



BRUNSWICK SOUTH PRIMARY SCHOOL

2015 FAMILY HANDBOOK

OUTSIDE SCHOOL HOURS CARE (OSHC)



Hours: 7:30 - 8:45 am (Before Care)
3:30-6:00 pm (After Care)

Telephone: 0415 234 890

Email: ohsc.brunswick.south.ps@edumail.vic.gov.au

Contents

Welcome.....	1
Philosophy and goals	1
Management, policies and procedures.....	1
Enrolment and booking	2
Orientation.....	3
Fees, billing and payment	4
Procedures for drop off and collection of children.....	5
Program activities	6
Communication	6
Health and safety.....	6
Rules and expectations	8
Concerns, complaints and suggestions	9
Confidentiality	9
Other	10

Welcome

Welcome to Brunswick South Primary School (BSPS) OSHC. Our aim is to provide a fun, supportive, nurturing and secure environment where children can develop their physical, social and cognitive skills to become confident and competent individuals.

We take pride at BSPS OSHC in promoting freedom of expression, community values, artistic development, and independence.

Philosophy and goals

Brunswick South PS OSHC:

- Provides a safe and stimulating environment for all the children who attend.
- Promotes that all children be free from prejudice or bias which may result from their gender, age, culture, race, economic background, perceived status or sexuality, or perceived behavioural issues.
- Believes in recognising and supporting all the cultures to be found within our community. Children shall be treated with care, consideration and equally whilst acknowledging difference and diversity.
- Encourages all children to contribute to program planning, structure and evaluation. All activities are negotiated by the attending group, and considered for their environmental impact.
- Provides a program that offers a wide range of play and recreational experiences, including activities that promote physical, creative and aesthetic development and the learning of life skills.
- Celebrates a culture of children who can be free of social stereotypes or perceptions, where free-thinking and individuality is valued and nurtured.
- Celebrates what unites us as a community of individuals, and what is revealed as our common human needs and wishes.

Management, policies and procedures

BSPS OSHC is sponsored by the School Council and its OSHC Sub-Committee, which has the responsibility for the overall financial and operational management of the program.

BSPS OSHC has an extensive *Policy and procedure manual* which reflects the philosophy and goals of the service. A current version of the manual is available for you to read on enrolment of your child. For easy referencing, a copy is kept outside the OSHC classroom in the parent/guardian information area.

This family handbook provides a snapshot of the BSPS OSHC policies, which will affect you, your family and individual children during their time with us.

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

Enrolment and booking

Priority of access

The BSPS OSHC often runs at full capacity. As a commitment to issues of equality and social justice, our *Priority of Access* policy reflects the changing demographics of the greater Brunswick district combining principles of non-discriminatory assess and inclusion with Departmental access guidelines.

First priority:	A child at risk of serious abuse or neglect.
Second priority:	A child of parents/guardians from disadvantaged backgrounds. A child of parents/guardians who identify as asylum seekers. A child of parents/guardians involved in custody disputes.
Third priority:	A child from a single parent family. A child of parents/guardians experiencing short or long term financial hardship.
Fourth priority:	A child of parents/guardians who work full-time, where no other care is available.
Fifth priority:	Any other child.

Registration

Parents/guardians are required to complete an enrolment form before any child is able to attend the service. Registration forms can be found on the information table in the OSHC room, or from the school office. Please ensure that your contact details are written clearly, and updated when necessary.

Bookings

Once enrolled, children can be booked into OSHC on a permanent or a casual basis.

A **permanent booking** secures a place for your child on the days required on a weekly basis throughout the year. (A permanent booking does not mean a full time booking). Due to the increasing number of school enrolments, booking a permanent place in the program is strongly advised. Permanent bookings assist the OSHC coordinators in planning for high quality activities in advance, as well as meeting licensing requirements, eg. staff : pupil ratios.

Requests for **casual bookings** can be made in advance or daily providing a place is available and the request has been confirmed by OSHC staff. Please note that leaving a phone message during the day does not guarantee a place. A booking is not confirmed until notification is received from the OSHC program that a place is available. The number of available casual bookings will be listed on a chart outside the OSHC room and is based on the daily number of permanent bookings. This casual place availability may alter in accordance with increasing permanent bookings. The OSHC program recommends at least 48 hours notification for casual bookings. This is not, however, a guarantee that there will be places available for the day that you need childcare.

Please note that **any child who turns up to BPS OSHC without a booking will be sent immediately to the office. Parents/guardians will be contacted and requested to collect the child ASAP.**

In the event of an **emergency**, the OSHC program will do their best to accommodate your child. However, due to licensing requirements, a last minute placement cannot be guaranteed. It is advisable to call the school if an emergency situation arises.

