# Out of School Hours Care

## Parent Handbook 2016

<table>
<thead>
<tr>
<th>Service</th>
<th>CRN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before &amp; After School Care BW</td>
<td>407025367L</td>
</tr>
<tr>
<td>After School Care JW</td>
<td>407378023L</td>
</tr>
<tr>
<td>Vacation Care</td>
<td>407061096A</td>
</tr>
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</table>

**Contact:**

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
<th>Phone/Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>OSHC Manager/Education Leader</td>
<td>Chriss Barker</td>
<td><a href="mailto:barker.christine.l@edumail.vic.gov.au">barker.christine.l@edumail.vic.gov.au</a></td>
<td>0400 548 618</td>
</tr>
<tr>
<td>Program Co-ordinator BOSHC</td>
<td>Samita Bisto</td>
<td></td>
<td>0438 135 486</td>
</tr>
<tr>
<td>Program Co-ordinator JOSHC</td>
<td>Debra Stripeikis</td>
<td></td>
<td>0407 805 655</td>
</tr>
</tbody>
</table>

Carranballac F–9 College

Phone 03 9395 3533
Welcome to the Carranballac F-9 College Out of School Hours Care. We aim to provide your children with care of the highest possible standard within a safe, secure and engaging environment. This handbook has been created as a guide for new families to Outside School Hours Care referred to as OSHC. Please read this handbook thoroughly and keep for future reference. The OSHC Manager, Chriss Barker is available to answer any questions or concerns you may have.

We hope you and your children enjoy the time spent in our service.

INTRODUCTION

In response to the community needs of the area, Carranballac F-9 College has established and operates an Out of School Hours Childcare (OSHC) Service for both Boardwalk School and Jamieson Way School. The service incorporates Vacation Care, Curriculum Day Care, Before School Care and After School Care. The service operates to provide high quality childcare in a safe, enjoyable and caring environment...

SERVICE PHILOSOPHY AND GOALS

To provide a quality school-aged childcare service that is community-based, flexible and meets each child’s need for care in a creative, stimulating, safe and secure environment before and after school and during school holidays.

The philosophy is implemented by the following goals:

To offer a flexible service that responds to the care and recreational needs of children

To provide an environment for children that:

• is both safe and challenging
• fosters individuality, recognising needs and interests
• promotes physical health and well being
• values the benefit of play in both structured and self-directed experiences
• fosters a spirit of equity and inclusion

To ensure that the service accurately reflects the needs of children and parents by:

• encouraging comments and feedback from all parents
• acknowledging and being sensitive to the cultural backgrounds of families

To ensure that staff are able to:

• fulfill the role and responsibilities they are employed to undertake
• have their needs met
**Before School Care – Boardwalk School** for both Boardwalk School and Jamieson Way School students

The Before School Care Service operates from 6:30 am to 8:30 am each weekday during school terms for 40 weeks of the year. A healthy, varied breakfast is provided each morning as part of the service. Children travelling to Jamieson Way School travel via school bus.

**After School Care – Boardwalk School and Jamieson Way School**

The After School Care Service operates from 3:00 pm to 6:00 pm each weekday during school terms for 40 weeks of the year. A nutritious snack is provided after school as part of the service.

**Vacation Care**

The Vacation Care Service operates from 7:00 am to 6:00 pm during each term break, closing for 4 weeks over the December /January period. A healthy, varied breakfast is provided each morning as part of the service. The service resumes two weeks prior to the start of the new school year.

**MANAGEMENT OF THE SERVICE**

**School Council is the approved provider**

**The Manager**

The Manager ensures that the day-to-day management of the service meets the National Quality Standard under the National Quality Framework.

**Education Leader**

The role of the educational leader is to lead the development and implementation of educational programs at the service. The educational leader has a thorough understanding of the appropriate approved learning framework, such as the My Time, Our Place Framework for School Age Care and the Early Years Learning Framework for Victoria.

**Program Co-coordinator**

The Program Co-coordinator is responsible, in conjunction with the Principal and Manager, for the day-to-day operation of the service.

**National Quality Frameworks**

The Commonwealth and State Governments have jointly developed National Quality Framework for childcare services. These standards express a national view about the level of care all Australians should expect to find in the different kinds of childcare services available to them. A copy of the National Standards can be found on the FACS website www.facsia.gov.au or ask the Centre Coordinator. The state government is responsible for implementing these standards for early childhood education and care.

**Australian Children's Education & Care Quality Authority (ACECQA)**

ACECQA is an independent national authority. It guides the implementation of the National Quality Framework for Early Childhood Education and Care nationally and ensures consistency in delivery. Further details can be obtained at www.acecqa.gov.au
Child Care Benefit
Child Care Benefit is funded by the Commonwealth Government to assist families using an approved childcare service with childcare fees.

Centrelink
Centrelink is responsible for Child Care Benefit and CCR payments. Centrelink can be contacted on 13 61 50. Further information can be obtained from the Program Coordinator regarding this funding.

