Westgarth Primary School

Outside School Hours Care (OSHC)

Family Information Handbook 2013

For more information regarding our policies and procedures, please see policy manual

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BACKGROUND

The Westgarth OSHC Program commenced in 1988 by the School Council to provide safe, enjoyable childcare. The program is a not-for-profit Commonwealth approved program which operates in accordance with The National Standards 1996 and the Children’s Services Regulations 2009. The National Childcare Accreditation Council determined in 2008 that the service is accredited and achieved High Quality in many areas. During 2013 the service is expecting to meet the requirements for Full Licensing as a Children’s Service under the 2009 Regulations.

PHILOSOPHY

WPS OSHC will aim to provide an atmosphere that is fun, friendly and safe. We will provide a calm, relaxed and flexible environment that includes a quiet corner which is comfortable and a range of good quality equipment that is accessible to all children.

- Our program will include hands on, open ended and tactile experiences and an area for construction. We will provide regular cooking activities with a variety of culturally diverse recipes.
- We will seek feedback from children and parents and plan activities based on children’s interests.
- We believe that play based activities foster social and physical skills. We will encourage children to use their imagination with drama, music and art experiences.
- Our environment will be inclusive where children, staff and families experience a sense of belonging.
- We believe that the role of the staff is to provide an environment where positive reinforcement, encouragement and support make learning possible.
- We will communicate the children’s learning to families through regular newsletters.
- We believe in providing a working environment for staff that is safe, supportive and facilitates professional development.

MANAGEMENT

The program is provided and managed by the School Council with recommendations from a subcommittee. The subcommittee operates under the auspices of the School Council and is accountable to the School Council.

The OSHC subcommittee consists of the program coordinator, School Council representatives and interested parents/carers whose children attend the program. The subcommittee usually meets monthly to discuss issues related to the overall management of the program including development of policies, quality assurance, staffing, maintenance and financial management. Recommendations are then taken to School Council. All parents/carers are welcome to attend sub-committee meetings and notification of OSHC sub committee meetings are advertised in the school newsletter.

STAFFING

The Westgarth OSHC program employs staff from a wide range of backgrounds. All staff have experience and/or qualifications in working with children aged 5-12 years.
The National Standards for OSHC for staff /child ratio are as follows:

- 1 staff member for every 15 children or part there of
- 1 qualified staff member for every 30 children or part there of

PROGRAM TIMES

Before care: Monday to Friday 7.30am to 8.45am
After care: Monday to Friday 3.00pm to 5.50pm for a 6.00pm close.

Curriculum days 7.30am to 5.50pm for a 6.00pm close.

The morning program is licenced for 30 children and the afternoon program for 150 children.

PRIORITY OF ACCESS

The program is open to all children attending Westgarth Primary School and any other children in the locality of primary school age.

According to the FaCSIA OSHC Handbook, where demand exceeds supply places are allocated as follows:

- **First Priority** Children at risk of abuse or neglect
- **Second Priority** Families with recognised work or work– related commitments from Westgarth Primary School
- **Third Priority** Other families from Westgarth Primary School
- **Fourth Priority** All other families in the locality.

FUNDING

The OSHC program is funded by parent fees, Child Care Benefit and may also be subsidised by Westgarth Primary school.

ENROLMENT PROCEDURES

Enrolment forms are available from the School Office (Brooke Street) and directly from the program, and must be completed before attendance by your child. An enrolment form must be completed each year for each child attending the program. The form includes contact details, emergency contacts, medical information which is necessary for the welfare of your child and a legal requirement for the program.

BOOKING PROCEDURE FOR BEFORE AND AFTER CARE

There are permanent or casual bookings. Casual bookings are $8.50 (BSC) and $13.00 (ASC) respectively.

**Permanent bookings**

Permanent bookings will ensure there is a regular place available each week and will incur a normal session fee even if the child does not attend.
Complete a permanent booking form and hand to the School Office, or give directly to OSHC staff.

Please ring OSHC or the school if your child is unable to attend so that staff members know whether to expect them.

To change or cancel permanent booking

Cancellations or changes to the regular bookings take effect 5 working days after receiving the cancellation form. This is to allow for possible rescheduling of staff and allowing other families to book in.

