

# Anglesea Primary Outside School Hours Care

## Parent Handbook



The staff of Anglesea Outside School Hours Care (OSHC) welcome you to the program. We hope that you find your time with our service a happy and rewarding one. Anglesea OSHC provides safe and stimulating care in a secure and friendly environment.



## WELCOME

## GENERAL INFORMATION

The program runs Before School Care, After School Care and Curriculum Days as required.

### HOURS

Monday to Friday

Before School Care 7.00 - 8.45 am

After School Care 3.30 - 6.00 pm

#### Costs

Before School Care

From 7.00am \$10.00

From 8.00am \$7.50

After School Care

Up until 4.30 pm \$10.00

After 4.30 pm and before 6 pm \$15.00

Late Pickup \$5.00 for every 5 mins after 6pm

If entitled to Child Care Benefit, these fees are reduced.

#### Location

Anglesea OSHC is located in the Art Room and Library Area

## CONTACT DETAILS

Anglesea OSHC phone: 0407 353 014

Coordinator: Rachel Caulfield

Email: [Rachel.Caulfield@education.vic.gov.au](mailto:Rachel.Caulfield@education.vic.gov.au)

Anglesea Primary School Phone: 5263 1231

Web: <http://www.angleseaps.vic.edu.au>

Email: [anglesea.ps@education.vic.gov.au](mailto:anglesea.ps@education.vic.gov.au)

Department of Education and Early Childhood Development: 03 9096 9595

## VISION STATEMENT

Anglesea OSHC, is a caring and enjoyable learning environment that recognises the diversity of all and promotes the following values:-

- Respect,
- Tolerance,
- Trust,
- Honesty,
- Fairness and
- Equality.

Anglesea OSHC is an inclusive program that celebrates diversity of race, culture, religion, gender and ability. It is based on its participant's interests, skills and preferences with the freedom to participate in programs that are structured or unstructured in a safe and welcoming environment. Anglesea OSHC recognises the importance of play in early and middle childhood and encourages its students to embrace opportunities and experiences offered at the service.

### RESPECT FOR CHILDREN

The best interests of the child are our paramount concern at Anglesea OSHC. Our Service endeavours to provide care that respects the child's dignity and privacy at all times.

We consider children as unique, valued individuals. Children are encouraged to be involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the Service.

### THE PROGRAM

#### YOUR STAFF

**Coordinator:** Rachel Caulfield

**Assistants:** Kathy Hose and Lisa Serong

#### MANAGEMENT STRUCTURE

The Anglesea OSHC Program is run by Anglesea Primary School Council. A subcommittee of School Council including the Principal and teacher representative, along with interested parents oversee the operational management of the program.

OSHC staff are responsible to the Principal who oversees all aspects of the program.

#### STAFF QUALIFICATIONS

The Coordinator has relevant qualifications in First Aid, Anaphylaxis Management and C.P.R. and is suitably qualified in childcare. All staff have appropriate experience with children, families and community. Police checks and a Working With Children Check are compulsory for all staff.

### FUNDED NUMBER OF PLACES

#### AFTER SCHOOL CARE

After School Care is licensed for 30 children

#### BEFORE SCHOOL CARE

Before School Care is licensed for 15 children

#### CURRICULUM DAYS

A full day program will only run if a minimum number of ten children are booked. Two weeks prior to the day, notices will be sent home and must be returned to the school the same week. Notification will be given a week prior to the day whether the program will go ahead or not. The hours on a curriculum day will be 7a.m. to 6p.m.

#### CHILD CARE SUBSIDY

Most families will be eligible for a Fee reduction. The Family Assistance Office (FAO) provides families with the Child Care Subsidy. All families are required to have a customer reference number (CRN) issued from the Family Assistance Office. This enables families to reduce their fees. You will need to provide your child's CRN number to us for reduced fees. To find out how to apply for Childcare subsidy please go to <https://www.education.gov.au/applying-child-care-subsidy-ccs-approval>

For more information contact on this process visit [www.education.gov.au/childcare](http://www.education.gov.au/childcare)

#### INVOICE AND PAYMENTS

Before and After School Care invoices are issued on a fortnightly basis and are emailed or handed out to the children via their teacher to take home. If you don't receive yours or have lost an account please speak to staff, we will gladly issue another.

Prompt payment of accounts is appreciated as we rely on fees to keep the service operating. We do not make a profit. If you are experiencing difficulties in paying your account please discuss the matter with us and arrangements can be made.

### ENROLMENT

#### ENROLMENT FORMS

Enrolment forms are available from Rachel or the school office. If there are any changes in important information (eg. Contact phone numbers) please see OSHC staff. All information and records are securely stored and all information collected is treated as confidential. All staff are required by law to protect all private information.

