



**YARRAMAN OAKS
PRIMARY SCHOOL
OUT OF SCHOOL HOURS CARE
PARENT HANDBOOK**



Yarraman Oaks
Primary School

Out of School Hours Care Handbook



After School Care

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After Hours Mobile

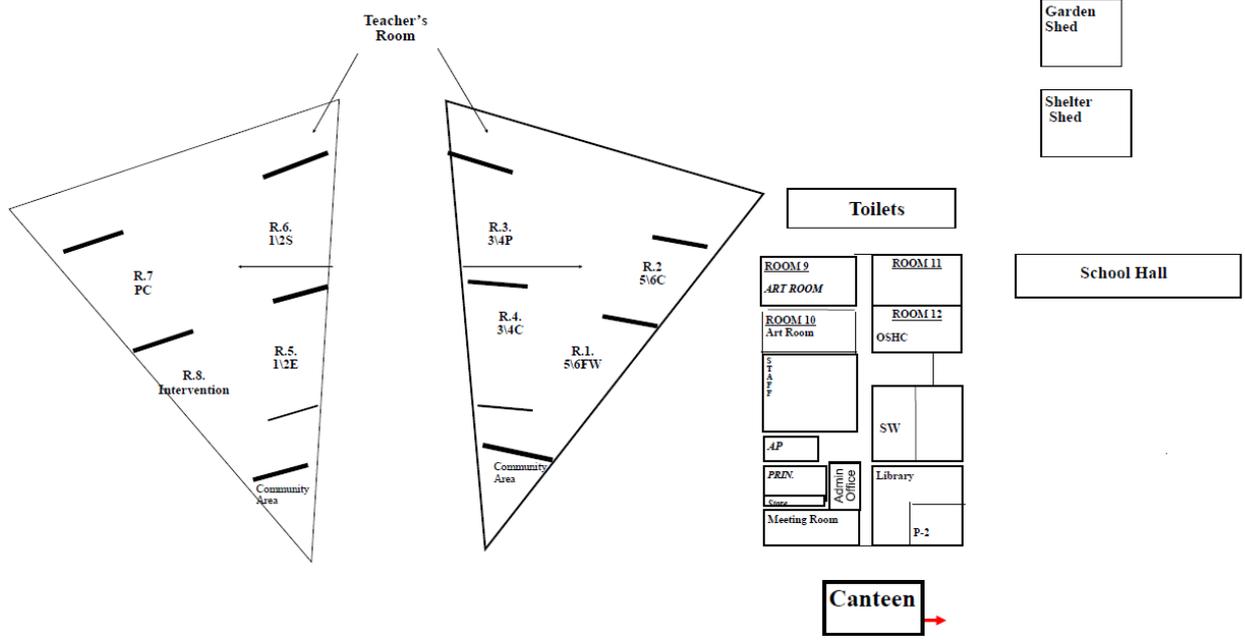
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Contents	Page no
Philosophy	
1.Introduction	
1.1 Service provided	6
1.2 Management	6
1.3 Co-ordination	6
1.4 Confidentiality	7
1.5 Communication	7
1.6 Policies and Procedures	7
2.Service Information	
2.1 Operation Time	8
2.2 Fee Structure	8
2.3 Fees	9
2.4 Late Collection	9
3.Enrolment	
3.1 Information	10
3.2 Forms	10
3.3 Signing In/Out of students	11
3.4 Attendance by Prep Children	12
3.5 Evaluation	12
4.Child Care Benefits	
4.1 Information	13
4.2 Priority of Access	13
5.Staffing	
5.1 Staffing	14
5.2 Qualifications	14
6.Health & Safety	
6.1 Accidents / Illness / Incidents	14
6.2 Clothing / Equipment	16
7.Food	
7.1 Lunches / snacks	16
7.2 Food Handling	17
8.Activities / Programs	
8.1 Program Procedures	18
8.2 Behaviour Procedure	18
8.3 Inclusion	19
8.4 Toys from home	20
8.5 Computers, Television, Video Games, Electronic Games	20
8.6 Homework	21
8.7 Celebrations & Festivities	21
8.8 Alterations to the Program	22
8.9 Evacuation Procedures	22
9.Grievances and Complaints	22
10.Code of Conduct for Children	23
11.Code of Conduct for Parents/Caregivers	24
12.Code of Conduct for Staff	25
13. Privacy Statement	25