Changes to bookings

Cancellations /booking changes need to be made by the Parent/Guardian, not by the child.

If a child with a permanent booking is absent from school it is necessary to contact the OSHC office to advise that care is not required even if the school has been advised of the absence. The school office will not advise OSHC on your behalf.

Cancellation of a permanent booking for any period of time must be done at least 72 hours in advance, otherwise you will be charged your regular fee for your child/ren's absence. If there are changes in your circumstances which will affect your child's permanent bookings, please notify the OSHC Coordinator as soon as possible so your child's bookings can be updated. If a child with a permanent booking has been absent for more than two weeks without notification made to the OSHC Coordinator, the booking will be deemed to be cancelled to ensure that the non-attendance does not result in excessive charges.

Changes to permanent bookings must be put in writing and sent via email or post to the OSHC Coordinator or recorded in the Parent Communication Book.

To make casual bookings or advise of an absence for a permanent bookings, please email, ring or text the OSHC program. The contact details are:

Email: ohsc.brunswick.south.ps@edumail.vic.gov.au

Ph: 0415 234 890

There is a telephone messaging service on the number above. Office hours are between 9 am and 3 pm.

Curriculum days

BSPS OSHC provides Curriculum Day Care on selected curriculum days as advertised in the school newsletter. On such days care is available from 8 a.m. to 5.30 p.m. Parents are advised to book their children into the Curriculum Day Care program as soon as possible as numbers are limited. Activities vary from incursions to organised games and theme days.

Orientation

An orientation to OSHC can be provided for you and your family. If your child has additional needs, a meeting will take place between all relevant parties before the child commences.

At the time of registration the Coordinator should be informed of any custody issues affecting the child/ren involved. Parents/guardians who have custodial right and do not wish the other parent/guardian to have contact with their child/ren must provide a current copy of custodial papers to the Coordinator.

Prep students will be collected by the Coordinator and taken to the OSHC area in their first term at school to familiarise them with the program and the expectations.

Fees, billing and payment

Fees

The BSPS OSHC is run on a not-for-profit fee for service basis. Fees are reviewed annually by the OSHC sub-committee and are set by School Council to ensure that the costs of running the program are covered. Fees for 2014 are:

Afternoon care	permanent booking	\$14.00
	casual booking	\$17.50
Morning care	permanent booking	\$9.00
	casual booking	\$11.00

The fees for Curriculum Days vary, depending on the activities planned. Fees are set to cover appropriate staff to child ratios i.e. 1:15 for in-house activities, 1:8 for excursions and 1:5 for swimming/water sports.

Child Care Benefit (CCB)

CCB is a payment made to Australian residents to assist with the costs of childcare provided by approved childcare services. The rate of CCB paid is determined by family income. High income families are still able to receive the minimum percentage of rebate or payment. Families should contact the Centrelink Family Assistance Office (FAO) to discuss eligibility and associated requirements: Ph. 13 61 50. The fee rebate is reviewed by the department annually in July. The Coordinator can provide families with the exact amount of the CCB fee.

Your CCB will apply to your account from the day you register with Centrelink. If you are not registered before you start attending the program you will be charged full fees

Child Care Management System (CCMS)

The CCMS is a national system that has brought all approved childcare services online. The BSPS OSHC program uses CCMS registered software to record enrolment and attendance information for each child, and this data is electronically reported to the Department of Human Services to allow calculation and payment of CCB reductions. The BSPS OSHC program requires a Customer Reference Number (CRN) and Date of Birth (D.O.B) from any parent wishing to receive CCB payments, in order to access CCMS properly. It remains the responsibility of the parent/guardian to register with the FAO (Phone 13 61 50).

Invoicing and Fee Payments

OSHC fee payments are invoiced monthly, and will be emailed to every parent/guardian. Permanent bookings are invoiced in advance and it is the parent's/guardian's duty to update OSHC on any email address changes. The BSPS OSHC program allows a two week payment period for the fees from the parents/ guardians in order to continue to function efficiently as a high quality Childcare service, one which maintains compliance in meeting current legislation, regulations and standards.

OSHC accounts can be paid by the following methods:

Cash: Pay in person at the School Office.

Cheque: Mail or pay in person at the School Office.

Direct Deposit: Account name: Brunswick South PS
BSB: 063 228
Account No: 10018837
Please record OSHC/Child's surname in description field.

OSHC staff members are not to be handed fee payments at any time.

Overdue payments and families facing financial difficulties

BSPS OSHC program is a service that School Council supports and its viability depends upon regular payment of fees. We endeavour to provide families with every opportunity to pay fees.

