

# **MALVERN VALLEY PRIMARY SCHOOL**

## **OUTSIDE SCHOOL HOURS CARE PROGRAM**

# **PARENT HANDBOOK**

**OSHC MOBILE: 0434 637 943**



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## **WELCOME TO OUR PROGRAM**

Welcome to the Malvern Valley Primary School Outside School Hours Care program (OSHC).

This handbook gives basic information about this service aligned to what is presented on the MVPS school website - <http://mvps.vic.edu.au/oshc/>.

Our policies and procedures in full are available for viewing upon request.

## **PROGRAM PHILOSOPHY**

Malvern Valley OSHC program recognizes the need for families within the Malvern Valley Primary School community to access outside school hour's care. We believe every child has the right to attend a childcare environment, which is fun, relaxed, stimulating and safe. The importance of treating everyone with understanding and respect should be modeled by all staff, to create a warm and inclusive environment allowing children to feel secure in expressing their individuality and ideas.

### **PROGRAM GOALS:**

- To provide a service which is responsive to the needs and interests of families and the wider community
- To include all children and provide activities that are age and skill appropriate for each individual child
- To create a responsive and inclusive atmosphere where all staff relate to children in a warm and friendly manner
- To provide a varied, interest-based program of activities that supports and encourages the abilities and developmental needs of all children.
- To respect all children and their rights

## **STAFF**

The OSHC program adheres to the national staff/child ratio standards of 1:15 when at the program. The coordinator is qualified and experienced in childcare and has a Diploma in Outside School Hours Care.

The Coordinator is trained in Senior First Aid, Anaphylaxis and CPR. The assistant's are trained in Senior First Aid and Anaphylaxis and all staff follows Food Safety Handling Procedures.

**Coordinator:** Kerry Prendergast

**Assistants:**  
Tracey Fletcher  
Ashleigh Rak

## **THE PROGRAM**

### **OSHC PROGRAM OPERATION**

We are accredited and we have our full license with the Department of Education and Early Childhood Development

Our policies and procedures are governed under the National Framework guidelines.

Our insurance only covers children between operating hours and therefore we cannot accept children out of hours.

The OSHC program operates during school terms, Monday to Friday.

In the instance of early student school dismissals the program will operate from the time of dismissal.

### **NORMAL OPERATIONS ARE:**

Before School Care: 7:15am to 8:45am

After School Care: 3:30pm to 6pm

Pupil Free Days: 8am to 6pm

### **THE PROGRAM**

The OSHC program is based in the Multi Purpose Room at Malvern Valley Primary School.

#### **Program activities**

During our programs a wide variety of planned activities including art, craft, sport, gardening, educational challenges and cooking are on offer. Activities are designed to encourage participation of all children regardless of age, gender, cultural background and ability. Children are strongly encouraged to provide input into the planning and evaluation of our activities. This can be done through putting a note in our ideas box, filling out an activity evaluation form, speaking with staff or writing it in our children's suggestion book.

Outdoor play is strongly encouraged.

The children can also bring their bikes and scooters.

Bike and scooter safety is implemented in our program.

If your child does not bring a helmet they will not be able to ride.



The children help tend to the canteen garden and we have also bought a worm farm. All our scraps go into the farm.





One of the many art activities on offer in OSHC

### **Parent information and participation**

In addition to the school newsletter, parents may pick up letters, notices or brochures from the Parent Information table next to the sign out book. Important information may also be attached to invoices to ensure parents receive it. Parents are encouraged to provide feedback, suggestions or comments regarding any aspect of the program. A suggestion/ comment box is located on the OSHC Parent information table.

### **Lost property**

A lost property box is located near the Parent Information table. Any items found that are unnamed or belong to someone who is not there, will be placed in this box or placed in the school office lost property box.

### **Emergency Drills**

At least once a term an emergency evacuation drill is conducted during a before or After Care session. This ensures staff and children are aware of emergency evacuation procedures, and gives staff the opportunity to discuss the situation with children. Written reports are documented following each drill.

## **THE BEFORE SCHOOL CARE PROGRAM (BSC)**

The Before School Care Program (BSC) operates daily from 7.15am to 8.45am. The Program offers an informal but well supervised environment providing a healthy breakfast and varied quiet activities.

### **Before Care Arrival / Parent Information**

Children may arrive anywhere between 7.15am and 8.40am. Each child must be accompanied by a parent/guardian and be signed in on the roll kept inside the program. **It is a legal requirement that parents/guardians sign their child/ren into the program stating the time of arrival.**

All effort is made to make your child feel welcome and comfortable, however if your child is at all hesitant please advise the coordinator. Bookings are essential. Our booking system is run by OSHClub and you will need to go to their website and enroll your child and bookings can then be done online.