MAP OF YARRAMAN OAKS PRIMARY SCHOOL



Yarraman Oaks P.S

Welcome to Yarraman Oaks Primary School, Out of School Hours Care Program.

This handbook has been created as a guide for families using our service. Our Out of School Hours Care Program aims to provide a safe, secure and stimulating environment for children at the highest possible standard.

Please read this handbook and keep for your reference.

The Co-ordinator is available to answer any queries or questions you may have. We hope your child/ren enjoy their time with us.

The Out of School Hours Program is a not for profit service to Primary School age children attending Yarraman Oaks Primary School. The Out of School Hours Program at Yarraman Oaks Primary School was established in 2009 and has been built up to the successful program that it is today. The program endeavours to replicate the opportunities for relaxation, leisure, security and protection, which parents provide for their children at home. The program also provides both indoor and outdoor activities for the enjoyment of children attending our service with the objectives being to:

- Provide a high quality care that meets the requirements of working parents and the National Quality Standards at an affordable cost.
- Provide social and recreational activities in a stimulating, safe and fun environment where children are encouraged to reach their full potential.

The expectations of the education program is to contribute to the following outcomes for each child:

- Children have a strong sense of identity.
- Children are connected with and contribute to their world.
- Children have a strong sense of wellbeing.
- Children are confident and involved learners.
- Children are effective communicators.

The program operates within the National Quality Framework for Early Childhood Education and Care, and is licensed under the Education and Care Services National Law and National Regulations (2011) for 30 places per session.

Philosophy

At Yarraman Oaks OSHC we aim to provide a safe, secure and stimulating environment which meets the needs of our community and the standards, regulations and recommendations outlined in the National Quality Framework. We strive to provide children and families with an atmosphere that is warm, welcoming and supportive. We recognise and strongly value the importance of play and leisure in children's learning and development and believe that children should have freedom of choice in the 'play' experiences they participate in. Our program is guided by the 'My Time, Our Place' framework and therefore we acknowledge time and place as children engage in a range of play and leisure activities and experiences that support them to: feel happy, safe and relaxed, interact with friends and practice social skills, solve problems, try new activities, and learn life skills. With encouragement and guidance, children have opportunities to engage in meaningful experiences which recognise the individual interests and needs of the children in our care.

Objectives

The philosophy is implemented by the following objectives:

To offer flexible program that responds to the care and recreational needs of all children

To provide an environment for all children that;

- Is both safe and challenging for all children, and
- Fosters all children's individuality, recognises individual needs and promotes the physical health and wellbeing of all children.

To ensure that the program accurately reflects the needs of all children and families/caregivers by;

- Acknowledging the importance of families/caregivers contributions to the program,
- Encouraging comments and feedback from all families/caregivers, and
- Acknowledging and being aware of the cultural background of families/caregivers.

To meet the National & Quality Assurance Standards for Out of School Hours Care and Children's Services Regulations.

1.1 Services Provided

Outside School Hours Care Quality Assurance (OSHCQA) aims to provide school age children in Out of School Hours care throughout Australia, with high quality care that best promotes their learning and development while recognising the importance of social interactions and recreation.

The broad objective of OSHCQA is to ensure that children in outside school hours care have stimulating, positive experiences and interactions that foster their self esteem and confidence. It is the first quality assurance program for outside school hour care services in the world to be linked to child care funding (CCB).

Yarraman Oaks Primary School Out of School Hours Care is an accredited program for Before and After School. Programs are funded by the Commonwealth Government to provide Childcare Subsidies to families.

