

Oak Park Primary School Out of School
Hours Care

PARENT HANDBOOK
2023



Co-ordinator: Julie Andrews

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Acknowledgement of Country

We respectfully acknowledge the Wurundjeri people, Traditional Custodians of the land on which we stand and pay our respects to their Elders past, present and emerging.

Introduction

Welcome to the Oak Park Primary Outside School Hours Care Program. We hope that you and your child will be very happy during your time with us. At OSHC our aim is to provide a welcoming, safe and happy environment that is child focused and fun and where children are provided with opportunities to develop their social, emotional, physical and creative skills through play.

We believe the best way to work with you and your child is by building a partnership of care. To do this we want you to feel:

- **Welcomed, recognised, acknowledged and respected by all our staff.**

That:

- **You are given lots of information about what is occurring in the program and are asked for your views.**

And:

- **Your child is happy, safe and engaged.**

STATEMENT OF COMMITMENT TO CHILD SAFETY TO CHILD SAFETY



Oak Park Primary School Outside School Hours Care (OSHC) is committed to implementing and abiding by our Child Safe Environment Policy based on Child Safe Standards in Victoria (2022), which accentuates our *zero tolerance* for child abuse and raising awareness about the importance of child safety in our Service and the community.

We are dedicated to protecting children from abuse and neglect and promote a child safe environment, maintaining children's wellbeing. We adhere to our comprehensive Child Protection Policy, standing by our mandatory reporting responsibilities to protect children from physical, sexual, emotional and psychological abuse and neglect.

We work to ensure there is clear awareness between appropriate and inappropriate behaviour concerning adults and children. We require clear precincts between children and employees, volunteers and the community to maintain children's safety.

We are dedicated to promoting cultural safety for Aboriginal children, cultural safety for children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

We value diversity and do not tolerate any discriminatory practices.

We are committed to ongoing professional development for employees to maintain their ability to distinguish and respond to situations of abuse and neglect, ensuring employees are responsive to their responsibilities in keeping children safe.

We work in collaboration with the United Nations Convention on the Rights of the children and have confidence in educating children about their right to be safe. We believe in teaching children what to do if they feel unsafe and encouraging them to express their view and thoughts on matters that directly affect them.

As educators we listen to and empower children to act on any concerns, they or others may raise which is reflective in our policies and procedures in keeping children safe

OPPS OSHC PHILOSOPHY

Our aim is to provide a high quality play based school-aged childcare service for Oak Park Primary School which is community-based, flexible and meets each child's need for care in a happy, creative, stimulating, safe and secure environment in both before and after school. A place that is a warm and inviting where children can relax, have fun with their friends, make new friends and be empowered to shape and control their world; a place where they belong, a place that belongs to them.

We strive to build trusting, collaborative partnerships with families, the school and services that work with children and acknowledging the family as the first and most important educator in a child's life. We aim for a consistent and compassionate approach where children are at the heart of every decision we make. We cultivate an atmosphere where all children and families are actively welcomed to join us in celebrating diversity of thought and culture.

We provide an OSHC experience where children engage in a range of play and leisure activities and experiences that support them. We value that children learn through play, and our program invites children to actively engage in creative experiences as well as sport and imaginative free-play and that with encouragement and guidance, all children have opportunities to engage in meaningful experiences which recognise the individual interests and needs of the children in our care.

Regulatory and Quality Requirements

The OSHC Program operates under the National Quality Framework for Early Childhood Education and Care which is governed by the Australian Children's Education and Care Quality Authority.

This framework includes:

- A national legislative framework that consists of the Education and Care Services National Law and Education and Care Services National Regulations.
- National Quality Standard
- An assessment and rating system
- A regulatory authority in each state and territory who will have primary responsibility for the approval, monitoring and quality assessment of services in their jurisdiction in accordance with the national legislative framework and in relation to the National Quality Standard
- The Australian Children's Education and Care Quality Authority (ACECQA)

The National Quality Standard is linked to national learning frameworks that recognise children learn from birth and outline practices to support and promote children's learning. For OSHC our learning framework is "My Time, Our Place: Framework for School Aged Care in Australia".

