

Outside School Hours Care



Parent Handbook 2013

Contact details

Huntly Primary School- 54488866

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Huntly Primary school Outside School Hours Care Parent Handbook

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WELCOME

Welcome to the Huntly Primary School Outside School Hours Care Service.

Huntly P.S Out of school hours care service generally cater for school aged children (however it is recognised that there may be children in prep that are younger than five)

After School Care operates from the OSHC room, library and Multipurpose Room.

The Huntly Primary School is run by the School Council with the School Principal being the Approved Provider.

Huntly P.S OSHC is licenced for 30 students.

A complete copy of National Law and National Regulations 2011 is available at the service

The information in this handbook will assist you and your child/ren in settling in and enjoying your experience at our service.

If you require further information after reading this document, please do not hesitate to contact the Outside School Hours Care staff or Principal.

The Huntly Primary School Outside School Hours service policy manual is available at the service for you to read at anytime.

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PHILOSOPHY

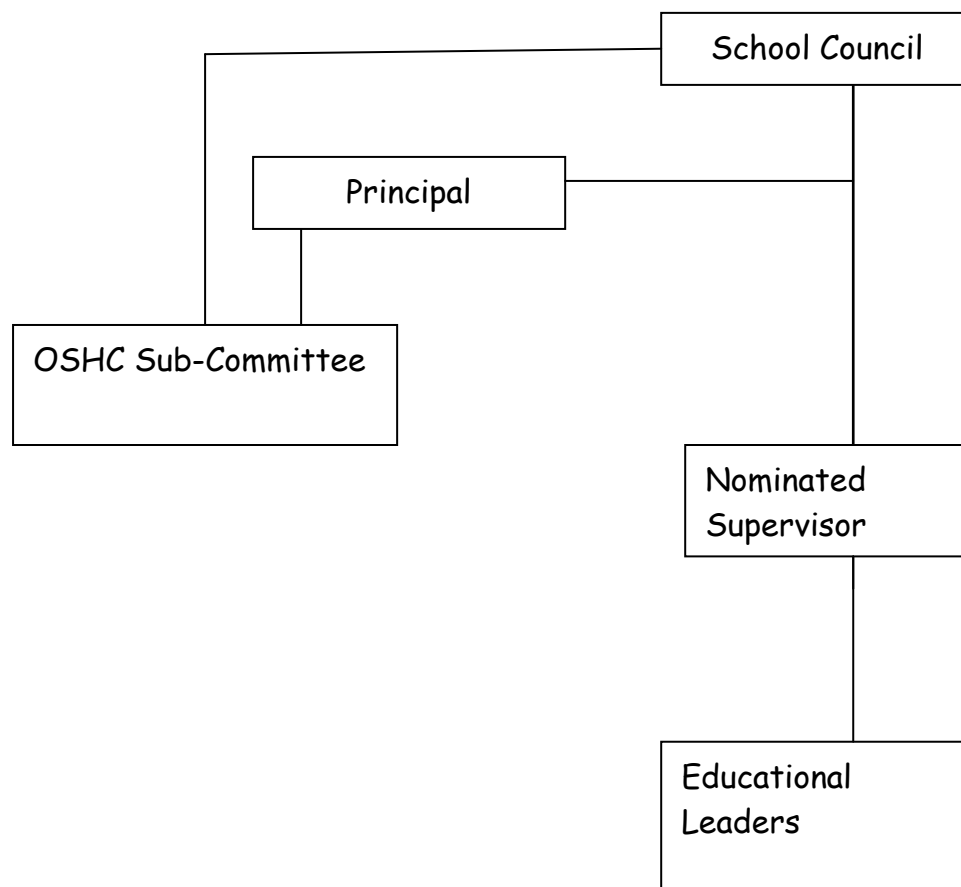
Huntly P.S Outside School Hours care Philosophy is guided by children's families and educator's input, ideas and values. Our philosophy like our program fosters children's wellbeing, development and learning through recreational experiences. Our outcomes and our school philosophy combine to guide program decision making for children and educators to reflect on and to promote children's opportunities for being, belonging and becoming.

We meet our aims by following the national Quality Framework (National Regulations, National Children's Act 2010) and by utilising information from the My Time, Our Place Framework for School Aged Children in Australia.

