



Shepparton East Primary School  
Outside School Hours  
Child Care Program  
Phone: 5829 2426  
CRN: **TBC**

# Parent Information Book



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We welcome all families to the Outside School Hours Care (OSHC) Program at Shepparton East Primary School. All parents are asked to read this information, be familiar with, and follow procedures outlined to ensure the well-being of all. Please also ensure that your child is aware of instructions relevant to them.

## ***PHILOSOPHY AND GOALS OF PROGRAM***

### **Philosophy**

Shepparton East Primary School Council believes that every family has the right to quality care that recognises and values the child as an individual and is responsive to the needs of families. We value the importance of play and the role it has in middle childhood development.

The setting therefore needs to be a warm, secure, caring environment where the development of independence and self-confidence is fostered and creativity and individuality are encouraged. The partnership between parent and carer is invaluable in the care and outcome for the child.

Our After School Program is flexible and responsive to the changing needs of the children and their families and is provided in a way that recognises and is supportive to each family's values and cultural and religious needs.

### **Goals**

The program aims to:

- Provide a safe, warm and caring atmosphere for children
- Provide a wide variety of stimulating and interesting activities that cater for the needs of individual children
- Promote warm and friendly relationships, with staff children and parents
- Encourage child, staff, parent and community involvement in the development of the program
- Conduct a school age child care program consistent with the policy and guidelines contained in the National Standards for OSHC and OSHC Quality Assurance Principles

We hope you can help us meet these goals. A copy of the Program's Policies is available on request.

## ***ESTABLISHMENT OF OSHC PROGRAM***

The Shepparton East Primary School OSHC Program will commence in February 2015 in response to a need identified by the parents and School Council. The OSHC Program was registered with the Family Assistance Office at Centrelink as a Registered Service Provider. In November 2014 an application was made to the Commonwealth Department of Family and Community Services to become an Approved Service Provider with 15 Child Care Benefit places. This application was successful and approved in December 2014. The OSHC Program commenced as an Approved Service Provider in Term 1 2015.

## ***CONFIDENTIALITY***

All information provided to the Program regarding the child and the family will be treated in strict confidentiality and within the guidelines of the Information Privacy Act 2000 (Vic.) and the Health Record Act (2001). All records will be stored in a secure, lockable place.

## ***MANAGEMENT STRUCTURE***

Shepparton East Primary School Council manages the OSHC Program.

## **STAFF**

The OSHC Program is staffed at a ratio of 1 staff member for up to 15 children. The OSHC program operates as a single staff model. All staff will have appropriate qualifications/experience, a current Police Check and working with Children check.

The Coordinator for the program is **to be advised**  
At times relief staff may be used.

## **HOURS AND ATTENDANCE**

The program runs in the Multi-Purpose Room from 3:30pm to 6:00pm on school days and from 2:30pm to 6:00pm on the last day of each term. The program does not operate during school holidays and Pupil Free days.

## **DELIVERY AND COLLECTION**

Children must go straight to the program when school ends at 3:30pm, or immediately at the conclusion of school approved activities such as sports training. OSHC staff will sign in children. If the child is expected in the OSHC Program and does not turn up, the staff member will contact the school office and a member of staff will ascertain the whereabouts of the child.

## **Signing In/Out**

Afterschool care staff will sign in children to the program. Each child must be collected, and signed out of the program, by a parent or other person authorised by the parent to collect the child. Parents are to provide a list of authorised persons on the enrolment form who can deliver/collect the child. Parents must notify staff of any changes to this list. Persons bringing or collecting a child must be 18 years or over unless written authorisation is given for a person of 16 or 17 years of age.

If the authorised person is unable to collect a child the staff are to be contacted by an authorised person and given details of the person collecting the child. The latter person must provide proof of identity when they come to collect the child.

No child will leave the program unaccompanied.

## **Late Pick Up**

No child is to remain in the program after 6:00pm. If parents suspect that they will be late, they must contact one of the approved, alternate people nominated on their child's enrolment form and have them collect their child before 6:00pm.

**A penalty fee of \$5 per 10 minutes per child will apply if children are not collected by 6:00pm.**

When a child is left in the program after 6:00pm, the Coordinator shall take the following action:

- ring parents/guardians
- ring emergency contacts

If no contact can be made to either of the above, then a member of the OSHC Committee shall be notified to attend the OSHC Program.

If contact cannot be made to parents/guardians or emergency contacts after 1 hour of closure, police shall be called. A notice shall be left on the door of the Program notifying where the child has been taken and/or who the parent needs to contact.

The Sub-Committee will bill parents for all expenses involved.