Cancelations and bookings need to be done 24 hrs before. If you need a casual booking you can ring the Coordinator on 0434637943 within OSHC Hours. 7.15am-6pm.

The web address is: <https://www.oshclub.com.au/oshclub.html>

**Please note.... No calls are to be made outside the OSHC Hours.**

### **Breakfast**

Breakfast is served form 7.15am until 8.30am. Children are offered a variety of breakfasts including cereal, toast, and Milo. If your child has any special dietary requirements please inform the staff.

### **Activities**

The Before School Program offers a wide variety of games, equipment, books and materials. Often there will be a craft activity set up for the children to enjoy and children are encouraged to help with breakfast.







### **Time to Go**

The attendance sheet is checked at 8.45am and then the children gather their bags and are allowed to go into the schoolyard where there is a teacher on duty.

If your child needs to leave early due to excursions or sports activities please notify the staff in writing stating days and times. Please note that the school grounds are not supervised before 8.45am so we are unable to let children leave before that time unless it is for a supervised activity.

It would be helpful if you went over the BSC routines with your child/ren so that they could feel more at ease with the procedures. If you have any comments or concerns regarding BSC and your child, please speak to the Coordinator.



Our many activities that we do in OSHC



## **THE AFTER SCHOOL CARE PROGRAM**

The After School Program operates between 3.30 and 6.00pm.  
The program aims to be a safe place where children can choose to relax, socialize and/or enjoy a variety of activities.

### **Arrival**

Once school is finished, children who are booked into the program arrive and have their names marked off the roll. Any children who do not arrive to have their name marked off are then searched for around the school grounds and if not found their parents/guardians are contacted. New preps to the program will be collected directly from their classrooms until they are familiar with the routine.

### **Afternoon tea**

A variety of nutritious Afternoon Teas are available.  
Fruit Platters and a second snack are provided. Fresh drinking water is always available.  
All children have their own named cups.



### **Activities**

A range of stimulating, creative and recreational activities are available such as craft, sport, creative play, cooking, gardening, free play and quiet activities. The program provides the children with a quiet corner with books that are changed weekly, board games, sports equipment, Lego, and outdoor play. All children are supervised, but are free to choose how they spend their time.

We have a quiet time set aside each evening for quiet activities and homework time.  
If you would like your child to do homework in the program, please remind them to bring the materials that they need.



### **Collection from the After School Program**

**It is a legal requirement that all children are signed out of the program upon collection by parent /guardian.**

On the 'OSHC Registration Form' it requests the names of people authorized to collect your children from the After School Program. If someone other than those nominated on the form will be collecting your children you are required to notify the program in writing. OSHC leaders will not allow children to go home with anyone other than those stated on the form. The Coordinator will attempt to contact parents/guardians to receive verbal permission over the telephone if an unauthorized person arrives to collect a child.

### **Late pick up procedures**

If for some reason you realize you cannot pick up your children by 6pm you must contact the service as soon as possible. It is your responsibility to organize an authorized person to collect the child, otherwise a fee of \$2.00 per minute will be charged. No child should remain at the After Care program after 6.00pm. If however, a child has been left after this time and parents have not notified the service, the following emergency procedures will be implemented.

The Coordinator will:

- Telephone the parents. If no reply...
- Telephone the emergency contact number. If no reply...
- Telephone principal or (if principal is not available) a member of the Management Sub-committee. If no reply...
- Contact nearest Police Station.
- Charge the parents for expenses incurred, including a penalty of \$2.00 a minute, if a child is not collected before 6.00pm.

### **Leaving early or arriving late to the After School Program**

Some children have extra curricular activities that they need to attend to either before or after school. The Malvern Valley OSHC program want to support children who need to leave early/arrive late to the program but needs written permission of parents for them to do so. If your child needs to attend a specific activity please provide the program

coordinator with a signed letter stating that you give permission for the child to attend the activity, with references to times and dates. Please note OSHC leaders cannot pick up children from activities operated from the school, as this will violate the staff: child ratios at the service.

## **PUPIL FREE DAY PROGRAMS**

Depending on numbers.

Pupil Free Day programs are run on weekdays when children are not required at school, excluding public holidays and school holidays

Dates will be published near the day. They usually operate twice a year.

The program runs from 8am until 6pm. Sign in and out procedures are the same as for our BSC and ASC programs. Details of the day's activities are posted in the school newsletter during the 2 weeks leading up to the day, and information is displayed around the OSHC room. If an excursion is incorporated into the day's activities, parents must fill out a permission form. This will be available before and on the day in the OSHC Room.

Excursions will generally be run between the hours of 10am and 2pm. There is a staff/child ratio of 1:8 on excursions.

Payment for Pupil Free days are to be paid **BEFORE** the day.