Where an account falls more than two weeks or \$500 in arrears, and where the Coordinator has not been contacted by the parent/guardian, the Coordinator will refer the matter to School council who may discuss a payment plan. Failure to make regular payments may result in exclusion from using the program until fees are up to date.

Absences

Families will be charged for a child's absence unless 48 hours notice is given.

Notification of absence can be made by a phone call, SMS message, writing in the communication book or email to the Coordinator.

If you receive CCB it will apply for up to 30 allowable absent days per child per annum.

Procedures for drop off and collection of children

Arrivals and Departures

All children **must** be signed in and out by a parent/guardian/authorised carer. The form recording the time of arrival/departure and authorised signature is kept on the information table outside the OSHC classroom. These records are retained by the BSPS OSHC program for a minimum of three years.

No child shall leave the program unless accompanied by a person nominated on the Registration form. Prior arrangement must be approved by the Coordinator for any person other than those stated on the registration form to collect the child/ren from the OSHC premises, and proof of identity must be presented before collection.

No child should arrive at Morning care without being signed in. Repeat offences will be reported to Management (Refer to the Policy and Procedures 2009 manual.)

Children are to be collected **no later than 6.00pm**. If you arrive before 6:00 pm, please ensure children are ready to go (shoes on, possessions collected) before this time.

Late pick up

Parents/guardians must make every attempt to collect their child by 6.00pm.

In the event of unforeseen circumstances they must notify OSHC staff immediately by phone. When parents or guardians have failed to contact staff, the Coordinator or Assistant Coordinator will attempt to make contact with parents and emergency contacts. If no contact has been made by 6.15pm, the Principal is advised and at 6.30pm the child may be referred to the Department of Human Services. Every attempt will be made to comfort and reassure children. At all times two staff remain with children of late parents.

Families who habitually collect their child after 6.00pm will be referred to the Principal.

OSHC will charge the following fees in the event of a late pick up.

- \$20.00 penalty fee
- \$1.00 per minute from 6.00pm until the child is collected.

Custody issues and risk

Whilst every care is taken to prevent a child from being taken by an unauthorised person, there may

be instances which may be out of our control. BSPS OSHC staff cannot expose themselves or other children to an unacceptable risk of personal harm. If a child is taken without staff permission, the police will be called immediately.

Program activities

BSPS OSHC strongly believes in the philosophy that “play” is a necessity for all children and that it plays a crucial role in the optimal growth, learning and development of children from infancy right through to adolescence. The Afternoon OSHC program allows the children to meet as a group to propose, discuss and choose their own activities from a prepared program guide; this meeting occurs on a daily basis at the beginning of each session. The children who attend the Morning OSHC program sign in at any time after 7:30 a.m. so the meeting is just before they go to school. A program of activities is created each week and displayed in the OSHC area. Activities will include indoor and outdoor options (weather permitting).

Communication

BSPS OSHC communicates information to families in a number of different ways. The Coordinator presents OSHC information, notices and news about the program each week in the school newsletter.

Posters and brochures are displayed in the OSHC area and relate to a number of subjects, eg. health and nutrition, program changes etc. Group emails are also used to communicate with parents/guardians, hence it's important that your email addresses are correct on the registration forms and updated when necessary. Additional information notes are occasionally inserted into the same envelope as the monthly invoices.

Verbal communication between staff and families is a valuable form of communication. This can usually take place at drop off or pick up times, but parents/guardians must be mindful that staff members cannot always give complete attention to parents during work hours when they are actively supervising the children. Parents/guardians should write any important messages, or reminders that concern their child/ren, in the Family Communication book, which is located on the information table beside the Suggestions Box. This book will be checked by a staff member at the beginning and end of each morning and afternoon session.

There is also a survey issued to parents each year, which is a very useful means of communication between parents/guardians and the OSHC staff. The survey is a valuable feedback tool in investigating ways of enhancing the program.

Health and safety

Health, hygiene and injury

The wellbeing of all the children who attend the BSPS OSHC program is of the highest priority, so we ask for your full cooperation. To safeguard the health of all children and prevent the spread of infection, it is an expectation of the program that if your child is unwell they should be kept at home until fully recovered. All children suffering from an infectious disease will be excluded from the program to prevent others being introduced to the infection, and in some circumstances medical clearance will be required before the child is able to return. The program does not have the facilities to care for sick children. Parents/guardians will be contacted in the event of a child displaying genuine symptoms of illness.

BSPS OSHC staff members observe and promote stringent hygiene practices throughout the sessions, and the building is cleaned daily. Equipment is routinely checked to ensure that it is well-maintained, clean and safe for the children's use.