Please fill in a change/cancel booking form and hand it to an OSHC staff member at the office or email to the program directly (asc.westgarth.ps@edumail.vic.gov.au).

Casual bookings

There are a limited number of casual bookings available depending on the number of children booked in permanently.

- Ring/email the program or
- Complete a casual booking form.

The OSHC Coordinator or a staff member will call you back if the place is unavailable.

To change or cancel casual booking

24 hours prior to the bookings -

- Fill in a Cancellation/Change of Booking form or
- Ring the program

Parents will incur a casual session fee plus a cancellation fee of $3.00 if their child does not attend a casual booking and they have not cancelled 24 hours prior.

MEDICAL & INJURY PROCEDURES

Medical and injury procedures are dealt with according to the National Standards for OSHC and the Children’s Services Regulations 2009.

- There is always at least one member of staff on duty with First Aid training.
- All illnesses or injuries are recorded in an Accident book. A copy of this form will be handed to the parent/carer upon collection of their child.
- Parents/carers will be notified by telephone for any blow or knock to the head or head injury and for any other significant injury or illness.

EMERGENCY PROCEDURES

The staff will take the following action in the event of an emergency or a serious accident:
1. Take immediate necessary action to remove the child from further danger.
2. Attend to the child to the best of their ability and provide appropriate First Aid action.
3. If the situation is deemed to be critical an ambulance will be called to attend and if necessary may take the child to hospital. It is the responsibility of parents to ensure they have ambulance cover.
4. Make every effort to contact the parents/carers or other contact persons.
5. Where possible, a staff member will travel with the child in an ambulance.

MEDICATION

Medication can only be administered to a child in the following circumstances:
- The medication is current, in the original container and prescribed for the particular child
- The child’s parent/guardian provides written consent
- Staff complete all relevant details in the medication book

INFECTIOUS DISEASES

In order to protect the health of both children and staff, all programs observe the guidelines produced by the Victorian Department of Human Services for exclusion of children with particular infectious diseases. A current exclusion list is displayed on the wall.

INDIVIDUAL HEALTH MANAGEMENT PLANS

All individual health management plans need to be updated by the parents each year prior to child attending their first session or if the health condition changes.

CONTACT INFORMATION

In the event of an emergency, or if your child becomes unwell at the program you will be contacted.

It is essential that we are kept up to date with the following information:
- Current home address and phone numbers including mobile(s)
- Current work address and telephone numbers
- Current addresses and telephone numbers of the 2 people you have nominated as emergency contacts.

*Those nominated for emergency contacts must be made aware of their responsibility and must be someone other than the child’s parent.*

*Please notify a staff member immediately if there are any changes to this information.*

RESIDENCE AND CONTACT (formerly known as Custody and Access)

If a parent has custody and access arrangements, please discuss these with the coordinator. A copy of a current Family Court Order is required on enrolment and we will do our utmost to abide by this. If there is any likelihood of problems associated with the collection of your child, it is the parent’s responsibility to advise the staff and to provide information about any change to court orders.
SIGNING IN AND OUT

Before care
Parents/carers are required to sign in their child with the actual time of arrival. Staff will sign their child out.

After care
Staff will sign the child in. Parents/carers are required to sign out their child on collection with the actual time of departure recorded by the parent/carer.

In the case of an emergency the daily attendance record is vital information. Daily attendance records are also required for Child Care Benefit purposes and are used to verify attendance. Children can only be collected and signed out by an authorised adult nominated on the enrolment form, unless otherwise notified.

FEES for 2013

Before Care
Permanent booking $8.00  Casual booking $ 9.00

After Care
Permanent booking $11.00  Casual booking $13.00

The program operates on a break-even basis and relies on parent fees to be paid on time to enable the program to remain financially viable.

- Care cannot be provided if a family has an outstanding debt from the previous year.
- Invoices are issued fortnightly and fees need to be paid by the due date. (Please see section below if you are experiencing financial difficulty).
- Payments can be made using the ‘Set & Forget’ credit card system.
- Payments can be made by cash, cheque or credit card. Cheques are to be made payable to Westgarth Primary School OSHC Program and can be delivered to the OSHC program or the school office.
- Please place payments in an envelope with your child’s name and addressed to the The Account Manager, OSHC.