We believe we should:

- Provide a safe and healthy environment where we run a program of activities that promotes play and involvement for all children as well as a strong sense of wellbeing and belonging.
- Provide nutritional food and drinks, as a part of our program, to foster the children's sense of health and wellbeing.
- Build secure, trusting, caring and fun environment for children and their families by consulting with them, encouraging their involvement in the school and by role modelling fairness and respect for one another and our environment.
- Understand that each family and individual in our community is unique with their own individual interests, abilities, beliefs, customs and cultures.
- Encourage children to be involved in community groups by our support of, and genuine interest in the community.
- Show support through our school and our management to children, families and staff by providing information, guidance, training, school guidelines and Procedures and open communication systems.
- Promote through our program the importance of play where children:
 - Learn at their own pace through involvement
 - Are given opportunities to create, explore, experiment, be active
 - Practise skills
 - Interact with others whilst being engaged in various experiences.
- Ensure children have the right to be cared for in a comfortable, relaxed, safe, secure, nurturing environment.
- Provide for educators and children alike to work and play in a harmonious, happy, supportive environment where open communication is encouraged and respected and teamwork valued.
- Ensure children connect with their community through our school involvement in excursions, incursions and special events.

MANAGEMENT STRUCTURE



The Huntly Primary school Outside School Hours Care Service is sponsored by School Council, this means it is responsible and accountable for the service. The OSHC Sub-Committee's role is to manage the service in its decision-making and give support to the OSHC Coordinator and staff. This involves reporting on the services progress and passing actions to School Council for approval. The OSHC Sub-Committee consists of:

- A representative from School Council,
- Principal or delegate.
- OSHC Coordinator/staff
- Parents

If you would like to be a part of the OSHC Sub-Committee please contact the Coordinator at the service.

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PRIORITY OF ACCESS

- All enrolments received by Huntly Primary school Outside School Hours Care Service will be accepted in accordance with the Commonwealth 'Priority of Access Guidelines'. Any applications for enrolments received after all places are filled will go onto a waiting list. As vacancies arise, the priority of access guidelines will be applied to place children into the service.
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- If day/s requested are not available, then Huntly Primary school Outside School Hours Care Service will contact parents/guardians and discuss the following options:
 - - Change of days (subject to availability)
 - - The Child's place on waiting list
 - - Cancellation of a booking enabling the child to enter care
- Parents will be notified by phone if their place is to be given to a higher priority child. This notification will be given with a minimum of 14 days notice.
-
- Priority for allocating places:
 1. First Priority A child at risk of serious abuse or neglect
 - 2. 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
 - 3. Third Priority Any other child
-

CONFIDENTIALITY AND PRIVACY

Information About The Enrolment Form

- The confidential enrolment form asks for personal information about your child as well as family members and others that provide care for your child. The main purpose for collecting this information is so that Huntly Primary School OSHC can register your child and allocate staff and resources to provide for their care and support needs. All staff at Huntly P.S Outside School Hours Care Service are required by law to protect the information provided by this enrolment form.
-
- Health information is asked for so that staff at Huntly Primary School OSHC can properly care for your child. This includes information about any medical condition or disability your child may have medication your child may rely on while at the service, any known allergies and contact details of your child's doctor. Huntly Primary school OSHC depends on you to provide all relevant health information because withholding some health information may put your child's health at risk. We also require information and current paper work if custody issues and court orders are present.
- Our enrolment form can be found on the Huntly P.S website

Emergency Contacts

- These are people that Huntly Primary School OSHC may need to contact in an emergency. Please ensure that the people named are aware that they have been nominated as emergency contacts and agree to their details being provided to Huntly Primary School OSHC.

Student Background Information

This includes information about a person's country of birth, aboriginality, language spoken at home and parent occupation. This information is collected so that Huntly Primary School OSHC receives appropriate resource allocations for their students. Some information is sent to Australian

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government agencies for monitoring, planning and resource allocation. All of this information is kept strictly confidential and the Department will not otherwise disclose the information to others without your consent or as required by law.

Immunisation Status

This assists Huntly Primary School OSHC in managing health risks for children. We ask that a copy of your child's immunisations statics is with the enrolment form when first enrolled.

Updating Your Child's Records

Please let Huntly Primary School OSHC know if any information needs to be changed by sending updated information to the school office or OSHC service.

Access To Your Child's Record Held By The OSHC Service

Please contact the Educators if you need access your child's records.

If you have any concerns about the confidentiality of this information please contact the Principal. Huntly Primary School OSHC protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and management are in a secure place and are only accessed by or disclosed to those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

All photography and or filming of the children will only be allowed with written permission found on enrolment form from the parent/guardian and remain the property of the service.