Part of the QA process is to involve families/caregivers and children in surveys, evaluations and formal and informal meetings to provide feedback to the Centre with regards to the service.

The Childcare Subsidy (CCS) is accessible for all families, as the programs at this service are funded by the Commonwealth Government and registered with the Department of Family & Community Services.

1.2 Management

A 4 member Committee of Management runs our OSHC.

1.3 Co-ordination

The Co-ordinator is responsible in conjunction with the Manager for the day-to-day management of the service. Some of these responsibilities include:

- Supervision of staff & children
- Record keeping
- Program planning
- Marketing & promotion
- Evaluation of the program
- Liaison with families

1.4 Confidentiality

Staff are required to maintain strict confidentiality and not disclose to any unauthorised person any confidential and private information regarding staff, children or families/caregivers.

1.5 Communication

Communication is a vital part of providing a quality service to families/caregivers. The Co-Ordinator is available most days to discuss any issues or concerns you may have however due to staffing ratios it maybe necessary to make an appointment.

1.6 Policies and Procedures

YOPSOSHC is committed to providing quality services driven by the policies and procedures which have been developed or reviewed with parent, children and/or staff involvement then adopted by the Committee of Management They clearly state what the service will provide and how it will be provided. These policies are kept in a folder in the Co-Ordinators office and are available to families/caregivers on request. Policies and procedures are developed in accordance with the National

& Quality Assurance Standard for Out of School Hours Care and Children's Services Regulations and are reviewed every 3 years or as required.

2. Service Information

2.1 Operation Times

Program operating times for the Out of School Hours Care Program are:
Before School Care 7.00am – 9.00am
After School Care 3.30 pm – 6.00 pm

2.2 Fee Structure

The Out of School Care Program operates on a not for profit basis. Surplus will be expended on equipment & resources for the children's programs, minor upgrades and Service improvements, as specified by the Committee of Management.

Fees are set to cover the cost of the program and to meet the projected budget for the service. They are subject to change.

Fees are charged on a per session basis, per child. Fees are charged to all booked sessions.

Attendances are entered onto the computer the following week for the previous week attendances to calculate the fees payable.

Statements are mailed out to parents on a fortnightly basis. Fees can be paid weekly or fortnightly to the Administration Office. Fees can be paid by cash or cheque. You will be issued with a receipt during office hours 8.30am – 4.15pm Monday - Friday. (If you pay your account outside of office hours, change will not be given at that time)

- *Payment plans can be negotiated with the Manager, if financial difficulties occur
- *Unpaid accounts may be placed in the hands of a debt collector
- *Children will NOT be accepted back into the program until all accounts are settled. If your account continues to be over \$200 administration will contact you to have the account paid. If payment is not received by an agreed date a meeting will be called with the Principal to discuss the matter.

2.3 Fees

Full fees are costed per session.

Permanent Booking Fees and Casual Booking Fees
Before School Care \$15.00 (max before CCS rebate)
After School Care \$20.00 (max before CCS rebate)

If you are cancelling your child/rens care permanently, it must be in writing and handed to the Co-Ordinator.

2.4 Late Collection Fee

All children are to be collected from the program no later than 6.00pm. There is no provision for child/ren to be picked up after 6.00pm, which is the time that the staff finish work. If staff are put in a position where a child is not collected by 6.00pm, a late fee of \$1 per minute per child for the first 10 minutes and thereafter \$4.00 per minute per child, will be charged up to 2 hour. Staff will endeavour to contact the families/caregivers or emergency person nominated. If no contact can be made with the families/caregivers or emergency person nominated, the following procedure will occur:

If we are unable to contact either emergency contacts or parent/guardian, the child will be cared for at the Centre for up to 2 hours. After this time the Children's Services Protection Service will be

notified and the child will then be placed in the care of an authorised caregiver.