COMMENCING CARE

ENROLMENT
All children must be enrolled in the service before receiving care. An annual re-enrolment for Before and After School Care process will take place at the commencement of each year. Enrolment forms are available from OSHC or the College Office. Enrolment forms can be given to the Service Coordinator at the induction visit.
Families need to inform Centrelink of their child/ren commencing care.

COMMENCEMENT OF CARE

Our educators will ensure that your child is oriented to the program. This includes showing them where bags are kept, areas they may play in whilst at the service, telling them about snack times, expectations and linking them with other children in the program if they do not know anyone else and introducing them to all staff.

Parents/Guardians are asked to notify the service of any cancellations, changes or additions to bookings between the hours of 6.30 am – 9.00 am and 3.00 pm – 6.00 pm or by leaving a voice message or text message on 0438 135 486 (BOSHC) or 0407 805 655 (JOSHC). If you don’t receive confirmation please call to ensure your message has been received.

If requiring emergency or casual care due to unexpected circumstances please contact the service by 1.50 pm and/or leave a message on the BOSHC/JOSHC phone answering machine. Staff checks the answering machine prior to each session to confirm bookings and cancellation of care arrangements. After 1.50 pm contact should be made with OSHC Manager Chriss Barker 0400 548 618 to ensure classroom teachers can be informed of child attending OSHC.

ARRIVAL AND DEPARTURE PROCEDURE

All children attending OSHC must be signed in and out by the parent/guardian/authorized person every session (signing in and out includes; time of arrival and departure and signature). The parent/guardian/authorized person must undertake their responsibility of signing the attendance register in accordance with regulatory requirements. If children are booked into OSHC and parents wish to collect them from class they must still sign the child out at BOSHC/JOSHC.

When an authorized person collects your child, proof of identification is required. No child will be allowed to leave the center with a person who is not authorized by the parent/guardian (this information is provided on the enrolment form and can be changed at any time). Persons other than those who appear on the enrollment form or anyone under the age of 18 may not collect children. These procedures have been put into place to ensure the safety of your child.
NON COLLECTION OF CHILDREN FROM THE OSHC SERVICE

OSHC closes at 6.00 pm. If a child is still in care at 6.00 pm the staff will attempt to contact the parents/guardians/authorized persons to see if they are on their way. If not contactable, educators will immediately contact the emergency contact numbers on the enrolment form. During this time the child/ren will be reassured whilst educators endeavor to contact the parent/guardian/authorized person.

If staff has not been able to contact the parent/guardian/authorized persons, they will contact the Manager or Principal for direction. If parents are unavoidably delayed, they should contact their emergency contact to arrange collection of their child prior to 6 pm.

WORKING WITH FAMILIES

OSHC is committed to working with families in a collaborative manner in order to provide a high quality child care service that meets the needs of children, families and the community. Parent participation and communication are critical to the success of the service and its programs.

COMMUNICATION

The role of the family in the Outside School Hours Service is paramount to its success and outcomes for children. Family members have a great deal of knowledge about their child that can be shared with the service. Educators will inform families about their child’s time in the program. Families are encouraged to share relevant changes, issues, needs and interests of the child with educators. This ensures the best possible care is provided to each individual child within the program.

The coordinator and educators are available to discuss the program and activities at any time during operation. However, families wishing to discuss matters of a more confidential nature are encouraged to make an appointment to meet with the Manager. In order to provide the best possible care for your child it is important for staff to be notified of any relevant information about your child’s health, development and relevant personal/family matters.

You are encouraged to read the daily notice board and weekly College Newsletter contributions in order to keep informed about our service.

COMPLAINTS

Families are encouraged to discuss with the Manager any complaints or concerns they have about the service or staff. The Manager is expected to address complaints promptly, respectfully and in a confidential manner. Contact can also be made with a Children’s Services Adviser – Department of Education and Early Childhood Development (DEECD) at 71 Moreland Street Footscray VIC 3011 on 9275 7269.
CHILDREN’S PROGRAM

OSHC is committed to nurturing and extending each child’s social, physical, emotional and intellectual development in a child-friendly, supportive and fun environment. A planned, flexible and balanced program is prepared which responds to children’s interests, needs and stages of development.

Children will be provided with ample choice and opportunity to do things on their own, to accept appropriate responsibility and to use their free time creatively. Experiences offered will be both active and passive within the indoor and outdoor areas. Planning is undertaken for both individuals and the whole group. Children are provided with opportunities to work on and complete individual and group projects over a period of time. Experiences provided are developed to suit the age and developmental ranges of all children attending the service. Games and activities are altered, where appropriate, to ensure all children are able to participate fully.

OSHC acknowledges that celebrations and festivals assist children to celebrate their own cultures and practices and learn about others. An inclusive approach to programming, which is sensitive to all cultures, religions and ethnic groups, is undertaken at all times.

