child on the day.

An Enrolment/Administration Fee of \$20 is payable once you start using the Program.

An Enrolment Form must be completed for each child each year and no child is permitted to attend the Service without a completed form. These are available from OSHC and the School Office.

The Administration Fee will appear on your OSHC Statement.

All sections of the form must be completed and signed where required.

We encourage parents to notify us of any changes to the information provided as soon as is possible. All records are secured in accordance with our Privacy Policy.

COMMUNICATION WITH FAMILIES

Our Service prides itself on excellent communication with our families by:

- welcoming open and friendly discussions between staff and parents at any time during the session whilst maintaining proper supervision of the children.
- documenting any messages or concerns using our whiteboard and Programming Diary.
- providing regular information in the fortnightly school newsletter.
- maintaining contact with parents in the school as our staff have affiliations with the Parents' Club and teaching staff.
- our small Parents' Library in the hall has books and literature on child rearing, health and safety which are available for borrowing.
- Notice boards in the foyer promote Inclusion and provide information on current issues.
- accounts are sent home weekly in the children's purple Communication Folder or via email.

ORIENTATION

Prior to starting at OSHC, you may visit with your child to have a tour of the venue and to observe the Program. Your child can join in with the activities but you must stay in attendance at that time and our friendly staff members are available to answer any questions you may have.

When your child attends for the first time, the other children are encouraged to support them in their settling-in time by being a "buddy." An "OSHC Passport" which is a child-friendly profile of your family dynamics, personal traits, likes, dislikes and interests is completed by your child, which is then used as a basis for planning activities for them to enjoy. They will also receive a journal to keep a record of activities they have undertaken, and an Art Folder to hold unfinished works of art.

Photos of the children and their activities are placed in their journal as a record of their fun times spent at OSHC as well as to document their learning experiences.

Children learn through play and our staff continually assesses and evaluates the activities we plan so as to provide a rich, fun-filled learning environment for your child.

Please feel free to participate in the fun if you arrive early, or relax and have a read in our small Parent Library area in the hall. Our staff will regularly keep you up to date with what the children have been doing and the weekly program is displayed in the foyer and in the school newsletter.

ATTENDANCE

Before School Care:

Our Before Care Program is staffed by one Supervisor and high quality care and supervision is maintained at all times. The Supervisor carries a mobile phone at all times and the children are educated in the process of summoning additional adult assistance if it is required.

The first Clarinda teaching staff member to arrive checks in with Before Care staff and is on call until 8.35am.

On arrival your child **must** be signed in by an authorized adult. A staff member's contact phone number is supplied to parents.

At 8.45am the staff will sign out the children ready for the school bell at 8.50am.

There is no staff supervision of the school playground until 8.35am so please make use of our Before Care Service so your child is safe at all times.

After School Care:

Children are signed into the Service by OSHC staff at 3.30pm. If your child is expected at After Care and has not arrived the Staff will:

- page the child over the P.A. system
- check with the office to confirm the booking
- contact the parent to check for any change of plans
- contact the Principal.

Only a person authorized on the Enrolment Form will be permitted to sign out your child from the Service. You may give permission over the phone to the Office or to OSHC staff for someone else to collect your child and that person will then be added to your child's Enrolment Form. If an unauthorized person arrives you will be contacted by phone and the child will not be released from the Service without your permission. If difficulties arise, the Principal will be notified and if necessary Police called. OSHC staff will not put the child's or their safety at risk by protesting the unauthorized removal of a child from the Service.

FAILURE TO COLLECT CHILDREN

Children at After Care become very anxious if their parents have not arrived by 6.00pm.

Parents using the After Care Service who are unable to collect their child by 6pm **must** phone the school and speak to OSHC staff. Unexpected delays happen and a Late Arrival Fee will not normally be charged. However parents who are **regularly late** will be advised that in order to avoid a charge of \$1.00 per minute after 6pm, they need to make arrangements for someone to collect their child by 6pm otherwise that fee will be added to their account.

PROTECTIVE CARE

The Service is committed to the safety and protection of the children in its care. If parents are unable to be contacted, and other authorized persons are unable to collect the child, the Principal will be notified. Police and Child Protection Services will be notified if parents make no attempt to rectify the situation and access to the Service may be withdrawn.

Staff document and report any concerns about behaviours or indicators that a child's safety or well-being may be compromised. Reports are made to the Principal, and if necessary, Child Protection Services.

AFTER SCHOOL ACTIVITIES

Except for school based activities or Tennis lessons, children will not be permitted to leave After School Care. A Permission Form to leave the Program for activities must be completed.

STUDENT WELFARE AND DISCIPLINE

A firm but fair Code of Conduct is implemented by the school to ensure that all children:

- have the right to be safe
- have the right to be treated with respect
- have the right to do their school work and play without interference.

Our OSHC staff use the Assertive Discipline Principles to maintain effective discipline at the Service. It is a most effective approach to behaviour management which fosters a positive climate of personal responsibility and self-discipline.

A Behaviour Management Plan will be developed, with parental input, for a child who is continually exhibiting unacceptable behaviour.

FOOD AND NUTRITION

Recognized Food Safety Handling Procedures are followed by our staff and we have a Food Safety Officer at the Service. A variety of healthy food is offered:

Breakfast: Cereal, toast, eggs, crumpets, muffins, pancakes, cheese on toast. Milo, water or milk. (Please send along a toothbrush and paste if your child attends Before Care.)

Afternoon Tea: Fruit, crackers, dips, sandwiches, soup, pasta, noodles, wraps, yoghurt.

Water/milk

Special Days: Party type foods are offered at End of Term breakups. Fruit is always available.