If late pick ups become a regular occurrence, the child's place in the OSHC Program will be reviewed.

## **ENROLMENT**

An enrolment form must be completed for each child using the program. In signing the enrolment form, parents are agreeing to the procedures outlined in this summary. Parents are required to provide the OSHC with current copies of court orders and ensure that OSHC staff are informed of any changes.

A child may not attend the program unless an enrolment form has been completed. This rule may be waived in exceptional circumstances, at the discretion of the Principal.

It is the parents' responsibility to ensure that the OSHC Program is kept up to date with all family details including changes to contact numbers and addresses, emergency contacts, medical and custody details.

A new enrolment form is to be completed for each child on an annual basis.

## **BOOKINGS**

The OSHC Program is funded for 15 places. The Program cannot exceed this number.

1. Parents can book children in either as a permanent or casual booking:
    - A permanent booking is an ongoing position kept available in the program and must be paid for even if the child is absent or on holidays during the school term.
    - Casual bookings are for positions made available on a daily basis and are subject to availability
  2. Places are allocated according to Priority of Access (refer below)
  3. Parents should attempt to book their children into the program well in advance as numbers are limited to 15 places.
  4. Children can attend the program from 3.30 – 6.00, including after sports training at 4.30pm.
  5. Permanent bookings can be made by indicating times and days on the Enrolment form.
  6. Casual bookings can be made by :
    - notifying the Coordinator of the next booking as you collect your child from the program
    - ringing the school on (03) 5829 2426 before 3:00pm on the day of attendance
- Casual bookings are subject to availability.**

Please note that bookings for care and/or changes to bookings (casual/permanent) can be made by contacting the school by telephone or by sending a written note with a school child. The OSHC Program cannot accept verbal messages from children.

### **Cancellations:**

Permanent bookings must be paid for even if the child is absent. Where a parent wishes to cancel a permanent booking on an ongoing basis **1 week's** notice shall be required.

Casual bookings can be cancelled by **midday on the day of booking**, otherwise fees for the booked time shall be charged.

## **PRIORITY OF ACCESS GUIDELINES**

The OSHC Service is required to follow the Commonwealth Government's Priority of Access guidelines. Therefore places shall be allocated according to the following:

- 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

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families on low incomes
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents

Shepparton East Primary School children shall also be given priority over children attending other primary schools within the priorities and categories set down in the above guidelines.

Where there are no vacant places, a child placed under a lower priority may be required to alter their booking to provide a place for a higher priority child eg. Priority 1. This may involve reducing the hours/days of care or shifting the day of care, or utilising casual bookings only. **Families will receive 2 weeks notice should this have to happen.**

## **FEES**

Some families are eligible to claim Child Care Benefit (CCB) for After School Care fees. Families have a number of options to claim. Refer to Child Care Benefit in this handbook or contact FAO (Family Assistance Office) on 13 6150 for more information.

Accounts will be issued fortnightly, and prompt payment is expected. Payment should be sent with the payment slip on the bottom of the account to the school office in an envelope marked "After School Care," and with the child's name and amount enclosed written on it. Cheques should be made payable to Shepparton East Primary School. Direct deposits can also be made through the BSB account. A receipt will be issued for all payments.

Parents/Guardians are encouraged to inform the OSHC Program Committee, School Bursar or Principal of problems they are encountering with the payment of fees. Matters of non-payment will be referred to the Sub-Committee and Principal, and may result in exclusion from the program.

## **CHILD CARE BENEFIT (CCB)**

CCB (Child Care Benefit) is a form of assistance available to some families and is eligibility assessed by the Family Assistance Office (FAO) at Centrelink based on the family's annual income. Families have a number of options to claim CCB but it is the family's responsibility to ensure that their application is lodged with the Family Assistance Office within 7 days of commencement of care. Failure to do so will result in a full fee being charged from the

commencement of care. It is also the family's responsibility to notify the FAO of any relevant changes to their circumstances.

CRN for the FAO for the Shepparton East Primary School OSHC Program is: **To be confirmed**

Contact the FAO on 13 6150 or [www.familyassist.gov.au](http://www.familyassist.gov.au) for more information.

## **ABSENCES**

Parents should advise the program of any change in the child's attendance as soon as it is known, for example:

- if a permanent booking is cancelled
- a child is sick at home
- if a parent is home and child care is not required
- when a child returns after a period of absence.

Parents should advise the OSHC Coordinator by ringing the school on 5829 2426.