The kitchen and grounds are checked daily for safety and cleanliness. In the case of a minor injury or illness, a staff member will attend to the incident and complete an incident report form to be kept in the OSHC files. All staff members have First Aid qualifications, and are experienced in working with children. The Coordinator will promptly contact a parent/guardian by telephone if a child has been involved in an accident or suffers a serious injury. If contact cannot be made and it's necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. Please ensure that your emergency contacts are updated on registration forms regularly, and it is

recommended that you have current ambulance cover.

Medication

In the case of your child/ren requiring medication whilst in the care of BSPS OSHC, please supply written authority from the parent/guardian stating the drug, dosage, dates and times of administration. A medication form can be obtained from the program.

Staff will only administer medication if it is:

- a prescribed oral medication
- accompanied by a letter from a medical practitioner stating the times of administration
- in its original package with pharmacist's label which clearly stated the child's name, dosage, frequency of administration, date of dispensing and expiry date; and
- accompanied by a letter of authority from parent/guardian.

All medication will be administered by the Coordinator or staff member nominated by the Coordinator and will be recorded in a Medication register, which will be signed off by another witness.

Children who become ill at the program will be provided a quiet area with a sick bed to rest while their parents/guardians are contacted. Parents are requested to advise the program on the registration forms of their children's particular health needs, including medication. If a child has a severe reaction, allergy or other illness in which timing is vital, an action plan may be developed between the program coordinator, guardians and health professionals to ensure immediate action in the case of an incident. Please ensure that all the details are written down on the registration form.

Sun protection

The OSHC program sun protection policies align with those of BSPS as a whole. The sun protection policy is followed from the beginning of September until the end of April and whenever the UV Index levels are high.

In terms 1 and 4, all children wear hats when outside. Hats should protect the child's face, neck and ears. Baseball caps do not offer enough protection and are therefore not recommended. Children are also required to wear clothing that covers as much skin as possible. Singlet or sleeveless tops do not offer enough protection and are therefore not recommended. Children who do not have appropriate clothing or hats are asked to play in the shade or remain indoors.

On Curriculum Days, sunscreen will be re-applied every two hours.

With parental consent, children with naturally very dark skin are not required to wear sunscreen or hats.

Food and nutrition

BSPS OSHC is committed to providing nutritious and varied food choices for the children, taking into account any allergies and intolerances present. Parent/guardians should advise the program of any particular food requirements, including cultural requirements, allergies or intolerances, at the time of registration. Where a child has special food needs the program will work with the child and their family to develop a plan to meet these needs. Parents/guardians should immediately inform the program of any changes in their child's dietary requirements.

Snack times are social events where children and staff can enjoy food in a relaxed manner. Nutritious, varied and age appropriate food and drink choices are provided and consistent with the 'Australian Dietary Guidelines for Children & Adolescents.' Foods are regularly provided from a range of cultures, especially those represented in the program and the local community, and staff discuss healthy food choices with children.

Children, staff and families are invited and welcome to provide ideas for the menu. Children are consulted about menu planning and encouraged to participate in preparing a serving food.

Food at before school care might include a range of cereals and milk and fruit. Other foods such as pancakes may be cooked and served as a program activity.

Food at after school care will typically include a range of hot or cold food with an emphasis on a variety

of fruit and vegetables. Cooking is a common program activity which may include savoury food or occasionally sweets such as cake or biscuits.

Drinking water is always easily available for everyone.

When families are providing food for children (i.e. on curriculum days) it is requested that healthy choices for food and drink are offered. It is requested that no nuts are included on these days.

Child protection

BSPS OSHC regards its role in the protection of the children in its care as of utmost importance. This includes the program's moral or legal duties to care for children associated with the service whilst not in the care of their parents/ guardians. All staff members have been made aware of the Child Protection Policy, which includes risk management and reporting of child abuse, through the staff induction process. All staff members have current Working with Children certificates or the equivalent (eg.V.I.T. registration).

Rules and expectations

Expectations of parents/guardians

While on the BSPS OSHC premises parent/guardians are expected to act in a polite and respectful manner. Parents/guardians cannot discipline children other than their own and if they see another child acting in an inappropriate manner they are asked to advise a staff member.

Parents/guardians are asked to refrain from swearing, inappropriate language or aggressively raised voices at any time. Staff members have the right to ask a parent/guardian to leave the premises if they feel bullied or intimidated in any way. The Coordinator has the right to call the police if a parent/guardian refuses to respond to the request to leave the premises.

Service code of conduct

The OSHC code of conduct has been developed to ensure that everyone can feel safe and supported when in the program and that all children can participate in the program fully and have fun.

