

Community Oshc Services St John Boscos Primary School

Service Address: Parish Hall, 9 Muriel St Niddrie VIC 3042

Email: office@communityoshcservices.com.au

OSHC Mobile: 0452052358

OUT OF SCHOOL HOURS CARE PARENT HANDBOOK 2022/23



Welcome

The Community OSHC Services team would like to welcome your family to our service. We aim to provide high quality care to all school-aged children at St John Boscos Primary School and the wider community in a safe, welcoming, happy, fun and inclusive environment.

Sonya Coleman
Out of School Hours Care Director

Acknowledgement of Country

We acknowledge and respect the traditional custodians whose Ancestral lands we are on. We acknowledge the deep feelings of attachment and relationship of Aboriginal people to country.

Our Philosophy

Community OSHC Services believes in providing quality care in a safe, welcoming, happy and fun environment.

Through the context of play we cater for children’s emotional, physical and intellectual well-being. We offer a wide range of social-learning experiences, stimulating recreational and educationally appropriate activities for primary school aged children, both organised and spontaneous.

Our service strives to create an environment which fosters co-operation, care and respect for oneself and others, and where all children, families and staff are treated as equal and valued individuals.

We acknowledge that the children and parents who use the service come from a diverse range of backgrounds, and therefore offer programs and services that are inclusive for all individuals and families within our community. Continuing collaboration with our school and wider community contributes to the quality care and inclusion within our service.

Sustainability is an integral part of our OSHC environment. We promote sustainable practices and encourage children's awareness and respect for our environment.

Our service functions most effectively when there is a positive working partnership between all stakeholders including school, management, staff and community who are committed to continuous improvement.

Service Information

Community OSHC Services is a private Company that is licensed for 45 children. The operational management of our OSHC and Vacation Care service is conducted by our approved provider and our service director, we work closely with the principal and school and the parish. We welcome all OSHC parents to provide input and are welcome to attend OSHC Advisory Committee meetings.

Service Approval Number: SE-00005580

Opening Times

Before School Care: (Breakfast until 8:15am)	7:15am until 8:45am
After School Care:	3:15pm until 6:15pm
Vacation Care:	7:30am until 6:00pm
School Closure/Pupil Free Days:	7:30am until 6:00pm

Fees

OSHC Costs per child;	
Before School Care:	\$17.00 Prem \$19.00 Casual
After School Care:	\$23.00 Perm \$25.00 Casual

Pupil Free Day/School Closure Day \$53.00

Vacation Care Costs per child (No half sessions);

Incursions/Excursions extra fee

**These fees are before the Child Care Subsidy (CCS) has been applied.*

Contact Information

Mobile:	0452052358
Email:	office@communityoshcservices.com
OSHC Kidsoft	see OSHC staff for details
Website:	https://www.communityoshcservices.com
Approved Provider:	Sonya Coleman
Coordinator:	Sarah ann Hyman

Child Care Subsidy (CCS) for reduced fees

The Australian Government provides child care subsidy to help with the cost of childcare. To be eligible for the Child Care subsidy you need a myGov account linked to Centrelink. Families are required to complete the online Child Care Subsidy assessment via the [myGov](https://my.gov.au) website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement.

On enrolment you will need the CRN of the person (account holder) linked to the child, along with the child's CRN to ensure that you will receive the correct subsidy.

It is your responsibility to ensure that your CCS details are up to date and correct. Visit www.education.gov.au/childcare for more information.

Booking and Cancellation Policy

Permanent bookings

- Can be made on the I parent portal or by emailing office@communityoshcservices.com or by speaking to the staff at your service
- To cancel permanent bookings (for example holiday or change in care arrangements), please provide us with 1 weeks' notice. After this time usual absences fees will apply.
- Please note recurring or permanent bookings cannot be made on the kidsoft app, they can only be entered in the I parent portal.

Casual bookings

- Can be made up to 2 hours before the commencement of session
- Can be cancelled up to 2 hours before the commencement of the session with no fee charged. After this time usual absence fees will apply.
- Cancellations can be marked as absent on the I parent portal or kidsoft app or by calling/messaging the service – The session will be removed if notification is received 2 hours before the commencement of the session.

Pupil free days

- Bookings for pupil free days can be made by letting the staff know at your service or by emailing office@communityoshcservices.com . Once the days has been confirmed as going ahead and your child has been confirmed as booked in, any cancellation will be subject to the usual absence fees.