Parents/carers who are experiencing financial difficulty
Any parent who is experiencing financial difficulty and is unable to meet the fortnightly payment is encouraged to discuss this with the Principal to make a mutually agreeable arrangement. This information will remain confidential.

Special Childcare Benefit is available for families who are experiencing short-term financial hardship. The Family Assistance Office (FAO) guidelines require a signed statutory declaration form to support such applications.

Debt Recovery procedures

Please note that internal debt recovery processes are under review. Please refer to the payments schedule available in February 2013.
Child Care Benefit (CCB)

Parents/Carers are to register child/ren using our service at FAO. CCB is a subsidy paid by the Family Assistance Office (FAO) to assist all families who are Australian Residents or hold a temporary visa and meet the immunisation requirements.

How much CCB do you get?

The amount depends on your circumstances:
- Your income
- The amount of care you use
- The reason you are using care
- The number of children you have in care

How do you lodge an application?

- Contact the FAO by phone on 13 61 50
- Quote our Service Provider Number: Westgarth OSHC 555 010 332B

To make sure you receive the maximum fee reduction you need to contact the FAO prior to commencing care. Parents will be required to pay the full cost of care until the office receives written notification of your benefit from the FAO.

How can you get more information?

- Visit the Family Assistance Office at www.familyassist.gov.au
- Send an e-mail through www.familyassist.gov.au
- Call 13 6150 between 8.00 am & 8.00 pm Monday to Friday
- Visit a FAO near you.
- Call 13 1202 if you need information in a language other than English.

Each child care service you use (e.g. Long Day Care & Out of School Hours) must be separately registered with the FAO.

Absences

In accordance with the FAO, there are 2 types of absences in which CCB can be paid. Allowable absences and Approved absences.

Allowable absences

CCB is paid for up to 42 allowable absence days for each child per financial year. It is the service’s responsibility to not allow more than 42 allowable absence days per financial year for each child.

Approved absences

Approved absence days can be taken for specific reasons including
1. Illness (with a medical certificate)
2. Public holidays
3. Rostered days off
4. Exclusion from care due to infectious disease and the child is not immunised
5. Court ordered shared custody
Please provide supporting documentation for approved absence days (except public holidays) otherwise they will become 1 of the 30 allowable absence days.

Absences may be checked by contacting the Coordinator.

LATE PICK UP

The program operates until 6.00pm and the staff are only paid until that time. Please arrive at the program to pick up your child/children no later than 5.50pm to ensure that you have enough time to collect your child/children and their belongings so that the staff can lock up and leave the building by 6.00pm.

If you are running late, please phone the program on 9482 3323 to let the staff know. A late fee will be charged to parents/carers who arrive after 6.00pm.

This is to be a separate payment of $1 per minute which will be added as a miscellaneous charge to your invoice.

Late pick-ups are stressful for children and staff. If parents/carers are consistently late they will be asked to find alternative care for their children.

QUALITY ASSURANCE

Quality Assurance for OSHC programs was introduced in 2003. The Quality Improvement and Accreditation System (QIAS) aims to ensure quality practices for OSHC programs. It is a benchmark of standards for all services.

The principles ensure:
- respect for children
- quality partnerships between staff, children and families
- quality programs
- protective care and safety for the staff children and environment.

The National Childcare Accreditation Council has recently determined that the Westgarth OSHC program is accredited and achieved High Quality in many areas.

PROGRAM INFORMATION

Before Care - Given the early start of the program and different arrival times of the children, there is an emphasis on providing a comfortable and quiet atmosphere with optional breakfast and various activities. The children are escorted to the playground where a teacher is on yard duty from 8.45am. Brooke St. Students are escorted to the Brooke St. Site by OSHC staff where a teacher is on yard duty.

After Care - The children are collected at 3.30pm from the Brooke St Computer Room according to a booking sheet and a roll is taken before walking to Clarke Street (Clarke Street pupils make their own way) for afternoon tea. A wide variety of activities, including outdoor sports, arts and crafts, media, cooking, drama and free play are provided.
Consideration is given to the different age groups and needs of the children on an individual and group level. The program keeps the school community informed of activities through the weekly newsletter and displays at the Farmhouse.