VIDEOS, TELEVISION, COMPUTERS AND ELECTRONIC GAMES

The service endeavors to reflect children’s interests, therefore activities such as DVD, television, computers, and electronic games will be offered in a balanced program of activities. The amount of time children can participate in these experiences is limited. Educators and children decide together the amount of time these experiences will take as a part of the program development.

The content of programs and games is appropriate for all children present and will not contain any physical or verbal violence or ridicule. Movies are limited to G rating, however PG rated movies will be occasionally shown. You will be advised of titles in advance.
CHILDREN’S FOOD

OSHC will provide nutritious, balanced food for children reflecting children’s tastes, religious, cultural and health concerns. Children have access to water at all times. The menu is displayed for children and parents to view. Children and families are consulted about the content of the menu.

POSITIVE GUIDANCE OF CHILDREN

OSHC is committed to developing a safe, secure, caring and stimulating environment, which enhances children’s self-esteem and encourages them to interact positively and to co-operate with others. Educators will communicate with all children in a positive and respectful manner, actively listening to what children have to say and acting upon this.

CATERING FOR CHILDREN’S INDIVIDUAL NEEDS

All children have equal access to equipment, resources and play spaces within the service. Planning for children focuses on strengths and interests and ways to extend and challenge existing skills for all children. The service will ensure that all children are catered for within the weekly program plan. The staff will ensure that this occurs by offering a balance of activities, ensuring flexibility and providing for child-initiated activities. Experiences provided will be able to be adapted to meet the needs of individual children.

SERVICE ADMINISTRATION AND FINANCIAL MATTERS

Payments will be accepted through the following methods:

- Direct Debit deducted each fortnight (credit card)
- Cash or EFT at BOSH or JOSH
- Cash or EFT at either College office.

LATE PICK UP FEES

The After School Care Program closes at 6pm each evening. If you are delayed, you should contact one of the emergency contacts to arrange an alternative person to collect your child. You should then phone BOSH on 0438 135486 or JOSH on 0407 805 655 to inform them.

(Late pick up fees have been put into place to prevent any family from continually attending the service after the advertised closing time). Late pick up fees ensure that staff are paid for the additional hours they are required to work due to the late pick up of children. Late fees are:

$1 per minute for the first 15 minutes,
$2 per minute for the next 15 minutes and  
An additional $50 penalty after 30 minutes.  
The late fee is added to the family’s fortnightly invoice.

NON PAYMENT OF FEES

All accounts are to be paid within the two week billing cycle failure to do so may result in a suspension of care.

SMOKE FREE ENVIRONMENT

In accordance with Government policy our service is a smoke free environment. We ask that all family members and visitors meet this requirement whilst on the premises.

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## FEE SCHEDULE as of February 2016

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Fees</th>
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<tr>
<td><strong>BEFORE SCHOOL CARE</strong></td>
<td>Permanent</td>
<td>$13.00 per session</td>
</tr>
<tr>
<td></td>
<td>Casual</td>
<td>$15.00 per session</td>
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<tr>
<td><strong>AFTER SCHOOL CARE</strong></td>
<td>Permanent</td>
<td>$21.00 per session</td>
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<td></td>
<td>Casual</td>
<td>$23.00 per session</td>
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<tr>
<td><strong>PUPIL FREE DAYS/CURRICULUM DAYS</strong></td>
<td></td>
<td>$58.00</td>
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<tr>
<td><strong>VACATION CARE</strong></td>
<td>(Prior to cut-off date)</td>
<td>$48.00 per day</td>
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<tr>
<td><strong>VACATION CARE</strong></td>
<td>(After cut-off date)</td>
<td>$58.00 per day</td>
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Fees are payable for all permanent enrolments, whether or not your child attends and for allowable days.

### PENALTIES:

- $3.00 administration fee for failure to notify a change of booking or absences

### LATE FEE

- $1.00 per minute for the first 15 minutes
- $2.00 per minute for the next 15 minutes
- And an additional $50 penalty after 30 minutes.
Carranballac F-9 College Outside School Hours Care

Children will be required to observe the expectations of the College’s Code of Conduct. The first priority always is to discourage unacceptable behavior by highlighting acceptable good behavior, eliminating situations where unacceptable behavior might occur and providing programs which teach understanding, processes and skills that lead to acceptable behavior. Where unacceptable behavior does occur, it will be dealt with consistently, systematically and cooperatively with parents and students, using processes designed to move such behavior to more acceptable forms.

All OSHC children have the right to play in a safe and orderly environment. In the event of any child behaving in such a way as to prevent this happening, the following process will take place:

- Child will be given a verbal warning from an educator
- If unacceptable behavior continues, the child may be withdrawn from an activity
- OSHC Manager will be contacted who will consult with the Principal and the child’s parent/guardians to discuss behavior strategies.

A child may be removed from the program if:

- They behave in such a way as to constitute a danger to the physical and/or emotional health of any child or staff member.
- They consistently and deliberately fail to comply with a staff member’s direction