The National Quality Framework

In Dec 2009 all Australian governments, through the Council of Australia Governments agreed to a partnership to establish a National Quality Framework for Early Childhood Education and Care for most long day care, preschool/kindergarten, family day care and outside school hours care services in Australia. The objectives of the National Quality Framework are:

- To ensure the safety, health and wellbeing of children attending education and care services
- To improve the educational and developmental outcomes for children attending education and care services.
- To promote continuous improvement in the provision of quality education and care services.
- To establish a system of national integration and shared responsibility between participating jurisdictions and the Commonwealth in the administration of the National Quality Framework.
- To improve public knowledge, and access to information, about the quality of education and care service

A central focus of the National Quality Framework is on outcome for children. This is why all education and care services must provide a program that is based on an approved learning framework, which considers the development needs, interests and experiences of each child and takes into account the individual differences of each child.

PLACES

After School Care - 30 children

Staff children ratio 1:15

Staff Qualifaication

All staff are qualified child care workers as required by the Victorian Regulations pg 46 Reg 57.

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HOURS OF OPERATION

After School Care	3.30pm – 6.00pm
Last Day of Term -	2.30pm- 6.00pm
Pupil Free Day	8:00am-6:00pm

At times staff may attend the service outside of the above hours. This time is used to prepare programs and complete administration tasks. Children will not be accepted into services outside of the above-mentioned hours.

Fees

FEE STRUCTURE

After School Care - \$10.00 per child per night.

This is a flat rate

Accounts will be issued monthly and distributed to families

Families pay accounts at the main office.

Receipts will be issued for all the payments received

CHILD CARE BENEFIT

Huntly Primary School Outside School Hours Care Service supports a fee system that is affordable and accessible to all families and ensures the service maintains viability. Clients of the service are eligible to receive reduced fees when they register with the Family Assistance Office for Child Care Benefit.

Child Care Benefit can be received as reduced fees or a lump sum payment at the end of the financial year.

Parents can register by calling the Family Assistance Office on 13 61 50 and quoting the services Customer Reference numbers or collecting a Child Care Benefit application form from the service.

COLLECTION OF FEES

Accounts for Outside School Hours Care will be issued at the end of each month and distributed to families. Payment of fees is required:

- Within the following fortnight
- Casual users will be sent an account

Payment of fees is preferred by cash, EFTPOS or credit card Families pay accounts at the school office. A receipt will be issued for each payment detailing all the requirements according to the Commonwealth Department of Family and Community Services Handbook.

NON PAYMENT OF FEES

Huntly Primary School Outside School Hours Care service encourages parent/guardians to contact the service if there is a problem with paying their account.

If accounts are not paid, the school will post a reminder letter to parents stating the amount of money outstanding. If the reminder account is not paid, then a letter will be sent home requesting payment by a date specified by Huntly Primary School Outside School Hours Care service. If payment is not received after the specified date, the matter will be taken to the Principal and the issue will be dealt with on an individual basis with the parent and Principal. Continuous non payment of fees may jeopardise a child's position in the OSHC Service. Long term outstanding debts will be dealt with on an individual basis at the discretion of the Principal.

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CANCELLATIONS- fees incurred

Huntly Primary School Outside School Hours Care service will follow the below procedures in relation to the cancellation of casual/permanent bookings:

- A Parent/guardian will incur a normal session fee if cancellation is not given before 2.30pm of the After School Care session.
- Non notification of your child/ren's cancellation will incur the normal fee.

ENROLMENT PROCEDURES

Huntly Primary School Outside School Hours Care service is committed to consistent and clear enrolment procedures to ensure no family is disadvantaged in accessing the Outside School Hours Care.

Permanent Bookings are those where a child is booked into the service for specific days each week. Enrolments can only be confirmed once a completed enrolment form is provided. A fully completed and signed enrolment form must be filled out before a child can attend the service. Parents /guardians can find a copy of the enrolment form on our website.

If there is a waiting list for day/s, the service will refer to the Priority of Access Guidelines from the Australian Government.

Parents/guardians must notify the Coordinator of any changes to bookings in writing.

The following information must be provided on the enrolment form:

- Child's name, address and date of birth
- Custody/court orders relating to custody or access
- Medical details of the child including any action plans
- Details of people authorised to collect the child/ren from the service
- Name, address, work address and phone numbers of parent/guardian/approved person
- Name, address and phone number of persons who may be contacted in an emergency (if parent/guardian/approved person is not available)
- Authorisation to seek emergency medical, hospital and ambulance services (or the chosen alternative of the parent / guardian / approved person)
- Information regarding additional needs
- Cultural information
- Children's interests
- Permission to have child observations written
- Permission for photographs to be taken and used within the service
- Immunisation

SIGNING IN/OUT

Accurate attendance records need to be kept, as this is a legal requirement of the Family Assistance Office. Therefore, all children must be signed out by the authorised person listed on the enrolment form.