A contact number will be left on the door of the Centre for you to contact the caregiver. You will need identification to collect your child. Police will be notified.

3. Enrolment

3.1 Information

Yarraman Oaks Primary School Out of School hours care offers a non discriminative approach programming which is inclusive of all children. Consideration is given to factors such as cultural, ethnicity, language, gender and ability when planning the children’s program. The program responds to individual needs, interests and requests by providing a range of activities for all children attending the service. *We encourage families to visit the Centre to meet with staff and see the program before enrolment/commencement.*

3.2 Forms

An enrolment form must be filled out before your child can attend the OHSC Program. No child will be accepted unless an enrolment form is completed. Booking will only be accepted with an original enrolment form. A new enrolment form must be completed each year.

These forms are available from the school administration office.
All sections must be completed and signed,
Please ensure that your emergency contact is reliable,

Please designate who is able to pick up your child,
All medical and behavioural information must be placed on the form,
Parents must inform the program of any changes of contact numbers
and address,

If you have sole custody of a child a copy of the court order is to be kept
on file in a lockable file.

Immunisation Evidence: We need to see the original Immunisation
Registry Document (Their contact phone number is 1800 653 809)

Medicare Australia or online at www.medicareaustralia.gov.au

Action Plan if your child/ren have Asthma, Epilepsy or Anaphylaxis

We have a registered number of places for each program. Once
maximum enrolments are received, any further applications are placed
on a waiting list and contacted by the Co-ordinator when a place
becomes available.

3.3 Signing In Book

All children must be signed in and out of the service with the time and
signature of the responsible person or parent/caregiver.

Staff will mark the roll with the time your child arrives at the Centre in the
morning and afternoon; you are required to sign these times for all Out
of School Hours Care sessions.

Please notify staff if your child is not coming on a designated attendance
day.

Your child's attendance is taken from the enrolment form

Casual attendance requires the parent to inform the Centre when your
child is attending, only if a place is available

Staff will not allow a child to leave the Centre unless they are with a
nominated person. Children will NOT be sent home alone.

If a parent/caregiver sends an unauthorised person to collect a child, a letter of authority or a phone call, is required. A licence or appropriate identification must be sighted and be over the age of 16.

If your child's name is highlighted on the attendance sheet, this requires a parent/caregiver to speak to staff.

3.4 Attendance by Prep Children

The OSHC Program ensures that all prep children complete a successful transition into the program. A staff member will collect the prep child/ren attending the program from their classroom each day until they are settled in and able to find their own way to the collection point. A staff member will assist the integration of a prep child into all aspects of an OSHC program.

3.5 Evaluation

We believe continual assessment and evaluation of the program by the Co-ordinator, staff, parents and children is an integral part of program planning. In order to facilitate this belief, the program will undertake various surveys throughout the year in order to gain information for future planning. Children, parents /caregiver and staff will be surveyed to ensure the program offered reflects both children and parental needs and interests.

A variety of survey techniques will be used with the children which may include formal discussion, younger children drawing what they like in the program, written surveys, and children's interest checklists.

4. Child Care Benefit (CCB)

4.1 Information

The Child Care Subsidy is the main way the Government assists families with their child care fees. On 2 July 2018 the Child Care Subsidy replaced the Child Care Benefit and Child Care Rebate. The Child Care Subsidy is paid directly to services to be passed onto families. There are also changes to the annual cap which will make child care more affordable for most families.

Three things determine a family's level of Child Care Subsidy:

- A family's annual adjusted taxable income determines the percentage of subsidy they are eligible for
- An activity test determines how many hours of subsidised care families can access, up to a maximum of 100 per fortnight, and
- The type of child care service determines the hourly rate cap.

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child.

For more information and to claim please see the following link:

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

4.2 Priority Of Access

Enrolments are accepted in line with the Commonwealth Government priority of access guidelines. These guidelines are referred to when a service has a large waiting list and a number of parents/care givers competing for a limited number of vacant places.