#### BOOKINGS

To book your child into Before or After School Care, simply write your child's name into the OSHC Diary, which can be found at the school office, or phone the school on 5263 1231 or 0407 353 014. Weekly and permanent bookings can be made by speaking to one of the OSHC staff. Please note that **children cannot book themselves in or cancel a booking themselves**, a signed note from an adult (eg parent) is acceptable to inform us of a booking or cancellation. If you would like your child to be collected from their classroom, please make a note in the diary next to his/her name.

For After School Care, bookings need to be made by 3:00pm on the day the care is required. Before School Care bookings need to be made by 6pm on the night before care is required – phone 0407 353014 or 52631231. Booking for before care can also be made after hours by leaving a message on message bank, this is checked nightly.

#### CANCELLATIONS

To cancel a booking please make a note in the OSHC Diary located at the school office or phone the school/program. A full fee of \$15.00 will be charged for absence without notice or a late cancellation.

Punctuality: A late fee of \$5.00 per every five minutes will apply after 6:00pm.

#### PRIVACY AND 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 Privacy and Confidentiality Policy. You may access your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see the OSHC Coordinator about accessing these records.

#### WHO CAN USE AFTER SCHOOL CARE?

After School and Before School Care is available to all school age children. It is not only for working, studying or job-hunting parents/carers, children can also attend for many reasons such as social contact and to participate in our activities. Some families arrange 'play dates' for their children. The service can also be used on a casual basis.

### PRIORITY OF ACCESS

The Australian Government funds child care with a major purpose of meeting the child care needs of Australian families. However, the demand for child care sometimes exceeds supply in some locations. When this happens, it is important for services to allocate places to those families with the greatest need for child care support.

The Australian Government has determined guidelines for allocating places in these circumstances. They set out the following three levels of priority, which child care services must follow:

First priority:	Children at risk of serious abuse or neglect.
Second priority:	A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act.
Third priority	Any other child.

For more information regarding priority of access go to <http://www.facs.gov.au/childcarehandbook>

### PROGRAM PROCEDURES

#### ATTENDANCE RECORDS

When your child arrives at Before School Care, or leaves After School Care, please ensure you sign and write the time along-side your child's name.

#### DROPPING OFF AND PICKING UP CHILDREN

When children are dropped off to Before School Care, they must be signed in by whoever is dropping them off. This person must be over 18 years of age.

When you are picking your child up from After School Care they must be signed out by an adult (over 18 years of age) that is listed on their enrolment form. If this is anyone different the coordinator must be notified before this occurs and it must be submitted in writing.

Under no circumstances will a child be released without being signed out by an authorised person.

#### BEHAVIOUR MANAGEMENT

- Children are required to adhere to the program rules supported by positive guidelines and directed towards acceptable behavior.
- Smacking and harsh punishment is prohibited.
- Staff will use positive guidance i.e. direct a child to what they would like them to do rather than what they shouldn't be doing. E.g. "walk inside" not "Don't run inside"
- Restorative language will be used to redirect and encourage more positive behavior
- A Restorative Practice Conference may be conducted with the child involved and will be recorded, if necessary.

### PROTECTIVE CARE OF CHILDREN

This Service regards as the utmost importance, its role in the protection of the children in 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 carers. All our staff have been made aware of the Child Protection Policy, Risk Management for Child Protection and the Reporting of Child Abuse Policy of the Service through induction and training procedures. All staff have current Working with Children Checks and up to date Police records checks.

### CUSTODIAL ISSUES

Where a child attending the Centre is not living with both parents or where disputes arise in relation to responsibility for the child the following will apply:

- Parental responsibility remains with both parents jointly and individually except where it is altered by an order of the Family Court of Australia.
- In the absence of such an order the child will be released to either parent who is the authorised person to collect the child.
- Where a non-enrolling parent cites an Order of the Family Court giving him/herself lawful access to the child, the order needs to be produced for inspection by the coordinator. The enrolling parent will be telephoned both to check the existence of the order and to be informed about the situation.
- The child will only be released into the care of the parent with Parental Responsibility for the child, or other person specifically authorised by that parent, except when Department of Human Services or the Police specifically direct otherwise under the provisions of the Children and Families Act.

### PROGRAM ACTIVITIES

The activities that happen at the centre are built around the daily routines. Routines are established for the regular events of the day i.e. arrival, marking the attendance roll, hand washing, snacks/drinks, activities and departure, and take into account the;

- developmental needs of individual children
- children's attendance patterns
- climate and physical environment
- the numbers and ages of children within a given group
- children with special needs

Staff plan program activities on a weekly basis with the children. Activities have an educational aspect and take account of the individual needs of each child.





### ROUTINES

On arrival to After School Care or Before School Care, the children are asked to wash their hands and take a seat.

Snack time/Breakfast.

A choice of Milo, juice, milk or water is offered, followed by a sandwich, toast, raisin toast, toasted sandwich, fresh fruit or special food item that has been prepared by the staff. Children have a choice of vegemite, jam, honey or cheese. In Before School Care, cereal and toast is offered.



Outside play (depending on the weather).

At this time they have free use of the school's sports equipment. The areas in which they play are the basketball courts, playground and the oval.