Our most important rules are:

- Respect supervisors**
- Respect other children**
- Respect OSHC property**
- Respect yourself!**

Everyone must act in a way that is safe and fair. There is to be no rough play. Children must not touch or annoy any other child in an aggressive, threatening or intimidating manner.

Children must listen to supervisors at all time and follow any instructions. For their own safety children must always report to Supervisor before leaving a focus area for any reason.

Children expected to take responsibility for their own belongings and apparel.

In general, students should not bring valuable items OSHC. In some cases this will be unavoidable and it is understood that some children may bring items such as mobile phones/devices to OSHC. This is done so at their own risk. Any mobile phones/devices must be either handed to staff, or left out of sight in school bags. Students found using devices while in the OSHC program will have them confiscated. Devices will be returned to the parent/guardian.

Time/ Area	Expectations of children	Staff focus
3.30 pm Aftercare Room	Come straight to the OSHC room when dismissed from school Prepare for Meeting Time by sitting on floor quietly	Staff have finished food prep in kitchen & are awaiting Meeting Time in OSHC area. Supervision begins at 3.30 pm.

3.40 pm Meeting Time	Remain silent during Roll Call except when name is called out. Raise hand to speak or respond during Meeting Time. Listen carefully to staff and other speakers Feel free to participate in meeting with constructive comments, opinions or questions.	Staff will take turns or pair up to lead Meeting Time All staff support Meeting Leader with maintaining the rules of meeting time, selecting children for role reward, adding comments/extra information. All staff advise children about their own activity programmed in for particular day and encourage constructive comment, opinions and questions.
Snack / Drink	Wash hands in turn. Wait in turn for snack. Speak courteously and respectfully to those serving food. Touch only your own food. Return cups/bowls to serving area.	Staff serve food to children in turn. Staff remind children about food hygiene, sitting down to eat, and returning cups/bowls to serving area.
OSHC area	No throwing balls indoors. Loud noises should be taken outside Any equipment from office or store room to be returned by participants before leaving the area. Observe fairness, safety, and equality in all activities. Children tidy room before the cleaners enter with vacuum cleaner. All objects lifted off floor or put away.	Staff ensure that children are playing safely at all times using clear calm voices and modelling. Staff contribute to or initiate a variety of learning experiences, activities and games. Staff may promote positive collaborative play practice with verbal reinforcement and awards. Staff ensure children take responsibility for equipment, packing up, tidying room. Staff intervene when observing unsafe play, bullying or harassment. Staff ensure children are using equipment responsibly. Staff promote positive collaborative play through verbal reinforcement and/or awards. Staff ensure area is left clean and tidy at end of session.

Strategies

Staff will employ the same strategies as other BSPS staff (teachers and management) in responding to behaviour that is not consistent with the OSHC code of conduct. Attempt will be made to work with students and, where appropriate, their parents/guardians or teachers to address any concerns. Ultimately, the program must ensure the safety of all participants and serious breaches may result in suspension or exclusion from the OSHC program.

Concerns, complaints and suggestions

If you have any concerns, complaints or suggestions, please speak to the Coordinator. The happiness and well-being of each child is the main priority of the BSPS OSHC program, which is continually making every effort to enhance the quality of care provided for their children and families.

An alternative way of communicating suggestions or concerns is via the "Suggestion Box", which resides just outside the OSHC classroom door. The Coordinator encourages parental feedback, believing it to be a valuable means of improving the program.

If you wish to express any issues regarding the OSHC program that are not being resolved by the coordinator, please turn to the OSHC representative on the School Council.

Meetings for any serious matters requiring complete privacy and/or members of school management or council to be present can be organised by phone or email.

Confidentiality

All personal records are stored securely and kept confidential. All information will be strictly limited to use by the program as outlined in the Privacy section of the Policy and Procedure manual. Staff members of BSPS OSHC are required to maintain strict confidentiality and not disclose to any unauthorised person any confidential and private information regarding staff, children or families/guardians. The Coordinator can arrange for parents/guardians to access the personal records of their own child/ren upon request.

Other

Care for our environment

Children are asked to respect the OSHC environment and help the program to operate in a sustainable fashion. Waste fruit and vegetables are composted and children are encouraged to think about the environmental impacts of their actions.

Whenever practicable children are encouraged to avoid waste through reusing papers and materials and recycling them when this is not possible.

Lost property

Children's cloths and personal items should all be clearly labelled. There is a labelled lost property box in the OSHC areas and parents/guardians are advised to check it regularly. At the end of each term any unclaimed items will be donated to charity.

Babysitting arrangements

It is not our policy at BSPS OSHC to recommend our staff members for child-minding outside working hours.