### Allowable and Approved Absences

Allowable and approved absences only relate to where a child is absent and is charged for a booking eg. permanent booking or where a child does not arrive for a casual booking. These are based on the Commonwealth's Guidelines for CCB (Childcare Benefit).

Parents are granted 30 **allowable absences** per child per financial year. Therefore their child can be absent for any reason on 30 occasions. Once a parent exceeds 30 allowable absences they will be charged a full fee (with no CCB deducted) for any further absences in that financial year (unless it is deemed an Approved absence).

A parent can nominate their child's absence as an "**approved absence**" should they meet the appropriate criteria eg. child/parent/sibling is sick and a medical certificate is provided, a RDO, rotating shift work. Approved absences are unlimited.

## **PROGRAM**

The OSHC Program offers a program that is based on individual and group needs, and in consideration of gender equity, cultural background, social needs and/or disability. Program details are displayed in the OSHC Room and the school newsletter.

Program activities may be either indoor or outdoor and shall include the following:

puzzles, drawing, games, reading, writing, play dough, construction, cricket, football, ball games, hoops, skipping ropes, craft ideas, bingo, story tellers, cooking, face painting, drama, music and kite making.

Children shall have to opportunity to complete homework if requested.

Celebrations and special events shall be planned with input from children and families to ensure that individual needs and values are met.

As the OSHC Program operates as a single staff model all activities are school based and excursions will not be undertaken.



## **Rules of program**

Rules of the program have been developed by the Coordinator of the OSHC Program with the children's input. These are displayed in the OSHC Program room and are reviewed on a regular basis with the children eg. beginning of a new year.

## **Food Provided**

A well-balanced and nutritional snack shall be provided to all children attending the OSHC Program. Parents are requested to inform OSHC staff if their children have specific dietary needs to ensure that these are accommodated. Children will have access to drinking water at all times.

## ***SAFETY AND DISCIPLINE***

The school's Student Code of Conduct will apply during the program. In the interests of child safety, children will be made aware of yard regulations and be expected to adhere to them. If a child continually contravenes these regulations, the consultative process set down in the Behaviour Policy will be implemented.

## ***PARENT AND CHILDREN INVOLVEMENT***

Parents are encouraged to become actively involved in the program by:

- providing feedback on their child's involvement
- commenting on the program and providing suggestions
- contributing materials eg craft, junk/recyclable materials etc.

Parents shall be informed of OSHC Program notices, information, program news etc. via the school newsletter.

Children are encouraged to become actively involved in the program by:

- Providing feedback on an informal basis as they undertake the program and activities
- Provide suggestions of requested activities on the bottom of the Program or in the Suggestion Box
- Evaluating the Program on the Child Evaluation Sheet
- Involvement with group discussions and/or informal discussions with staff
- Contributing materials and activities eg craft, junk/recyclable materials, CDs, games etc.

## ***SUNSMART***

In line with the School's Sunsmart Policy the OSHC Program requires all children to wear broad rimmed hats from September through to the end of April. Sunscreen is provided for all students. Activities will be scheduled for shaded or undercover areas during times of high risk. Parents are to provide a broad rimmed hat for their child/ren for the OSHC Program. Refer to Sunsmart policy in the program's Policy Book for more information.

## ***ILLNESS OR INJURY TO CHILDREN***

The Coordinator will administer first aid to a sick or injured child. Parents of children not well enough to stay in the program after treatment will be contacted to collect their child. If parents are unavailable, a nominated contact person will be contacted.

In cases of serious illness or injury, the Coordinator is not expected to diagnose or treat the condition, apart from carrying out appropriate first aid procedures. Diagnosis and treatment will be the responsibility of a medical practitioner or ambulance officer called to the scene.

Except in extreme emergency, an attempt will be made to contact the child's parents to inform them that an ambulance is being called. Parents will be informed as quickly as possible of their child's condition and of the actions taken by the Coordinator. Parents are advised to join the Ambulance Service, as it is their responsibility to pay for this service if it is summoned for their child.

All children with asthma shall be required to complete an Asthma Action Plan.

It is the parents' responsibilities to keep the OSHC Program staff up to date with any medical details in regard to their child.

## ***MEDICATION***

Any medication that is to be administered to a child must be authorised by the parent/authorised person. This will need to include:

- Medication name
- Date medication is to be administered
- Dose of medication
- Time to be administered

Medication authorisation forms are available from the OSHC Program staff.

Medication must be in its original container, labelled with the child's name and cannot be administered if it is out of date or is prescribed for another child.

Children are to give the medication and medication authorisation form to staff as they arrive at the program and staff will ensure the medication is stored securely. Staff will complete the medication authorisation forms when the medication is administered. Parents are to sign the medication authorisation form and collect the medication upon departure.

