



OSHC

— **OAKLEIGH** —
OUTSIDE SCHOOL HOURS CARE

Parent Handbook

CONTENTS

1. About Our Service

Welcome	3
Our mission	3
Service Philosophy	3
Sponsor Information	3
Policy and Procedures	4
How to Enrol	4
Access and Enrolment	4
How We Communicate with Families	4
Respect for Children	5
Child Protection	5
Use of Photos	5
Confidentiality	5
Parent Code of Conduct	5
Staffing	6
Complaints and Concerns	6

2. Caring for Your Children

Arrival and Departure Procedures	7
Absences and Cancellations	7
Child Code of Conduct	7
Custody	8
Health and Hygiene	8
Illness and Accidents	8
Medication	8
Daily Routines	9
Homework	9
Food	9
Behaviour Management	10
Reflection Time	10
Damage to Equipment and Facilities	10
Students, Visitors and Volunteers	11
Transport	11
Programming	11
Personal Effects	11

3. Payment for Care

Fees	12
------	----

1. ABOUT OUR SERVICE

WELCOME

Oakleigh Outside School Hours Care (OSHC) has been operating since 1990. Over the years the service has grown and now provides care for Before School, After School, Vacation breaks and on Pupil Free Days.

At Oakleigh the Management Committee, educators, parents and children work as a team. We encourage parents to become involved with the Service and the OSHC management committee. We value your ideas and feedback—your contribution is important to ensure Oakleigh OSHC continues to provide quality care, age-appropriate, affordable care which promotes children's wellbeing with an opportunity for child-initiated planning.

Please read this booklet carefully as it contains important information for you and your children. A copy of the Oakleigh OSHC Policy and Procedures Manual is also available at the OSHC Service for parents to read.

If you have any questions or concerns about OSHC please feel free to discuss these with the Coordinator or a member of the Management Committee.

Oakleigh OSHC is licensed under the Education and Care Services National Law and complies with the Education and Care Services National Regulations with requirements relating to activities, experiences and programs, numbers of educator's members and children and the qualifications relating to educators.

OUR MISSION

Provide quality, age-appropriate affordable care which promotes children's wellbeing with an opportunity for child-initiated planning and parent, educators and community involvement.

PHILOSOPHY

This Philosophy Statement provides the foundation for all activities, policies and procedures of the Service. Wherever there is uncertainty as to the Service's policy or procedure on any issue, the Service uses these principles and philosophies to help resolve the issue. The written policies and procedures of the Service have been developed, and will be monitored and reviewed with these values in mind.

The values which underpin this Service's provision of a quality service are:

Provision of an environment which is safe and protects children from harm.

Respect for children's dignity and privacy.

Recognition of children's individual physical, emotional and social needs.

Promotion and development of life skills.

Support for positive and enjoyable experiences.

Consideration of open discussion on all issues relevant to the Service's operation.

Encouragement of family, educators and community involvement via committee membership and general support.

SPONSOR INFORMATION

The responsibility and the license for the OSHC service is maintained by the Oakleigh State School Parents and Citizens Committee of which the OSHC Management Committee is a sub-committee. The day to day management of the service is carried out by the OSHC Management Committee. The Oakleigh OSHC sub-committee reports in writing to the P&C at each monthly meeting.

The P&C Committee comprises a President, Vice-President, Secretary, Treasurer and other regular Committee members. The OSHC Sub -Committee comprises a Chair Person, Secretary and a Treasurer.

Committee meetings are held regularly at Oakleigh State School. If a Parent has a suggestion or feedback please email the OSHC Coordinator on Oakleighoshc@gmail.com
Parent involvement and participation is a welcomed part of our day to day operation to improve the service and quality of care we give to the children.

POLICY AND PROCEDURES

Oakleigh OSHC has a large Policy and Procedure document available to view inside the Service and also on the Oakleigh OSHC website. The Service abides by this manual at all times.

Details in this manual are correct at the time of printing. Policies and procedures are subject to change.

HOW TO ENROL

Prior to your child commencing the program, you are invited to arrange a meeting with the Coordinator to discuss your child's needs and any concerns you may have about their attendance. If further information about your child please contact Coordinator on OakleighOSHC@gmail.com.

Changes to the details on the enrolment form should be notified to the Coordinator as soon as possible.