Vacation Care

- Bookings for Vacation care will have a closing date. Any bookings after this date will be subject to availability, charged at the casual rate and be at the Coordinators discretion.
- **THERE ARE NO REFUNDS AND DAYS ARE NON-TRANSFERABLE. ALL DAYS BOOKED MUST BE PAID FOR REGARDLESS OF ABSENCE UNLESS A MEDICAL CERTIFICATE CAN BE SUPPLIED.**

Absences

- All absences are subject to usual fees. If your child is away due to illness and you have a medical certificate, upon receipt of the medical certificate we can remove any booking for the dates listed on the medical certificate.

OSHC Closing Time & Late Fees

Our OSHC service closes at 6:15pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 6:15pm. A late fee of \$1 for every 1 minutes is incurred for each child collected after 6.15pm and will be added to your next account.

Accounts

Statements are emailed to parents monthly and direct debited as per your nominated direct debit schedule with CCS already removed. When a payment is received, a receipt date and amount will show on your Statement. We encourage parents to check their statement each Month to ensure they are receiving their correct Child Care Subsidy. Your account can be checked via Kidsoft iparent portal. You can use the portal to make additional payments, change your debit authorisation and to check when your debit is due

Payment of Accounts

Payment method is by direct debit fortnightly from your nominated account on “Kidsoft”. You must submit your direct debit details when you create your online account. Please ensure your direct debit details are current otherwise you will incur a dishonour fee. Families may not access the OSHC/Vacation Care Service if an outstanding debt reaches a total of \$250.00.

Enrolment Information

Prior to commencing at our Service, you will be required to create an online account using “Kidsoft” including health and medical information and permissions and consents. You must have three emergency contacts and bank or credit card details, as payment of accounts must be made via direct debit.

1. Use the link on the SJB website – parent information –

<https://www.communityoshcservices.com>

2. Create an account including any health information, photo permissions plus much more. You are required to have three emergency contacts and you must enter bank or credit card details, as payment of accounts must be made via direct debit. Once you have created an account, you will need your and your child’s CRN which can be found on your myGov Centrelink account. You will also need to upload a copy of your child’s immunisation details, which can be found on your myGov Medicare account.

3. Select your required bookings.

Extra-Curricular Activities

This policy outlines the requirements for registering students at OSHC when undertaking extra-curricular activities and the associated fees charged. This may include school sports, Taekwondo or band practice.

Rationale:

The OSHC staff have a duty of care for all students who use the service. This means that when children are booked into the service, the staff must know their whereabouts and ensure the safety of all students in their care. The following procedures have been developed to facilitate the care of OSHC children participating in extra-curricular activities.

1. Parents must notify the OSHC Coordinator of the day and time of their child’s activity in writing by completing the attached form (preferably a week before the commitment begins).
2. All children must come to OSHC to be signed in before going to the activity.
3. Children must report back to Coordinator on their return to acknowledge their return and be signed in again.
4. The normal OSHC fee will apply from 3:30pm (i.e. inclusive of their commitment time).
5. If the sports session is cancelled these children will be expected to attend their normal OSHC session.

NOTE: If you choose to *cancel* your child’s booking at OSHC due to their extra-curricular commitment, their position for those nights could be allocated to another child if required. This means that if the activity is cancelled on a particular afternoon, your child’s care will be *your* responsibility. OSHC may not have the capacity to care for your child if the service is full.

(CUT OFF AND RETURN)

CHILD’S NAME:

PARENTS & GUARDIANS

I,..... understand the policy and procedures regarding OSHC and extra-curricular sessions, and give permission for my child to attend the following activity (name of activity)

on..... (day of the week)

during Term(s)

at (place for the activity)

between the hours ofunder the conditions set down in the policy.

Parent/guardian’s signature:Date:

Daily Routines

The daily OSHC and Vacation Care programs incorporate regular routines which are carried out by children on an individual basis and collaboratively. Routines are established to enhance children's learning opportunities i.e. spontaneous learning and intentional teaching. We believe effective routines help children make sense of their time spent at OSHC and give them a sense of shared responsibility.

IMPLEMENTATION:

- Before School Care, After School Care and Vacation Care have set routines which are required to be carried out.
- The remainder routines are often initiated by children themselves e.g. monitors for serving food, washing up, tidying up, and other spontaneous 'actions' which then become a routine.

Before School Care:

7:15 am:	Service opens.
7:15 am – 8:15 am:	Breakfast is served
7:30 am – 8:30 am:	Indoor activities
8:00 am – 8:30 am:	Physical activity -Games
8:30 am – 8:45 am:	Pack up, sharing, dismissal.