If the child is to be signed in/out by an unauthorised person, the parent/guardian must provide signed, written documentation outlining the name of the person, their relationship with the child and the time the child will be dropped off and or picked up. Photo I.D will be requested from staff. Authorised person/s must be 16 years or over. No child/ren will be permitted to leave the venue/school grounds alone.

LATE PICK UP

There shall be a minimum of two staff members present at any one time (according to the National Standards for Outside School Hours Care 3.3.1).

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Therefore, after 6pm Huntly Primary School Outside School Hours Service will charge late fees to families to cover additional costs for the staff remaining at the service, to provide care for the child. The Service closes at 6.00 pm, after this time, a \$28.00 per child fee will be charged. Parents should notify the service if they know they will be late. If this situation occurs more than 3 times in a term, parents will be notified in writing that their child can no longer attend the service. The Principal will determine when the family can return to the service.

All late attendances will be documented and parents will be charged on their next statement.

CUSTODY

Where a child attending Huntly Primary School Outside School Hours Care service is not living with both parents, the service will endeavour to abide by any existing Court Orders. Biological parents of a child are equally authorised to make decisions regarding their child regardless of their relationship status, unless a Court Order is issued by the Australian Family Court stating otherwise. In cases where a Court Order has been obtained, a copy must be supplied to the Nominated Supervisor and attached to the child's enrolment information. Families need to provide legal documentation for alterations in a Court Order.

CHILD PROTECTION

Huntly Primary School Outside School Hours Care Service has a responsibility to all children attending the service to defend their right to care and protection against abuse and neglect. Procedures are in place to record and report any cases of suspected abuse. The principal will be notified and will investigate the claim further. All matters will be kept confidential.

MEDICAL DETAILS

Huntly Primary School Outside School Hours Care Service aims to provide a safe environment in which children may play, free from harm. In the event of an accident, trained staff will apply appropriate First Aid.

Parents/guardians are required to provide written authority (included in the enrolment form) for staff of the service to seek medical attention for their child if required. All children's medical records will be readily available and updated annually or as children's details change.

Parents/guardians need to provide the service with up to date asthma or allergy response plans if these apply.

MEDICATION

The service will only administer medication if the parent/guardian has completed and signed a "Medical Authorisation" form and:

It is prescribed by a doctor and has the original label detailing the child's name, required dosage and expiry date

OR

It is an over the counter medicine that has been authorised by the parent/guardian, is labelled with the child's name and is within its use by date

Medication must be given directly to the service staff and not left in the child's bag

After giving the medication, staff will complete the "Medical Authorisation" form which has the date, time, dosage, medication given, person who administered and person who verified the dosage. The parent/guardian will be asked to sign the form when collecting the child from the service

NOTE: Prescribed medication (including homeopathic medication) will only be administered to children, if the container has information stating the child's name, required dosage, and date and storage requirements. This does not include over the counter medication.

FIRST AID

All staff will have a current First Aid and CPR, Asthma and anaphylaxis qualification.

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The Service will ensure that a First Aid kit is maintained in effective order on the premises in a position that is inaccessible to children but readily accessible to staff in an emergency. Staff will take with them a bum bag with first aid equipment with them when they go out for sport.

SUNSMART

Huntly Primary school Outside School Hours Care Service has a responsibility to keep the children safe and protected at all times. This is especially important when children are outside and need protection from harmful ultraviolet radiation (UVR) of the sun.

The service will ensure that all children and staff attending the service are aware of the Sun Smart policy and procedures.

The Sun Smart program will be followed throughout the year but with particular emphasis on Terms 1 and 4 as per Huntly P.S

NUTRITION

Huntly Primary School Outside School Hours Care Service aims to promote healthy eating habits during Outside School Hours Care services, and in doing so, will respect and support any special dietary requirements of individual children.

Food prepared during snack times and cooking activities shall reflect the cultural diversity of the community.

The Educator will plan a menu that reflects policy guidelines and takes into consideration seasonal availability of foods and budget constraints. A platter of fruit will be prepared for the children each night.

STAFF

Huntly Primary School Outside School Hours Care service acknowledges that professional staff equate with quality services, and that parents need to feel comfortable with the staff that will be supervising their children.

The service will ensure that Outside School Hours Care service staff is offered opportunities for appropriate training to provide a quality service. Staff will be suitably qualified and/or experienced and meet the requirements as set out in their position description.