A parent /guardian may at any time request information regarding the service's philosophy in relation to activities and experiences, learning and child development outcomes.

A new Re - Enrolment Form must be completed annually.

ACCESS AND ENROLMENT

This Service is available to school age children. The program is designed to include children from various backgrounds e.g. cultural, religious, gender, disability and income. All sections of the community are respected, catered for and encouraged to be involved in the operation of the Service.

The Australian Government has Priority of Access Guidelines for allocating places. They set out the following three levels of priority, which child care services must follow when filling vacant place:

Children's attendance on pre-arranged days is encouraged to enable forward planning for educators' requirements and to establish a routine for the children. Some casual/emergency care places are available.

HOW WE COMMUNICATE WITH FAMILIES

We have a number of ways we communicate with you as a family:

- Face to face
- Emails
- Phone Calls
- Newsletters
- School Website

We are licensed by the Office for Early Childhood Education and Care (Qld).

If you require further information regarding the following: activities and experiences given by the service, our service philosophy, children's developmental outcomes and how the outcomes will be achieved, the goals about knowledge and skills to be developed through activities and experiences please see the Coordinator.

RESPECT FOR CHILDREN

The safety of your child is our paramount concern at Oakleigh OSHC and our service endeavors to provide care that respects the child's dignity and privacy at all times and that considers children as unique, valued individuals. Children are to be considered/ respected and, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the Service.

CHILD PROTECTION

This service regards as of the utmost importance, its role in the protection of children in its care. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary Educators. All educators have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Service through training procedures.

USE OF PHOTOS

Your child may be photographed participating within the day to day activities we provide at Oakleigh OSHC service. These photos may be used within the service on walls etc as part of our programming process. The children take great pride in having their day to day lives documented this way.

CONFIDENTIALITY

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the **Confidentiality Policy**. You may access your child's personal records at any time if you are the authorized guardian who has enrolled the child. Please see the Coordinator in charge about accessing these records.

PARENT CODE OF CONDUCT

Educators are available for parents to speak briefly to at all times when the service is open. Longer, more confidential appointments can be made to speak with the Coordinator in charge. If you wish to speak to someone other than the Coordinator you can follow the **Complaints Management Policy** outlined in the Policy and Procedure Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable manner.

- **Communicate with educators respectfully.**
- **Use a calm and considerate tone at all times.**
- **Use appropriate language – no swearing.**
- **Consider children's feelings & protect them from witnessing heated discussions.**
- **Educators members have the right to ask a person to leave the premises if they feel intimidated in any way.**
- **Police will be called if a person does not respond to the request to leave the premises.**

Staffing

The day to day running of the Service is managed by the Coordinator. We have a combination of qualified and unqualified educators and maintain a educators/child ratio of 1 educator to 15 children.

The educators/child ratio for excursions during Vacation Care is 1 educator to 8 children. Swimming excursions have a educators/child of 1 educator to 5 children.

The Service has a minimum of two educators present at all times.

COMPLAINTS AND CONCERNS

Parents are encouraged to discuss any complaints or concerns they may have regarding their child or the OSHC service generally.

All complaints or concerns should first be discussed with the Co-ordinator. If you still have concerns following this discussion, then you can address the issue with the Management Committee either in writing, at a Committee meeting or by contacting a Committee member directly. Issues of general policy and financial policy should be directed to the OSHC Management Committee.

If you still have concerns or matters are unresolved, you can then address the issue with the Oakleigh State School P&C either in writing or by contacting the President.

To protect the privacy of all concerned, complaints should be made at a time and place away from interruptions, and heated discussions should never take place in the presence of children. Parents should never directly approach other children with a complaint.

2. CARING FOR YOUR CHILDREN

ARRIVAL AND DEPARTURE PROCEDURES

Parking is located in front of the tennis courts for dropping off or collecting children.

Before School Care

Children arriving for Before School Care should be signed in by a Parent/Guardian. Children are permitted to leave Before School Care at 8.40am unless parents have indicated they wish their child to remain till the school bell has rung.

After School Care

Prep children will be collected from their class rooms by an Educators member for the year. Grade 1 to Grade 6 children come directly to the OSHC area at 3.00pm and make contact with the Coordinator to be signed in.

Children can only be collected by persons authorized on the enrolment form or a notification from the Parent/Guardian in writing or verbally discussed. All child/ren must be signed out by an authorized person. Please have identification required when collecting a child including a new security measure for all children called 'the safe word', please refer to the new Updated Information form.