After School Care:

1. All children are first signed in (Foundation students are picked up by an OSHC staff member)
2. Children follow hand wash routine, and choose what they would like for afternoon tea. Children have free play activities while snack is prepared. Children sanitize hands, collect a chair and sit at the table for afternoon tea.
3. Children who have not signed in within a 10-15minute time span are followed up by:
 - A phone call to school admin office to ascertain if they are waiting in the office or if the child is absent from school.
 - A thorough search around the school yard and the school office building.
 - Phone calls to parent/emergency contact enquiring re confirmation of child's attendance.
4. Regular group meetings (re specific OSHC issues) are conducted throughout the week. This presents opportunity for group discussions.
5. Group activities are both organised and free play opportunities. Weather permitting outdoor activities occur after snack.
6. Service officially closes at 6.15pm.

Service Policies and Procedures

You will find a hard copy of our Service policies and procedures in the OSHC office. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to family's needs and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

Arrival and Departure

For safety and security reasons ALL children must be signed in on arrival, and signed out on departure, via electronic sign in.

No child will be allowed to leave our Service with a person who is not stated on their enrolment form, unless prior arrangements are made with the Director/Assistant Director. Before School Care: Children may be dropped off after 7.15am each morning but must be signed in electronically by a parent. They remain our responsibility until they are signed out and go to their classrooms at 8.40.

After School Care: Children come directly to ASC (Parish Hall) upon dismissal and are signed in by staff at 3.30. They remain our responsibility until signed out by an approved adult.

Vacation Care: Children may be dropped off or pick up at any time during opening hours on incursion days. Children must be at the service before 9am on excursion days (unless otherwise stated) and picked up after 3 pm.

Health Issues

Upon enrolment parents are asked to fill in the 'General Health Information' on Kidsoft. If your child is diagnosed with asthma or anaphylaxis, an Action Plan and a Medical Management, Risk Minimisation and Communication Plan written within the calendar year, as well as signed by a parent and including all relevant and current information before the child attends the service.

Parent Input

Parents are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we can best work together in the Service please let us know.

If you have any concerns, please see the Director or Assistant Director. We have a grievance procedure if you would like to formally raise any concerns.

Food Provided

Community OSHC Services aims to provide nutritious and varied food to encourage healthy eating habits. We adhere to Victorian Food Safety Standards and our kitchen and food handling procedures are regularly audited by Moonee Valley Council.

Breakfast is provided from 7.15am – 8.15am

Breakfast choices are toast or raisin toast with spread or a selection of cereals or oats.

Children are most welcome to bring in their own breakfast.

Snacks:

Afternoon tea is provided in OSHC. We make every attempt to provide tasty and healthy snacks.

**Provisions can be made for children with special dietary requirements.*

Regulatory Authorities

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the My Time, Our Place framework (or other Approved Framework) and the National Regulations (Education and Care Services National Regulations).

Our Service is regulated by the national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as the state licensing department in Victoria. To contact our Regulatory Authority, please refer to the contact details below:

Victoria

Quality Assessment and Regulation Division (QARD)

Western Metropolitan Area

South Western Victorian Region, Level 9, 1 McNabb Avenue, Footscray, 3011

PH. 70051801

Email: wmr.qar@education.vic.gov.au

My Time, Our Place Framework

Fundamental to the Framework is a view of children’s lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture and place. Their earliest development and learning takes place through these relationships, particularly within families, who are children’s first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

As children transition to school their social worlds expand to include a wider range of relationships particularly with children of a similar age. Children’s learning in school age care settings complements their learning at home and at school. In school age care settings there

is great importance placed on relationships and developing and strengthening children's talents and interests. Children learn to know, to do, to **be, to live together** and to transform oneself and society (UNESCO).

BELONGING

Experiencing belonging – knowing where and with whom you belong – is integral to human existence. In school age care, and throughout life, relationships are crucial to a sense of *belonging*. Children belong first to a family, a cultural group, a neighbourhood and a wider community. *Belonging* acknowledges children's interdependence with others and the basis of relationships in defining identities. *Belonging* is central to *being* and *becoming* in that it shapes who children are and who they can become.

BEING

Childhood is a time to be, to seek and make meaning of the world. *Being* recognises the significance of the here and now in children's lives. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life. During the school age years children develop their interests and explore possibilities. School age care give children *time* and *place* to collaborate with educators to organise activities and opportunities meaningful to them.

BECOMING

Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs in the early years as young children learn and grow. It emphasises learning to participate fully and actively in society.