These are:

First Priority: Children at risk of serious abuse or neglect

Second Priority: Children of workforce participants, where a single parent/caregiver or both parents/caregiver are employed, seeking

employment or studying/training for future employment. Children or parents/caregivers with continuing disability or incapacity.

Third Priority: Any other child

Within each priority mentioned above, further priorities exist in each category. A copy of this is available from the Co-ordinator.

5. Staffing and Qualifications

5.1 Staffing:

The Regulations state that the staff ratio is:

1 – 30 children – two staff of which 1 staff holds a Diploma of Children's Services

30 – 45 children – three staff of which 2 staff hold a Diploma of Children's Services

45 – 60 children – four staff of which 2 staff hold a Diploma of Children's Services

5.2 Qualifications:

Our staff have the following qualifications:

Amy Stokes, Diploma in Children's Services (obtaining), First Aid level 2, CPR & Anaphylaxis,

All staff have opportunities to attend professional development.

6 Health & Safety

6.1 Accidents / Illness / Incidents / Anaphylaxis

Our Senior staff are all qualified in First Aid. Good practice with regards to the administration of medication is essential to ensure that the appropriate dose of medicines is administered to the child. Medication includes all prescription and over the counter drugs. (refer Medication Policy)

In order to ensure that the interests of the staff, children & parents/guardians/approved persons are not compromised, medication will only be administered with explicit permission from parent/caregiver/approved person.

If your child is ill or injured, the appropriate staff member will administer first aid.

A staff member will fill out an accident/incident report stating time, injury and first aid administered. Parents/caregiver will be notified and the accident report will require the parent/caregiver or approved person's signature.

If your child becomes ill whilst in our care, the parent/caregiver or approved person will be contacted to make arrangements to have the child taken home. The staff will make the child as comfortable as possible while they are waiting for the parent/caregiver. If you are unable to be contacted, we will notify your emergency contact person.

If your child is asthmatic, we must have an asthma plan from your doctor on file.

Medication will only be issued from their original containers with the label intact. Medication must have the prescription label attached with the Doctors and child's name and correct dosage for administration. All medications must be handed to staff and a consent form filled out and signed. All medication will be administered in accordance with the National Standards of Outside School Hours Care (June 1995) – National Childcare Accreditation Council.

An ambulance will be called in case of extreme illness or accident.

PLEASE DO NOT SEND A CHILD WHO IS ILL.

6.2 Clothing / Equipment

Please ensure your child is clothed properly, especially on excursions including suitable footwear. **NO THONGS** or **SLIP ON SANDALS**, i.e. footwear must have a strap at the heel. A waterproof jacket is required for winter. Please put your child's name on all items. All items left at the end of term are sent to charity organisations. Children must not wear singlets, tank tops, or backless tops while in care. Children who don't have hats will be required to stay indoors or under shade outdoors.

7 Food

OSHC provides a health-promoting environment, which gives an opportunity for children to experience healthy eating & physical activity during the program.

7.1 Lunches / Snacks

Children are provided with a healthy afternoon tea/snack eg: sandwiches, salads, soup, with fresh fruit/vegetable offered as an alternative. Water is always available inside and outside.

Parents/caregivers are asked to supply any other dietary needs or requirement, e.g. soya milk

7.2 Food Handling

As a registered food-handling organisation, we require parents/caregivers to advise us before they bring in any food to be shared amongst the children. Any cooking done with the children will follow the appropriate food handling regulations.

8 Activities / Program

Children are encouraged to discuss activities & plan their program together with staff. These ideas are then given to the Co-Ordinator & Senior staff to implement along with other activities into the program during a fortnightly staff meeting.

Children are given opportunities to modify their program to meet their individual needs, interests & abilities throughout the fortnight.

Each day the opportunities for free play, craft, sports, board games, playground, activity colouring sheets, computer games, T.V., reading, homework and quiet time will be made available.