Vacation Care and Pupil Free Days

Children must be signed in when they arrive in the morning and signed out in the afternoon by a parent or authorized person.

LATE COLLECTION

In the instance where child/ren have not been collected from the Service by 6:00pm and no contact has been made by the Parent/Guardians advising of arrangements for collection, the Coordinator will in the first instance try the parent contact numbers and, if necessary, emergency numbers will be rung. In the instance where no one is contactable the Police will be notified.

CHILD CODE OF CONDUCT

Children have regular input to the formation of OSHC Rules. Children and educators have set the following rules together:

- Always use good manners**
- Keep your hands and feet to yourself**
- Treat others with respect**
- Don't swear or use bad language**
- Use and return equipment properly and tidy up when finished**
- Stay within OSHC play zones at all times and never go out of bounds**
- Stay seated while eating**
- Listen when others are talking**
- No running or sliding in the Service**
- Stay safe and have as much fun as possible**

The following rules also apply:

Children must come immediately to After School Care once released from the classroom.

If they are to be delayed for some reason, the Coordinator must be informed in advance.

Children are not to leave the school grounds for any reason.

Children must wait until their parent or other authorised person collects them from the Service and signs them out.

If children see any strangers in the school grounds, it is important they tell an educator's member.
Children must always wear a hat when outside.

CUSTODY

Parents/guardians who have custodial rights and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of the custodial papers.

In the event of an unsafe situation happening OSHC will go into a 'Lock Down' and the Police will be called immediately.

HEALTH AND HYGIENE

The wellbeing of all children who attend the Service is of the highest priority, so we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness. All children who are suffering from an infectious disease will be excluded from the Service to prevent others being introduced to the infection. The Service does not have facilities to care for sick children. Educators observe stringent hygiene practices throughout the day and the Service is cleaned daily. Equipment is routinely checked to ensure that is well-maintained, clean and safe for children's use. In the case of a minor injury or illness, an educator's member will attend to the incident and a report will be completed advising you of the details. Please sign this form after speaking with educators to verify you have been advised of the incident. Children and educators will wear hats and appropriate clothing when outside. Educators will encourage children, including by way of modeling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturer's recommendations. No child is allowed to play outside without a hat. Please ensure that your child always has a hat in their bag as there are no hats to borrow at the Service.

ILLNESS AND ACCIDENTS

Any child with an infectious disease is excluded from attending OSHC. This refers to infectious diseases identified by the National Health and Medical Research Council [NHMRC]. A copy of the NHMRC guidelines is displayed in the OSHC room.

Parents are responsible for informing the Coordinator of any infectious diseases that their child may have. OSHC is required to report any notifiable diseases as per the NHMRC Guidelines to the Department of Health and other parents who use Oakleigh OSHC.

Minor accidents. Educators will apply appropriate first aid. Parents will be advised of instances when first aid has been applied.

Serious accidents. If your child requires urgent medical attention (due to an accident or serious illness) the following procedure will be adopted:

Educators will contact emergency services in the first instance

Educators will contact the child's parent/s or emergency contact.

If necessary, the child will be taken by ambulance to the nearest hospital. Parents will be advised of this, if contact was unable to be made earlier.

Any accident sustained by a child or educators' member is recorded on the Incident/ Accident Form, with details of all procedures followed. The report is signed and dated by an educator's member and signed by the Parent/Guardian.

If parents have any special requests or instructions regarding medical attention for their child/children, please provide this information on the enrolment form and discuss the matter with the Coordinator.

The Coordinator keeps an Emergency Contacts Register online. **Please make sure that your contact details are always up to date.**

MEDICATION

Where possible, it is preferable that medication is administered before or after attending the service. Prescribed medication will only be administered if it is in its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date. Parents or guardians must sign the medication authorisation form to authorise the administration of medication.

DAILY ROUTINES

Oakleigh OSHC offers a wide variety of activities catering for the age range of children attending. Children can enjoy a variety of sport on the oval as well as playground activities. Arts and crafts activities are also provided.

Excursions take place during Vacation Care. On excursion days children are required to bring with them enough food for morning tea, lunch and afternoon tea. They must also bring a refillable water bottle that is full at the beginning of the day. Also have a hat, closed in shoes and a backpack for each child. Children will be required to wear an Oakleigh OSHC vest during excursions.