**BEHAVIOUR MANAGEMENT**

*Children will be encouraged to behave considerately and have an understanding and appreciation of their own and other people’s needs, rights and feelings. Westgarth OSHC acknowledges that children are unique individuals.*

**Helping children learn considerate behaviour**

Staff will foster a supportive environment for problem solving, building self-esteem and developing considerate behaviour. They will:

- Model considerate, respectful behaviour
- Maintain clear, consistent and simple limits in a positive manner, phrasing them in a way that describes to the 'child what to do'. Avoid the negative of 'what not to do'
- Encourage constructive and co-operative behaviour and acknowledge appropriate behaviour frequently
- Ensure expectations are appropriate for the individual child
- Arrange the environment to encourage co-operative behaviours and reduce or eliminate opportunities for inappropriate behaviour
- Plan the program so that there is a mixture of choice and structure
- Anticipate and eliminate potential problems - supervise and monitor the environment and children in their activities
- Focus on the behaviour rather than on the child
- Actively supervise children at all times

**When children are not behaving considerately**

Sometimes children behave inconsiderately including when they are unwell, tired or upset. To prevent inconsiderate behaviour or when it is occurring, staff will:

- Help the child to understand the effect of his/her behaviour
- Listen to the child to try to understand the underlying cause of the behaviour. This will help to identify solutions
- Redirect the child from an activity that is causing frustration, distress or where s/he is interfering with the needs or rights of other children, to another activity, possibly with staff to support her/him
- Offer the child a choice about *whether* to do something only if there is a genuine choice and the child’s decision can be actioned
- When an action is compulsory the child can be offered a choice about *how* to do it or how s/he *feels* about doing it. Eg “Do you want me to put your hat on or do you want to do it yourself?”
- Consider that a child may have a reason for not doing as s/he is asked – try to understand the reason
- Let children experience suitable consequences for inappropriate behaviour eg, a child tips out the Lego on purpose, s/he will have to pack it up.
• Work collaboratively with children’s parents/carers to determine behaviour guidance strategies.

CONSEQUENCES

Children’s efforts and achievements will be encouraged and acknowledged. Children will not be punished in a way which includes any form of physical, verbal or emotional punishment, including punishment that humiliates shames, frightens or threatens a child.

If a child is acting in an inappropriate way, s/he may be brought to a quiet spot to discuss what the inappropriate behaviour was. The child negotiates when s/he is ready to rejoin the group and to act in a considerate way.

Nutrition

Food provided at the Westgarth OSHC program will be a variety of nutritious, healthy and culturally diverse foods. Snack times and cooking activities will provide children with positive learning experiences; encourage healthy eating habits and responsible hygiene practices.

Procedure

• Staff will have food handling qualifications in accordance with the State Legislation
• Food is prepared and stored hygienically
• Information on food handling/hygiene and nutrition will be discussed with the children and displayed
• Drinking water is always provided to the children so that they can access it themselves
• Drinks in Before Care will be a variety of juices, milk or water.
• For special occasions alternative drinks and party food may be provided
• The service will provide an appetising, varied and nutritious snack each day
• Snack times will be at regular times. Breakfast 7.30am-8.30am. Afternoon tea from 3.30pm until 4pm. A further activity-based snack is offered after 5pm for remaining children.
• Consultation regarding the food and cooking provided will be encouraged via children, staff and families
• The use of varied recipes, cookbooks and nutrition websites will be encouraged
• Fresh produce will be used where possible and practical
• Snack times will be treated as social occasions
• Snacks and cooking activities will reflect the culturally diverse backgrounds of children, families and staff
• Food will not be used as part of art and craft activities, to respect cultural beliefs
• Children will be encouraged to try different foods, however their likes, dislikes, religious and cultural beliefs will always be acknowledged and respected
• Specific diets and allergies will be catered for, see WPS Anaphylaxis Policy
• All information regarding allergies and specific diets will be kept in the kitchen.

INCLUSION

We will ensure that all children and families are included in the service by providing a sense of belonging for all children and families and by implementing inclusive practices.
Children with additional needs are included in programs and encouraged to participate according to their ability. Families will not be discriminated against on the basis of gender, race, sexuality, socio economic situation and political or religious beliefs.