Equipment such as sporting, board games, art and craft are to be shared, used properly and returned. If deliberate damage or loss of equipment occurs, the family of the child responsible will be required to replace them.

A copy of the weekly program is displayed on entrance to the school hall.

8.1 Program Procedure

The OSHC Program is committed to nurturing and extending each child's cognitive, physical, emotional and intellectual development in a child-friendly, supportive and fun environment. The service offers a planned, flexible and balanced program, which will respond to children, parents/caregivers and staff needs.

Within the children's program, the service provides learning experiences that expose children to many different and varied subjects. Special events such as celebrations, video and fancy dress days are also undertaken.

All staffing arrangements are made within the recommended National Standards staff child ratios.

Children and parents are given the opportunity to evaluate their programs through surveys and feedback to staff.

8.2 Behaviour Procedure

This procedure was developed to establish a process of dealing with behavioural problems in the Out of School Hours Care Program. To have developed a process that OHSC staff will follow but also everyone will be informed on enrolment into the program.

The process for dealing with children's behaviour:

1. Workers/staff try regular behaviour management
2. Staff try extra strategies for management of difficult behaviour
3. Staff take the child and talk seriously to them about their behaviour
4. Staff speak to parents to work out strategies to deal with behaviour:

a. Immediately if the behaviour is:

- 1) Abusive language at worker/staff

2) Physical abuse such as kicking, hitting, pushing, pulling, throwing things at a worker or staff

3) Endangering the safety of themselves, others and workers

5. An incident form will be completed which will be given to the parents/caregivers, the Co-Ordinator or senior staff will speak to the child and the parents/caregivers.

6. If the child endangers himself /others physically for the safety of all, parents/caregivers will be requested to collect their child from the Centre.

7. After all strategies of behaviour management have been in place and the inappropriate behaviour continues regularly, the Co-Ordinator deems this unsafe then suspension of the child will be imminent,

8. Staff must notify committee of management, once child is pending a suspension.

Procedure for suspension

Parents/caregivers will be sent a letter to attend a pre-suspension meeting (meeting time will be allocated to suit all parties) or will be contacted verbally or by phone.

Both child and parents/caregivers, person in charge, staff or co-ordinator must attend the pre-suspension meeting. If parents /caregivers do not contact Yarraman Oaks Primary School or attend the meeting, the child will automatically be suspended. A letter of suspension will be mailed notifying the parent of the immediate suspension.

8.3 Inclusion

YOPS Out of School Hours Care Program offers a non-discriminative approach to programming, which is inclusive of all children. Consideration is given to factors such as culture, ethnicity, language, gender, social class and ability when planning the children's program. The program responds to individual needs, interest and request by providing a range of activities for all children attending the service. The children's program offers a balance of activities, ensuring flexibility and providing for child-initiated activities. Children and parents/caregivers are consulted when staff are planning the program to ensure that it meets the needs of all concerned. YOPSOSHC ensures that all children including those with additional needs participate in the planned activities of all Children's Services program.

8.4 Toys from Home

The service recognises that children sometimes bring their own toys (named) to school, however children are responsible for these toys whilst at the program. Toys that are not named and left at the Centre will go in to general use. The Centre does not take any responsibility for toys, games, mobile phones, etc., children bring from home. The service also does not allow 'war toys' from being brought to the Centre. The following is a guideline for inappropriate toys:

Pistols and guns of any sort

Swords, knives, bows and arrows

8.5 Computers, Television, Video Games, Electronic Games

The program endeavours to reflect children's interests in the program, therefore activities such as videos, television, computers and electronic

games will be offered within a balanced program of activities. The amount of time children can participate in these activities will, however, be limited.

The service will ensure that the content of program and games will be appropriate for all children present and will not contain any physical or verbal violence or ridicule. These activities will be limited to C and G ratings.

On occasions PG videos/dvd's/ electronic games may be viewed under supervision of staff. Parents can request their children to not view these by indicating on their enrolment form then alternate activities will be arranged to meet their needs.