Swimming days during Vacation Care. During the summer breaks sometimes, the pool is available for our use. These days will be displayed on the program and the children wishing to swim will require to bring swimmers, swim shirt, towel. Swimming times for OSHC are before 10am and after 3pm.

At the Service children are required to wear a sun safe clothes.

Television viewing is available to children at appropriate times of the day. OSHC policy on movies and electronic games allows only G and PG movies.

Hats must be worn for outdoor play.

Bikes, scooters, skates, blades or rip-sticks are only allowed at the Service in vacation care, with a helmet and closed in shoes.

Portable Electronic Games children are only used at set times at the Service.

HOMEWORK

Reading/homework time is available, Monday to Friday. Parents must let educators know if children are required to complete their homework at OSHC. Educators will not be able to sign off on the completed homework.

FOOD

Oakleigh OSHC encourages and promotes the health and wellbeing of children through a healthy nutritious diet and, in particular, through providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed in a happy, social environment. Parents are encouraged to participate in this approach to nutrition for their children.

We are supportive of special dietary requirements. Where special foods cannot be provided by the Service, educators are happy to supervise a child's afternoon tea which has been brought from home.

Any allergies or food restrictions should be noted on the enrolment form. Please feel free to discuss your child's needs with the Coordinator.

Before School Care: Breakfast is available at the Service until 7:45am. This consists of toast and/or cereal.

After School Care: Afternoon tea is provided once the children arrive at the Service. Generally, consists of a choice of set meals and a variety of fruit located on notice board.

Vacation Care: When we are at the Service we provide, breakfast, morning tea, lunch and afternoon tea.

On excursion days Parents must provide morning tea, lunch and snack food and water bottle

in a cold insulated lunch box whilst we are away. The Service provides breakfast. During Vacation Care the Service (except for Excursion Days) provides a hot lunch. The menu is available on the program.

BEHAVIOUR MANAGEMENT

Oakleigh OSHC aims to maintain appropriate discipline through positive reinforcement of acceptable behaviours.

Behaviour which is endangering the safety or welfare of anyone involved in the program, or the smooth running of the program, will be managed firmly and consistently in accordance with set procedures.

Unacceptable behaviour is managed with understanding and with respect for the dignity and rights of the child.

REFLECTION TIME

Reflection time is to be used to withdraw a child from an activity when there is **minor misbehaviour** or they are **being continually disruptive** e.g. name calling, being nasty to others, not complying with games, jumping out of turn, dirty looks, pushing etc.

Serious breaches such as running away, throwing objects, major temper tantrum or anger outburst, punching, kicking, hitting with a weapon etc **are all to be referred to the Coordinator** and an Incident Report completed.

1st Incident

Educators member to give the child a **verbal instruction** to cease the behaviour. Play or activity to continue for the child.

2nd Incident

Child is to be **withdrawn** from the activity to sit beside the Educators member for **5 minutes**.

During this time the child needs to explain to the Educators member what they have done, why they are continuing to do it and why it is not appropriate.

The Educators member needs to discuss with the child why this is inappropriate and encourage the child to explain why they should not do it and what they could have done differently.

After the 5 minutes the child may resume the activity.

3rd Incident

Child is to be **withdrawn** from the activity to sit beside the Educators member for **10 minutes**.

During this time the child must complete the "Reflection time Questionnaire".

Educators Member to complete an "Incident Report".

Once the 10 minutes is complete the child moves to a quiet indoor activity, they are not allowed, to go back to the activity from which they were withdrawn.

Further Incidents relating to the child for that session.

The child will be required to sit outside the office door and read a book until their parents (who will have been contacted) arrive.

The Co-ordinator, in consultation with the Management Committee, may advise parents verbally and in writing that their child may not return to the Service until parents have met with the Management Committee to discuss further strategies to deal with the behaviour issues. Serious misbehaviour may result in continued suspension and ultimately exclusion. Strategies agreed between the parents, Co-ordinator and Management Committee will be confirmed in writing before the child returns to the Service.

Unacceptable behaviour during **Vacation Care and Pupil Free Days** may result in a child being excluded from programmed activities and excursions.

DAMAGE TO EQUIPMENT OF FACILITIES

As part of everyday experiences involving children, we recognise that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent.