It is the parents' responsibilities to keep the OSHC Program staff up to date with any medication requirements in regard to their child.

## ***INFECTIOUS DISEASES***

A child should not attend the program with an infectious disease. The OSHC Coordinator/Principal has the right to exclude any child with an infectious disease. Refer to the School Exclusion Table in the Policy Book.

## ***HYGIENE***

### **For Staff**

Staff are to model and follow appropriate hygiene practices.

### **For Children**

When appropriate, hygiene routines are introduced to children and the practice of them encouraged. Such routines include:

- Washing hands, using soap, before and after afternoon tea and/or handling food
- Using tongs to select afternoon tea
- Washing hands, using soap, after going to the toilet.
- Flushing the toilet after use.

## **Food Safety Procedures**

The centre follows appropriate procedures for food handling and hygiene according to the Programs food safety program which include:

- Sanitisation of food preparation areas
- Washing of hands before handling food
- Wearing gloves when preparing food
- Sanitising of tables prior afternoon tea or food activities
- Using tongs to select food at afternoon tea
- Drinking and eating utensils are washed thoroughly between uses
- Ensure that children wash hands before handling food
- Children are to be seated while eating and drinking

## ***IMMUNISATION***

It is highly recommended that all children attending the OSHC Program have received all immunisations recommended for their age. On the enrolment form parents/guardians are asked to provide immunisation information about their child/children. Where a child is not immunised and there is an outbreak, parents will be offered the option of withdrawing the child from care for the period of the outbreak.

For families to be eligible for Child Care Benefit, the Family Assistance Office (FAO) requires details of a child's immunisation and will only offer the subsidy if the child is up to date with immunisation or the parent has substantiated non-immunisation with written documentation. It is the parents' responsibility to ensure that this information is provided to FAO.

## ***OCCUPATIONAL HEALTH AND SAFETY***

A healthy and safe working environment is vital to the successful functioning of the OHSC Program. Promotion and maintenance of a safe working environment is a responsibility shared by all. The OSHC staff follow appropriate occupational health and safety practices and report any accidents, incidents and hazards to the School OH&S representative and/or Principal. Occupational Health and Safety matters are also discussed at the Program's staff meetings.

## ***QUALITY ASSURANCE***

The OSHC Program meets the National Standards for Outside School Hours Care 1995 and the committee will undertake to meet all criteria set out in the OSHC Quality Assurance program. The committee will liaise with the program staff to ensure that the program is working towards meeting all National Standards and Quality Assurance principles. The committee will involve program staff, parents and children in the gathering of evidence in working through the Self Study process for Quality Assurance.

## ***EMERGENCY EVACUATION PROCEDURES***

In the case of an emergency and evacuation is required, staff shall follow the emergency evacuation procedures displayed in the OSHC Program room. Evacuation area is at the south eastern corner of school oval (near southern goal posts on football oval). Emergency evacuations are practiced within the Program once per term. In the case of an emergency please contact the school on 5829 2426. Refer to Emergency Procedures policy in the Program's Policy Book for more details.

### **Incapacity of staff member**

As a single staff member staff regularly discuss procedures for the children to follow in the event that a staff member becomes hurt and/or incapacitated. These procedures will include:

- the location of emergency phone numbers
- Ring 000, including what to say if the children have to ring 000
- Contact numbers for:
  - Assistant
  - Principal
  - Nearby parents who have agreed to be on hand in case of emergency

Please reinforce these procedures with your child.

### ***GRIEVANCE AND COMPLAINTS PROCEDURES FOR PARENTS***

#### Procedures for Parents

Parents should direct any concerns that they have regarding the Outside School Hours Care Program to:

- the Program Coordinator in the first instance. If the concern is unresolved then to,
- the School Council, in writing.

As the Program is run separately to the school program, parents need to direct concerns to the above, and not the classroom teachers.

#### Procedures for Children

Children should direct any concerns that they have regarding the Afterschool Care Program to:

- the Program Coordinator in the first instance
- the Program Coordinator in the second instance, with support of a parent/guardian
- the School Council, in writing.

As the Program is run separately to the school program, children and parents need to direct concerns to the above, and not the classroom teachers.

***We hope that you and your child enjoy your time at the Shepparton East Outside School Hours Program. We welcome your feedback and input and thank you for allowing us to be part of your child's school years.***

This document and the OSHC Program Policy Book can be found on the Shepparton East Primary School web site – [www.shepeastps.vic.edu.au](http://www.shepeastps.vic.edu.au)