Organised Program:

The children all come inside where we have an organized activity e.g. art and craft activity, toys, games or a range of other activities that are always available

### HEALTH AND SAFETY

The Health and Safety of your children is the most important thing to our staff. In order to ensure the safety of all children the following policies are in place.

#### SUN SAFETY POLICY

**Staff and students must wear the school wide brimmed hat from 1<sup>st</sup> September until the 30<sup>th</sup> of April. They are also encouraged to wear hats on other days that are over UV Level 3.**

- Each child must bring a hat, clearly marked, that protects the face, neck and ears
- If a child refuses to wear a hat, staff must make every effort to encourage wearing head protection. A child that does not cooperate will be restricted to an area that offers protection e.g. inside, veranda or shaded area.

#### EMERGENCY MANAGEMENT – THREAT OF BUSHFIRE

The following information is to advise of the emergency arrangements that are in place at Anglesea Primary School, and Before and After School Care.

In the event of a bushfire:

All children will remain indoors at the After Care room, unless directed by the principal or emergency services to evacuate. Co-ordinators and leaders are responsible for the safety and supervision of the children in their care during an emergency.

No child will be left unsupervised and co-ordinators and leaders will ensure that all children are accounted for. Child welfare will be the primary concern.

Children are not to be dismissed or released to a parent or other adult without the specific authority of the emergency service controller.

To avoid traffic congestion, confusion, unsafe practices and panic, it is advisable that parents avoid coming to the school until after the fire has passed. The co-ordinator or school office staff member will be responsible for notifying parents and responding to enquiries as are deemed necessary.

The OSHC mobile is to be used for communications with emergency services and other staff members of the school, please restrict or avoid calls during the emergency.

If children are evacuated from the school premises they will be taken to a designated emergency assembly area, as advised by the emergency services controller.

Refer to Medical Policy in regard to needs of children e.g allergies, anaphylaxis etc.

### PARENT PARTICIPATION

Parents are our biggest support. Their encouragement and any assistance, in whatever way is invaluable. You are encouraged to become involved with the OSHC program and any ideas or suggestions will be greatly appreciated. We are always happy to have people come into the Centre with interesting things to show and share, sing, teach, and make with the children etc., especially activities of a multicultural nature.

You can be involved by discussing your child's temperament, strengths, likes and dislikes and any special interest with the carers. Even though a parent's life is very busy, we would appreciate a few minutes when you bring and collect your child to talk about how he/she is enjoying/participating in the program. You will be asked to provide feedback to assist us in evaluating the program on a regular basis.

### COMMUNICATION

Communication is a vital key to making your child's time at Anglesea Primary School's Outside School Hours Care a happy and rewarding one. If you have any suggestions please place them in our 'suggestion box' near the sign in/out sheets, or see any of the staff. Regular Feedback and Evaluation Forms will be provided to parents (and Children) to provide more formal feedback to assist in program planning and development. There is a range of other ways to be involved or provide feedback. Our staff at OSHC, are always here to listen to your concerns and suggestions.

### OSHC SUB COMMITTEE

Anglesea OSHC has a Subcommittee of School Council that consists of school council members, parents and other community representatives who have an interest in the operations of the service. The subcommittee is held responsible to the school council. Parental involvement is very important at an advisory level to ensure the service is meeting family needs. All families are eligible to be on the Subcommittee and are welcome to provide input into the operations of the service at any time. Please use the suggestions box located on the sign in desk to raise any ideas or issues for the Committee or feel free to speak to any of the listed Committee Members at any time. Committee Meetings are held monthly. The Committee is responsible for ensuring that the service meets all legal requirements and is financially viable.

If you would like to get involved please discuss with the Principle or Coordinator, and come along to a meeting to find out.

### GRIEVANCE PROCEDURE: PARENT COMPLAINTS

All parents have the right to have their concerns heard by the Program coordinator or School Principal. Families are encouraged to discuss with the Coordinator and/or the School Principal any complaints or concerns they have about the service or staff. The Coordinator is expected to address complaints promptly, respectfully and in a confidential manner. The staff will endeavour to respond to families verbally within 24 hours and in writing within 5 working days.

Complaints that are not resolved to the family's satisfaction will be referred to the School Principal. The School Principal will collaborate with staff and where appropriate, members of the School Council After School Care sub-committee to seek a resolution to the complaint.

In the event that parents are not satisfied with the outcomes of the above process, the matter can be referred to an independent arbitrator appointed by the Victorian Department of Education and Early Childhood (DEECD).

### PARENT RESOURCE GUIDE

A variety of pamphlets related to children and parenting is available at the OSHC program.

Some important resources and numbers are as follows:

#### **Government Departments**

Department of Family Services 1800 637 711

Family Assistance Office (FAO) 13 61 50

National Childcare Accreditation Council 1300 136 554

#### **Counseling and Support**

Lifeline 13 11 14

Poisons Information Centre 13 11 26

Kids Helpline 1800 551 800

Parent Line 1800 301 300