Your child will not be able to attend unless payment has been made.

## **HEALTHY ENVIRONMENT POLICIES**

### **Sunsmart**

During first and fourth terms children playing outside are required to wear a hat (as written in the Malvern Valley Primary School OSHC Policy). On hot days the children are also encouraged to wear sunscreen. If you do not wish your child to apply sunscreen please make the OSHC Coordinator is aware of this.

**This needs to be put in writing**

**Children MUST provide their own sunscreen**

## **REGISTRATION AND ENROLMENT**

In order to attend any of the OSHC programs, each family must first complete an **Enrolment Form**. OSHClub runs our bookings and enrolment system and you will need to go online and register and create an account with them. Once you have done this you will be able to manage your bookings and cancellations

The web address is: <https://www.oshclub.com.au/oshclub.html>

The information requested on the Enrolment Form assists in the smooth running of the service and will be treated with strict confidentiality. It is important that the OSHC program has the current information. Please notify the Coordinator in writing immediately if there are any changes that need to be made to your enrolment details e.g. change of address, work contact numbers and changes in medical conditions  
All medications must be labeled with your child's name.

### **Bookings**

Notification of bookings and cancellations is compulsory.

The number of daily available places for children attending the Malvern Valley OSHC program is limited to the following:

**Before School Care: 45 places**  
**After School Care: 45 places**  
**Pupil Free Day 45 places**

We are licensed for 45 children in BSC and 45 children in ASC.

**We cannot accept any children beyond these numbers.**

**NO CHILD WILL BE ACCEPTED IN THE PROGRAM WITHOUT BEING ENROLLED.**

**Casual Bookings:** Children who do not come consistently on the same days week by week may use the casual booking option. It is best to give the service at least 24 hours notice of a casual booking, as places are limited. We do reserve places each day for emergency casuals however these places fill quickly and therefore **cannot be guaranteed.**

#### **Cancellations**

You need to go to your account and cancel your child within 24 hours otherwise you will be charged for the session.

### **2015 PROGRAM FEES**

**Program fees are per session.**

Before School Program: \$18.00 per session

After School Program: \$20.00 per Session.

**CHILD CARE BENEFIT REBATE IS AVAILABLE TO ALL ELIGIBLE FAMILIES.**

You can contact Centrelink to see if you are eligible for the rebate.

**Late Collection:** The program closes at 6.00pm. Parents who pick up their child/ren later than this time are liable to pay a fee of \$2.00 a minute after 6.00pm.

Pupil Free Day program: \$45.00 full Day

Excursion Fees are not included in the daily fee of Pupil Free Days.

A cancellation fee of 100% applies for bookings cancelled within 24 hours before the commencement of the Pupil Free Day program.

## **CHILDCARE BENEFIT REBATES**

### **What is the charge for my child to attend before and after school care?**

All families are eligible for [Child Care Benefit](#) and the [Child Care Rebate](#). These federal programs reduce the cost of childcare by 50% or more and are available to almost all parents. Call the [Family Assistance Office](#) on 13 61 50 to find out more.

## **PAYMENT OF ACCOUNTS**

Your account is managed by OSHClub and they require direct debit. All their terms and conditions are available online when you create an account with them

**Bookings will not be taken for a child whose fees have been outstanding for more than two invoice periods.**

## **MEDICATION AND INJURIES**

Medication cannot be administered to children without an appropriate consent form. If your children need to take medication whilst attending the OSHC program, the parent must organize with the Coordinator to fill in a medication consent form. This includes all types of medication such as Ventolin, allergy medicines and non-prescribed medication. All asthma and anaphylactic plan need to be current. Please make sure all medications have not expired.

Children who do not have current plans and whose medication is out of date **WILL NOT** be accepted in the program until this has been updated.

The Coordinator has senior first aid and anaphylactic training. If your child is injured in any way that requires more attention than Level 2 First Aid can provide, it is the parent's responsibility to pick up the child and transport them to medical aid. The Coordinator is at no time able to transport the child. In any case where the parent cannot attend or organize transport for the child the Coordinator will call an ambulance if necessary. All costs shall be the financial responsibility of the parent.

Parents of children who become sick or injured whilst attending the program will be contacted and must pick up their child as soon as possible.

Details of any injuries are recorded on incident report forms. The Coordinator will ask you to read, sign and date any forms that relate to your child. Forms will be kept on record at the OSHC program in a locked filing cabinet and kept for a timeframe adhering to relevant legislations.

### **CUSTODY**

Parents who have sole custody of their children are requested to advise the Coordinator. To avoid any unpleasant situations the Coordinator needs to be aware of the custodial situation and access of the children. If there are any court orders please advise the Coordinator so that appropriate procedures can be taken.