Outcome 1: Children have a strong sense of identity

- Children feel safe, secure, and supported
- Children develop their autonomy, interdependence, resilience and sense of agency
- Children develop knowledgeable and confident self-identities
- Children learn to interact in relation to others with care, empathy and respect

Outcome 2: Children are connected with and contribute to their world

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

Outcome 3: Children have a strong sense of wellbeing

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

Outcome 4: Children are confident and involved learners

- Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children develop a range of skills and processes such as problem solving, enquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

Outcome 5: Children are effective communicators

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children collaborate with others, express ideas and make meaning using a range of media and communication technologies.

Educational Program Policy

We follow the My Time, Our Place Framework as per our programming policy. This is Australia's first national My Time, Our Place Framework for school aged care. The aim of this document is to extend and enrich children's learning in before and after school care. We are committed to providing an engaging and educational program, which caters for each child's individual needs, abilities and interests. Our program will continue to develop as we use the relationships children have with their families and communities, working in partnership with parents, to ensure each child's knowledge, ideas, culture, abilities and interests are the foundation of our programs.

We encourage children to be responsible for their own learning through choices in experiences, interests and routine. We use conversations, actions and play as the basis for our OSHC program which involves the children being partners in the OSHC program by seeking out ideas, opinions, thoughts and questions. We encourage children in promoting their independence and self-help skills by assisting within the routine and involving the children in interest-based projects to further enhance their learning and knowledge. We value children and family input and encourage family involvement in order to gather a comprehensive and holistic view of the child.

We know that children learn effectively through play and Educators who are diligent in their responsiveness to each child support this. Applying strong intentional teaching practices will provide the children with an authentic and meaningful learning environment that challenges, supports, engages and nurtures a child's development.

Research accentuates that quality programs significantly influences children's growth and development. We have the opportunity to construct a supportive learning environment and program, with inspirations from the children and families. This contribution can encourage children to feel a sense of control over their actions, interactions, to explore, be curious and test out their understanding of themselves others and the world around them.

In school age education and care services, the educational program supports learning through play and leisure. Based on the nationally approved learning framework, My Time, Our Place: Framework for School Age Care (MTOP), the educational program 'includes all the spontaneous and planned experiences for children at the Service designed to support wellbeing and facilitate learning. It includes all the interactions, experiences, routines and events' (MTOP, p.42)

Behaviour Management

We aim to keep OSHC and Vacation Care a safe and happy place for your child. We expect children to adhere to the behaviour rules and consequences and parents to support these rules. Children are expected to show a sense of responsibility and respect towards other people, property and themselves. We encourage children to take responsibility for their actions. Children who exhibit repeated unacceptable behaviour may be suspended or excluded from the service as per the Behaviour Management Policy (the 'Code of Behaviour' rules are displayed in the OSHC room).

Grievances and Complaints

Community OSHC Services fosters positive and harmonious relations between all families, staff and levels of management. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner. If any parents should have a grievance or complaint the parent should discuss the problem with the relevant staff member or Director.

Confidentiality

Community OSHC Service protects the privacy and confidentiality of individuals by ensuring that all records and information about children and families are kept in a secure place and are accessed by or disclosed only to those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

Communication

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child's day.

We have many types of communication we use for families, which include:

- ✓ Face to face
- ✓ Phone calls/SMS
- ✓ Emails
- ✓ OSHC Newsletter
- ✓ Kidsoft

The Service works collaboratively with St John Bosco's Primary School to assist new families whose first language is not English and for whom literacy may be a problem.

Toys

The Service has an abundance of toys and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken and disappointment for children. Educators will not be responsible to track numerous toys throughout their time at OSHC.

Electronic Devices

Electronic devices such as iPads may be used for limited, timed, specified periods during Vacation Care. We ask parents to discuss with their children appropriate use and ensure the device is in airplane mode. Please discuss that the device is not to be used for taking pictures or videos.

If your child has a mobile phone, we request that this gets handed to oshc staff and placed in the tub for collection when collected to leave the service. If you need to contact your child for any reason while they are with us, please call the OSHC phone.

Sun Smart Policy:

This policy is implemented during terms 1, 3 and 4.

The purpose of the policy is to ensure that all students attending St John Boscos Primary School are supported in practical ways to protect themselves from skin damage caused by the harmful ultraviolet rays of the sun. Sun exposure during childhood and adolescence is a critical factor in determining future skin cancer risk. When the UV radiation level is 3 or above it is strong enough to damage unprotected skin. In Victoria UV levels are 3 and above every day from the beginning of August until the end of April making this the most important time for skin protection.