We will deliver and promote inclusive practices that respect and recognise:

- our diverse cultural communities values and practices
- the differing abilities and needs of all children and their families
- that families are diverse in their structure and have different needs and abilities
- that all children should feel safe and secure.

Staff will:
- upon enrolment, identify any children with additional needs and inquire if there are other agencies involved with the child
- use the services of the Inclusion Support Facilitator (ISF) to provide appropriate resources and to seek additional funding if needed
- consider carefully the number of children with additional needs included in the program so that the needs of all children attending the service are met
- ensure that relevant material is translated for families with English as a second language where possible.
- ensure that all program planning, resources and implementation of programs are inclusive for all children.

This includes the following:

- discussions and celebrations that reflect the cultural diversity of Northcote, for instance Christmas, Ramadan, Lent, Naidoc, Chinese New Year, St Patrick’s Day, Moon Festival, Greek Easter
- discussions and acceptance of a range of different family structures in Northcote i.e., nuclear families, same-sex families, single parent families, step families, extended families
- food will be provided which will cater to individual cultural, medical and dietary needs, for instance vegetarian, Halal foods, Kosher. Mostly vegetarian food is provided.
- all children will be encouraged to try new experiences and learn new skills
- books, equipment and posters will depict people from different cultural backgrounds in contemporary as well as traditional clothing and settings
- comments will be avoided which reinforce cultural and gender stereotypes
- both boys and girls will be given opportunities to develop to their maximum potential
- books, posters and songs will be culturally diverse and depict women and men in similar situations
- children will be encouraged and assisted to join in all activities
- all learning materials will be accessible to both boys and girls
- parents will be encouraged to dress their children to allow for participation in all activities i.e. girls to wear bike shorts or leggings under dresses and appropriate shoes as documented in the Westgarth Primary School Charter
- dress ups will be provided which allow all children to experience a variety of roles.

EXCURSIONS

The program may arrange an outing or excursion for the children. In accordance with the National Standards all excursions and activities outside the program area must be approved by School Council and comply with all relevant legislation and regulations.
Parents/carers will be advised of the details in advance and written permission must be obtained.

**CURRICULUM DAYS**

The program will operate on curriculum days provided there is a minimum booking of 10 children. All children attending the program on curriculum days must be enrolled in the program or complete an enrolment form before attendance. Parents/carers are notified in advance of curriculum days through the school newsletter and are asked to complete a booking sheet at the program. This is important to ensure adequate staffing.

Bookings can be cancelled according to the bookings cancellation policy (see page 5) otherwise fees will be charged for the day.

**SUNSMART POLICY**

The OSHC program is a recognised SunSmart centre and adheres to the guidelines of the Cancer Council Victoria.

- The program requires children from September-May, to wear hats which protect their face, neck and ears, as well as protective clothing whenever they are outside
- Children who do not have the appropriate hat will have ‘The NO HAT, NO PLAY’ rule apply
- Children will be encouraged to use available areas of shade for outdoor play activity
- Staff will act as role models by wearing appropriate hats and clothing, using sunscreen and seeking shade whenever possible
- Staff will ensure that outdoor play during peak radiation times is minimised
- Resources will be available and displayed to encourage and educate children and parents/carers to be SunSmart

**Parents/carers**

- Are to provide a clearly labelled SunSmart hat for their child to bring to the program
- Are to provide light, appropriate clothing that covers and protects as much of the child’s body as possible

**COMPLAINTS PROCEDURE**

If you have any concerns regarding the service or the program, please follow the procedure below. All concerns will be taken very seriously.
1. Discuss the concern with the relevant staff member or with the OSHC Coordinator 9482 3323.

2. If you do not feel the concern is being addressed satisfactorily you may contact a representative from the OSHC sub-committee. See the notice board for names and numbers.

3. If you are still not satisfied you can contact the Principal of Westgarth Primary School - Grace Conway on 9481 5577.

PRIVACY STATEMENT

The OSHC program collects personal and health information to enable the staff to care and support your child in the program. This information will be used solely for this purpose or directly related purposes. The staff may disclose this information to other education professionals authorised by you. You may access your personal and health information and correct it if necessary by contacting the OSHC program.