8.6 Homework

As part of the children's program, the staff will provide a quiet, safe area for children to undertake homework tasks. Given the number of children and other activities provided, the service cannot take responsibility for completion of homework; this is the responsibility of the parent/caregiver and child. Parents/caregivers are encouraged to discuss their child's individual needs with the co-ordinator.

8.7 Celebrations & Festivities

The OSHC program acknowledges that celebrations and festivals assist children to learn about other people and cultures. To facilitate this, the service will endeavour to include a variety of celebrations and festivities throughout the year within the children's program. The program will include a range of experiences representing everyday life, and celebrations will not focus on one specific festival or aspect of the culture. Children are, however, encouraged to celebrate festivities related to their culture or lifestyle.

We do encourage parents/caregivers to help in these celebrations, e.g. bringing in a cake to celebrate their birthday but as we are a registered kitchen, strict guidelines must be followed. Please see staff for advice.

Parents/caregivers are encouraged to provide ideas into the program and help select materials for the provision of culturally relevant experiences.

8.8 Alterations to Program

Activities are subject to change due to flexibility of delivery of the program and the children's needs. You will be notified of any significant changes to the program.

8.9 Evacuation Procedures

Evacuation procedures are displayed in each room and will be implemented in the event of any emergency in the Centre. If you hear an air horn, follow the direction of the person in charge. At various times in the year we will practice an emergency drill.

9 Grievance and Complaints

If you have any concerns about any aspect of our service, please address them to:

1. The OSHC program Co-ordinator, Amy Stokes
2. Yarraman Oaks Primary School Principal, Tina Ersch
Phone 9792 4406

3. The Department of Education and Early Childhood Development, PO Box 692, Dandenong 3175, Level 5 165-168 Thomas Street, Dandenong, Vic, 3175

Phone 8765 5787

4. National Childcare Accreditation Council, Level 3,418a Elizabeth Street, Surry Hills. NSW 2010

10 Code of Conduct for Children

Staff discuss children's conduct each term. Please ensure your child is aware of their rights/limits.

Socially interact in a safe environment

Be accepted, respected and valued as an individual

Be given a fair hearing

Travel to and from school & excursions safely and without harassment

Children's responsibilities

Recognise and respect the rights of others

Accept, respect and value others as individuals

Respect all property

Express themselves in an acceptable manner

Children's Limits

We keep our hands and feet to ourselves

We keep within our own personal space

We walk inside

We get permission from the owner before we borrow something

We inform staff when attending toilets

We stay in the grounds of the Centre unless we are accompanied by a staff member or parents

We use good manners when we speak

We respect others and their feelings

We ask for permission before touching or taking things

We speak politely to staff and others

We allow the speaker to finish speaking before replying

We respect our property as well as other people's property

11. Code of Conduct for Parents/Caregivers

Parents/caregivers do not have the right to speak to other children.

Parents/caregivers cannot discipline other children.

There will be no swearing or raised voices

12. Code of Conduct for Staff

Socially interact in a safe environment

Be accepted, respected and valued as an individual

Be given a fair hearing

Staff members have the right to ask a person to leave the premises if they or the children feel intimidated or threatened in any way

Staff's responsibilities

To ensure the safety of all children and staff

Recognise and respect the rights of others

Accept, respect and value others as individuals

Respect all property

To role model acceptable manners and behaviour at all times

Privacy Information

Yarraman Oaks Primary School Out of School Hours Care is in receipt of Government funding for some of the programs and services it offers. We are required to provide statistical data to government for these funds but all data provided is managed in line with the Information Privacy Act 2000 and its principals. You may be contacted in the future by a government agency or its representative, re your satisfaction with the services that you received from YOPSOSHC. Only your contact details will be provided then they are destroyed. Further details re the Act and the Information Privacy Principles can be found at http://www.dms/dpc/vic.gov.au/sb/2000_Act/A00814.html