In line with DECD guidelines and our SunSmart status St John Boscos Primary School uses a combination of sun protection procedures, including No Hat, Play in the Shade, during terms 1, 3 and 4, and when the UV is 3 and above at other times. When the UV is below 3 in term 2, sun protection is not necessary for vitamin D. Staff access the daily sun protection times via the SunSmart app, www.myuv.com.au or www.bom.gov.au to assist with implementing this policy.

This policy means that:

1. Students will wear sun protective clothes (not tank tops, singlets) for all activities. The school uniform includes tops with collars and longer style sleeves, and longer style shorts, dresses and skirts.
2. Students will wear broad brimmed or legionnaire style hats whenever they are playing outside or involved in outside activities. This includes hats for out of school hours sporting activities, school excursions and out of school hours care program. Students are required to wear a style of hat that gives protection to the face, neck and ears. Hats must be worn during terms 1, 3 and 4 during recess and lunchtimes and for all outdoor lessons. Students without appropriate hats will be required to sit or play in a designated shaded area.

For health reasons, hats cannot be 'on loan' if a student has forgotten or lost his/her hat. Children are encouraged also to wear a hat to and from school. Hats should be in school colours. Sun safe hats are available from the uniform supplier.

3. Additionally, special school events, e.g. sports day in term 2 will require hats and sun protection to be worn if the UV level is predicted to be 3 and above. Families would be notified in advance on a case-by-case basis.
4. Students, who are not wearing hats, are to spend play times in the shade area.. No hat, play under the shade.
5. For Work Health and Safety staff, OHSC staff and sporting coaches and co-ordinators are required to be positive role models who practice sun smart behaviours including wearing a sun protective hat, clothing, sunscreen, sunglasses and seeking shade.
6. The school will maintain, upgrade and endeavour to increase the number of sheltered and shaded areas. Students are encouraged to seek shade during play breaks.
7. The availability of shade is considered when planning outdoor activities and excursions.
8. The school will incorporate sun smart activities into teaching programs and will endeavour to program outdoor activities outside of the peak UV times of the day or conduct in the shade where possible.
9. The school will positively reinforce the policy through displays, newsletters, assemblies and other forms of communication. All new staff and families will be notified of the policy.
10. Students are encouraged to apply their own water-resistant SPF 30+ broad spectrum sunscreen 20 minutes prior to outdoor activities to all exposed areas of the body, and reapply every 2 hours when outdoors. Time is allocated before each play break and during excursions for students to apply sunscreen.

Please note: T-shirts or sun suits to be worn for all outdoor swimming activities.

On enrolment of their child at St John Boscus Primary School parents will:

- be informed of the Sun Smart Policy, in the School Information Booklet
- be required to provide a suitable hat every day for their child's use in all outdoor activities (refer to point 2 above for suitable styles, caps are not a suitable alternative)
- provide 30+ broad-spectrum, water resistant sunscreen for their child's daily use at school.
- be encouraged to practice skin protection behaviours themselves, as positive role models for their children and to reinforce the Sun Protection Policy to their children.

Out of School Hours Care: As before and after school hours care operates outside of the peak UV radiation times of the day, the following sun protection implementation times applies:

* **Before school care:** Sun protection is not required as the UV radiation levels are rarely above 3 during this time.

* **After school care:** Sun protection is required during terms 1, 3 and 4, and whenever the UV rating is 3 and above at other times. Staff are encouraged to access the daily sun protection times to determine if sun protection measures are required during terms 2.

* **Vacation care:** Appropriate sun protection is required for all outdoor activities.

Vacation Care

Once the Vacation Care program has been finalised it will be available via email for parents to download and complete. Hard copies are also available from the OSHC office or school front office. Our Vacation Care program is very popular, however booking and permission forms need to be returned ASAP to ensure there is a space for your child.

If you book your child in on an excursion day, you are confirming that you have read the Vacation Care program and agree to the excursion details i.e. excursion dates, destinations, mode of transport, departure and return times, items required on the day.

The OSHC mobile phone, daily attendance records, emergency contacts and first aid kit will be taken on all excursions.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in their service and contribute to service decisions
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing
6.2.1	Transitions	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities
6.2.2	Access and participation	Effective partnerships support children's access, inclusion and participation in the program
6.2.3	Community and engagement	The service builds relationships and engages with its community

REVIEW

POLICY REVIEWED	MODIFICATIONS	NEXT REVIEW DATE
December 2022	Updated the references to comply with the revised National Quality Standard	December 2023