STUDENTS, VISITORS AND VOLUNTEERS

Childcare students, visitors and volunteers may visit the service from time to time. During this time, they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies.

TRANSPORT

All vehicles used in the transportation of children on excursions will comply with the appropriate legislation and regulations and Transport Operations (Road Use Management) Act, 1995. Buses will have seatbelts for the transport of children. Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any type of transport.

PROGRAMMING

A variety of supervised activities will be programmed for each day of Before, After School and Vacation Care (eg. cooking; painting; clay work; crafts; music; outdoor activities) following the "My Time Our Place" Framework for School Age Children. Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities. Our aim is to provide activities that develop for each child's social, emotional, lingual, physical, intellectual, social, creative and recreational potential and that are developmentally appropriate. The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and cooperate in small groups. Planned activities are also designed to reflect the multicultural and multilingual nature of our community. The Coordinator will happily discuss any aspect of the program with interested parents. Alternatively, surveys handed out can be used as a means to convey parent's and children's thoughts and input into the program. The weekly program is permanently posted outside the office.

PERSONAL EFFECTS

We understand that children enjoy bringing personal items from home to use at the service, particularly hand held computer games etc. Educators should be made aware that children have these items and they should be clearly named with permanent identification. Whilst every care is exercised, the service assumes no responsibility for damage or loss to any item belonging to any person. Mobile phones should be handed into the Service office and are not to be used during the Service sessions.

3. PAYMENT FOR CARE

FEES & BOOKING POLICY

POLICY STATEMENT

The Service will set and collect fees that are appropriate, fair and equitable for the Service. We provide and we shall ensure we are consistent and transparent in the way we manage our fees.

PROCEDURES

Payment options available are: Debit Success or Direct Deposit into our bank account.

Fees for 2020	
Before School Care	\$17.00
After School Care	\$21.00
After School Care Casual	\$22.50
Vacation Care Full Day	\$49.00
Half Day	\$32.00
Pupil Free Day	\$49.00

Late fees apply if children are not collected by 6pm at a rate of \$45 from 6:00pm-6:15pm per family; then \$20.00 extra for each additional 15 minutes or part thereof.

OUTSTANDING FEES

Notice will be issued when fees are outstanding after one week. The Coordinator will contact the parent where fees are outstanding for two weeks, on the third week an email will be sent out. After the fourth week, this will be followed by written advice that the account will be suspended and your child/ren will be unable to attend OSHC until payment has been made or a payment plan has been put in place.

CHILD CARE Subsidy

Our service qualifies for CCS (Child Care Subsidy). At enrolment families will be encouraged to apply for assessment of eligibility for CCS (Child Care Subsidy) before their child attends OSHC.

This can be done online at <http://www.humanservices.gov.au>, by visiting a Centrelink office or ringing 132 468. It is the parents/caregiver's responsibility to organise details of their CCS entitlements. Full fees will be charged until Centrelink customer reference numbers (CRN) have been provided to OSHC.

BOOKINGS

Before and After School Care

Bookings must be made by phone or email to the Service or online using 'My Family Lounge' as the school office does not accept bookings for OSHC.

Vacation Care

Bookings will only be accepted on the Vacation Care Booking Form including permission forms for excursions. **Bookings for Vacation care may not be accepted if monies are owed from the previous school term.**

All bookings must be made to the Service prior to your child's attendance. Casual or additional bookings must be made 2 full working days in advance. Please be aware when making a casual booking, due to educators/child ratios we may be unable to take your child/ren for that session. It is necessary for the Service to be advised of any booking before the children attend the Service.

Children must not be left at the Service unattended prior to the opening times of the Service.

ABSENCES AND CANCELLATIONS

If your child/ren will not be attending a booked session you must notify the Service by phone before 2.45pm on the day or email prior to the day. Educators will be concerned if a child is booked in for After Care but hasn't arrived from their classroom. The parents/emergency persons will be contacted to check the whereabouts of the child to ensure their safety.

All permanent booked sessions cannot be cancelled unless cancelling all permanent sessions for that day for the remainder of the year.

Fees will be charged if a full 2 working days notice is not received for a casual booked session. The fee incurred will be the full cost of the session.

Oakleigh OSHC: Phone– 3366 0259 Email: oakleighoshc@gmail.com