Staff Qualification

All staff are qualified child care workers as required by the National Regulations 2011

There must be at least one staff member with a Diploma in OSHC or Children's services or teacher trained. Other staff must have Certificate 111 in children's services or Certificate 1V in OSHC.

INCLUSION OF ALL CHILDREN

Huntly Primary School OSHC service is committed to the care of all children and believes in the rights of all children. It recognises, appreciates and respects the uniqueness of each child. The service recognises the impact that culture has on families, and will provide culturally responsive care by affirming human differences and the right of all people to make choices about their lifestyles.

In keeping with its commitment to the rights of the child, Huntly Primary School OSHC service is committed to providing a service that is truly inclusive of all children. Where children require additional support, the Children's Services Resource and Development Officer (CSRDO) will be contacted to determine needs and support required assisting with inclusion (Inclusion Support Subsidy or other funding options).

POSITIVE GUIDANCE OF CHILDREN

Huntly Primary school Outside School Hours Care Service has a commitment to providing a safe, positive and stimulating environment, which encourages responsible and constructive behaviour in all children and believes the management and guidance of children's behaviour is a critical part of providing quality services.

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Behaviour management strategies will always respect the child's self-esteem and rights, whilst at the same time being appropriate to the individual child's stage of development.

Staff will provide a consistent approach to the guidance of children's behaviour and will intervene to prevent inappropriate behaviour.

Rules will be clear, child focused and easy to understand. They will be on display at the service and children will be included in the process of outlining these guidelines.

Staff will endeavour to communicate and work with the child/ren displaying inappropriate behaviour to understand and discuss the issues. When appropriate, child/ren will be redirected into a positive experience.

EMERGENCY PROCEDURES

Huntly Primary school Outside School Hours Care Service aims to provide a safe environment for all children and staff. Personal safety and security of all children are of prime importance while in attendance at the service.

Fire extinguishers will be properly installed and maintained. Emergency evacuation procedures will be clearly displayed on the entrance of the service and emergency evacuation will be practised with the children.

Emergency telephone numbers will be clearly displayed at the service.

All visitors are required to report to the Nominated Supervisor or a staff member on arrival.

The service will adopt the Huntly Primary school School Displan, this includes telephone threats, general threats, bomb threats and evacuation. For more information, refer to the OSHC Service Policy Document.

PROGRAMMING FOR INDIVIDUAL NEEDS

Huntly Primary School Outside School Hours Care service will provide a program where children have access to a wide variety of safe, stimulating opportunities that are developmentally appropriate and cater to the social, intellectual, physical, recreational and emotional needs and interests of all children present. These programs will reflect cultural diversity and incorporate the views of families/approved persons and the OSHC children. These programs will be clearly documented and displayed within the service.

Children, families and staff are encouraged to provide input into the program. Cultural diversity, including the cultures of families using the service will be reflected in the program. The program will be evaluated regularly to determine the needs of all children attending the service. Children will be supervised at all times and staff will be actively involved in all aspects of program delivery.

GRIEVANCE PROCEDURES

Huntly Primary School Outside School Hours Care service will seek to foster positive relations between all families, children and staff. Every parent has the right to a positive and sympathetic response to his or her concerns. Solutions will be sought to resolve all disputes issues or concerns that impact or affect the day-to-day well being of the service in a fair, prompt and positive manner. Parent/Guardians are encouraged to discuss or put in writing, any concerns or grievances with the coordinator. Any grievance received will be dealt with within 24 hours. If a parent still feels action is necessary after discussion with the Nominated Supervisor, they should take the matter up with the Huntly Primary School Principal and speak to a Children's Services Advisor (Phone 54403111). All grievances will be handled in a confidential manner.

Complaints and grievances received from children will be resolved in a similar manner as parents' complaints/grievances.

PARENT INVOLVEMENT

Huntly Primary school Outside School Hours Care Service welcomes input from all families and children regarding any aspects of the service. Parents/guardians are encouraged to participate in the OSHC Management Committee. Evaluation forms will be available to all families and children who use the service. Families are encouraged to communicate feedback directly to the Coordinator. Suggestions regarding menu ideas, programming ideas etc are welcomed.

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CHILDREN'S BELONGINGS AND TOYS

Huntly Primary school Outside School Hours Care Service endeavours to meet the needs of all children who attend the service. Children may elect to bring their own toys to the service and are encouraged to give them to a staff member for safekeeping. The service will not take responsibility for toys that are lost or damaged whilst at the service.