All Custody procedures and court orders need to be put in writing.  
A copy of these orders from the courts need to be brought into the program and kept in your file.

## **PROTECTIVE CARE**

OSHC staff members have a moral obligation to ensure protective care of all children attending the program is upheld. Any suspicions of abuse or neglect will be passed to the school principal who will investigate the matter further. Information about protective care is available to all families.

## **PRIVACY**

Malvern Valley OSHC follows the Malvern Valley Primary School privacy policy in regard to the information you supply us. The information you provide will only be used by the OSHC staff for the purposes of maintaining up to date contact, medical, enrolment and custody details relevant to your child's attendance at the OSHC program. Your information will not be disclosed to anyone else. It is a legal obligation to supply the information requested on the Registration Form as it permits the OSHC program to conduct appropriate duty of care.

## **GRIEVANCES**

If you have any concerns or complaints regarding the OSHC program or an incident occurring within the OSHC program, please speak to the Coordinator. If you are unhappy with this result please speak to the school principal.

Official grievance forms are available from the Co-coordinator. Information you supply on these forms will be kept confidential and will be passed on to the OSHC Sub-Committee who will attend to your complaint. Once the complaint is resolved the forms will be kept at the Malvern Valley Primary School office adhering to privacy regulations.

## **QUALITY ASSURANCE AND CONTINUED IMPROVEMENT**

All OSHC programs are now required to attain and maintain specific standards to ensure a quality OSHC service is operated. At the Malvern Valley OSHC program staff regularly monitor and evaluate all aspects of the program and policies to ensure standards are being met and all stakeholders are kept up to date with any relevant legislative or other changes. Parent Feedback Forms are always available on the Parent Information Table for you to fill out if you wish. At times parents will be invited to provide feedback and comments regarding specific aspects of the program to enable leaders to incorporate parental perspectives and input into the program's operation.

In November 2009 the OSHC Program completed their Quality Assurance for accreditation and received high quality.

In November 2010 we were granted our full license.

## **CODE OF CONDUCT**



The OSHC Code of Conduct reflects Malvern Valley Primary School's Policy. It aims to provide a caring, happy and secure environment, where values such as sharing, co-operation, respect, and responsibility are encouraged and promoted.

**Our Code of Conduct is based on children having the right to be:**

Safe

Treated with respect and courtesy

Treated fairly and equitably

Able to work and play without interference from others

Able to talk to others about problems

Able to receive assistance from others

**Rules**

Keep within boundaries

Treat others with respect and kindness

Look after the equipment and pack it away

Any equipment that is intentionally or willfully broken must be replaced by the person who broke it

Walk inside

Listen to staff

Be honest

**Consequences (Before and After School Programs)**

Upon signing an enrolment form for either before or After School Care, the parent/guardian accepts in full the following consequences for their children's behavior.

1st step:

- Warning
- Discussion of the behavior, and appropriate behaviors
- Restate the rule

2nd step:

- Further discussion
- Time out from the group for 5 minutes enabling the child to reflect on his/her behavior

behavior

- Discussion with parents

Continued inappropriate behavior will result in longer periods of time-out and further discussions with parents. Where behavior is consistently displayed a diary of the child's behavior will be kept noting names, dates, types of behavior and consequences and parents will be kept up to date. Behavior that is deemed **UNSAFE** or that puts either the child other children or staff at risk, will result in a phone call to the school principal and the child's parent/guardian requesting that their child is immediately collected from care. Children are encouraged to treat all children, staff and equipment with respect.

**Bullying**

Bullying is not tolerated at the OSHC program. This includes any form of teasing, intimidating, provoking or threatening.

Staff will immediately act if any bullying situations occur.

**Consequences of bullying acts may include:**

- Discussion with all children involved individually
- The bullying student/s must apologize to the victims
- Time out
- A copy of the report is sent home for parents to sign and return to the Coordinator

**PARENT OBLIGATIONS**

Parents or guardians or approved persons are obliged to:

- Provide all details required on the registration form including emergency contact numbers, people authorized to collect their child/ren, as well as information on custody issues
- Make permanent bookings for sessions their child/ren will regularly attend and casual bookings for other times
- Inform the program of cancellations
- To 'sign in' their child/ren when delivering them and to 'sign out' their child/ren when collecting them from the programs
- Deliver and collect children within the operating hours of each program.
- Pay all fees within 2 weeks of receiving an invoice
- Inform the Coordinator of any issues relating to the health and well being of their child
- Raise any matters of concern they have about their child's attendance at the program with the Coordinator
- Support the Staff implementing discipline procedures
- If a child is displaying unsafe behavior parents are required to collect their child from the program.

Any questions regarding this booklet or any other information please feel free to talk to the Coordinator.

Families are welcomed to pop into the program at anytime.