Children with allergies, dietary and cultural requirements are given full consideration when all meals are prepared. Please note this on your child's Enrolment Form.

ACTIVITY PROGRAM

Our well planned Program provides a wide variety of fun-filled, age appropriate activities, including games, sports, construction, cooking, craft, music and dance, dramatic and creative play, science and gardening. An Art Program is held one day per week for children who wish to develop their art skills. There is no cost for this activity. Please let us know if your child would like to participate.

Quiet time is held from 5.30pm-6pm in the kitchen to help the children unwind and relax.

Homework is supervised straight after afternoon tea.

Our staff liaise with teaching staff and discuss any issues or problems your child may be having with their schoolwork or daily school life so that we may offer extra support if needed at OSHC.

SAFETY DRILLS AND EMERGENCY PROCEDURES

Our front door has an entry security code-this is available from OSHC staff. Regular Fire and Evacuation Drills are held for children and staff, and activities are held with the children on issues of personal safety at school and at home.

When outside the children are only to play in designated areas within full view of OSHC staff.

Cleaning materials are secured in locked cupboards, smoke alarms and fire extinguishers are checked regularly.

Security lighting is outside the venue.

SUNSMART POLICY

Our Service ensures that:

- All children wear hats outside in Terms 1 and 4 and when necessary at other times.
- On very hot days play is diverted into the air conditioned hall.
- Coats/long sleeved tops are worn outside on cold days.

INFECTIOUS DISEASES

If your child is unwell, please keep them at home. If a child comes to the Service and is clearly unwell, you will be contacted to come and collect them.

Printed information on exclusion times for infectious illnesses and treatment for Head Lice is available from staff at OSHC.

MEDICATION

Information regarding any health issues must be provided on the Enrolment Form. This includes allergies, food sensitivities, and medical conditions such as Asthma or Anaphylaxis.

Medications must be labeled with the original label stating the child's name, the dosage and times to be given and the expiry date clearly visible. A Medication Administration form will be completed and signed by you and kept in the First Aid Folder.

Children are not permitted to keep medications in their school bags. All medications at OSHC are secured and if necessary taken by staff to the school office for use during the day.

Asthma:

Please provide us with an Asthma Plan from your doctor if your child suffers from Asthma. They may keep their puffer and spacer in their school bag and it must be clearly labeled.

Anaphylaxis:

If your child has been diagnosed at risk of Anaphylaxis due to an allergy, an Anaphylaxis Management Plan for your child must be supplied, filled out and signed by your child's doctor. We will also provide a Risk Management Plan for your signature and this will be displayed in the venue. As well as providing an EpiPen for school, you will need to provide one for OSHC.

This is mandatory under Childcare Regulations.

ACCIDENT AND ILLNESS PROCEDURES

Staff at OSHC are responsible for the safety and welfare of all children in our care. However, on occasion accidents happen and the following procedures are followed:

- The nature and extent of the injury is assessed and treated accordingly.
- Parents are notified by telephone if a child becomes unwell or is injured.
- The Enrolment Form is checked for known conditions.
- Extra assistance from school staff is obtained if required.
- If the child's condition warrants, an ambulance will be called.
- All incidents are documented in the First Aid Folder and a form is completed and given to whoever collects the child.
- The school office and teaching staff are notified of any illness or injury pertaining to the child at Before Care, and the office will notify OSHC staff if a child has been in Sick Bay during school hours.
- The Department of Education is notified within 24 hours of any serious injury or incident involving a child at OSHC.

It is advisable for families to have Ambulance Cover during their child's school years because if an ambulance is called by school or OSHC staff, parents are liable for the cost. Staff are not permitted to transport sick children in their private vehicles.

FEES

OSHC fees pay staff wages, provide food and equipment for the children and pay Affiliations, Registrations and Training costs incurred by the Service. It is therefore vital to the financial viability of the Program we provide that all parents pay their accounts on time.

A yearly Administration Fee of \$20 is added to your account at the start of each year.

Fees apply to all attendances at OSHC and these appear on your weekly account. Any CCB, CCR Benefits, Late Arrival or Late Payment Fees are also shown on the account. If you have a child in other childcare please notify us so you receive the maximum in CCB.

The account is sent home with your child and will be in an envelope in the purple Communication Folder. You may elect to have your account emailed to you-please complete the Account Payment Form attached to the Enrolment Form

You may elect to pay your fees daily, weekly or fortnightly.

Payment in cash/cheque can be given directly to OSHC staff. These payments are placed in an envelope, named, labeled "OSHC FEES" and signed by you and the staff member. They are then taken to the Office. No cash is kept on the premises.

Payments via the Office can be in cash, Direct Debit from your Credit Card, EFTPOS or Direct Credit to the School Account.

Please indicate your preferred method of payment on the Account Payment Form.

If payment is not received by the next account:

- the next statement will include a reminder
- the Supervisor will contact you by telephone
- the Principal will ring you to discuss the account and to arrange payment options. Access to the Program may be withdrawn. Parents having difficulty paying their account must arrange a payment plan with the school office.

At the End of each term, all accounts must be paid up by the last day otherwise a Late Payment Fee of \$10 will be added to the account at the start of the next Term.

COMPLAINTS

A successful care relationship requires open and honest communication between children, staff and families. If you have any issues or concerns please come and have a chat so that they can be resolved as soon as possible. Feedback is always welcomed and our Complaints Policy provides an opportunity for parents to lodge a complaint should they need to do so. A survey is usually sent home twice per year to assess your satisfaction with our care of your child.

For further information regarding our policies and procedures, please feel free to consult the Policies and Procedures Manual which is kept on the bench in the hall foyer.

We hope your child enjoys their time at OSHC and that it forms part of many happy memories at Clarinda Primary School.