Parent Involvement

The role of the family in the OSHC Service is paramount to the success of the Service, its programs and outcomes for children. Your input is greatly valued and always welcomed.

Parents can help educators increase their understanding of your children and support them in their caring. This support can be fostered through day to day contact and communication between parents and educators.

You are welcome to discuss any aspect of your child's participation in OSHC with the program educators or the Coordinator. Confidentiality will always be ensured. For more formal or in depth discussions, an appointment with the Coordinator can be arranged on request.

Please feel free to give us your feedback (both positive and negative) and suggestions by talking straight to the Coordinator or staff, or in writing via the Coordinator. Feedback can also be provided via the OSHC suggestion box and Communication book.

ABOUT THE OSHC SERVICE

Venue location and Contact numbers

Location: Oak Park Primary School
Willett Ave, Oak Park 3046

OSHC telephone: 9300 3412

Email: oshc.oak.park.ps@education.vic.gov.au

Hours of operation:

Before School Care

The Before School Care Service operates from 7:00am to 8:50am each weekday during the school terms. A healthy and varied breakfast is provided each morning. Breakfast is available from 7:00am to 8:20am.

After School Care

The After School Care Service operates from 3:30pm to 5:55pm each weekday during school terms. A nutritious snack is provided as part of the service. The service provides an extensive program of creative and recreational experiences for the children. On days of early dismissal from school the program operates from the time the children are dismissed.

The service does not operate on the last day of term 4 and is also not open during student free days.

Educators

Our educators are all required to have a current Working with Children Check, and the relevant qualifications required for their position. Most educators are trained in anaphylaxis management, and have current first aid training. There will be at least one staff member on duty at all times who has current First Aid Level 2, asthma management and anaphylaxis management training.

OSHC Program Coordinator:
OSHC Assistant Coordinator

Julie Andrews
Alison German

OSHC Educators:

Dawn Cadee

Staff Ratios

To comply with current staffing regulations, a ratio of at least one staff member to every 15 children will be adhered to at all times.

Number of Available Places

Currently the number of licensed and funded places are as follows:

Before School Care – 75 available places each session

After School Care - 75 available places each session

This means that 75 children in both Before and After School Care may be in attendance at any one time. Educators will be rostered according to expected booking numbers each day. Late bookings cannot always be accepted as we may have reached our cap for the day and may not be able to roster staff at late notice. For this reason, it is important to book in advance to ensure your child has a place when needed.

OUR PROGRAM AND ACTIVITIES

Programming

Our Service is committed to nurturing and extending each child's social, physical, emotional and intellectual development in a child-friendly, supportive and fun environment. The OSHC Service will offer a flexible and balanced program which will respond to children's interests, needs and stages of development. Children are encouraged to provide ideas and feedback so that we may continue to provide fun and interesting activities for all ages, abilities and backgrounds. Families are also encouraged to provide feedback and program suggestions. Families are also encouraged to share aspects of their family or working lives, which would enrich the experience of children in the service.

Equity, Diversity and Inclusion

The OSHC Service ensures that all children have equal access to all equipment, resources and play areas. Equal opportunity is actively promoted, and bias and prejudice are actively counteracted. Our Service embraces diversity through its approach to programming which is sensitive to all cultures, religions, and ethnic groups. Staff encourage children to respect and value each other. Educators are aware of the diverse family structures that are present within the service, and model an attitude of value and respect for all cultures and religious practices.

Activities

A choice of outdoor/indoor and active/passive activities are made available for all children. The program of activities for the week will be displayed on the OSHC noticeboard.

Foundation Orientation

During Term 1, Foundation children attending After School Care, will be collected by an Educator from their classroom, until they feel confident to make their way to the program. This process can be extended to meet individual children's needs. They will be linked with other children in the service if they don't know anyone else or assigned a buddy to help them and assist them in the routines of the program.

Nutrition

The OSHC Service will provide children with a variety of healthy and nutritious food in both Before and After School Care.

Allergies and special dietary needs can be catered for. Please ensure that details regarding these are included in your child's Enrolment form. In cases of severe allergies, food containing the specific allergens will be avoided. Water is available to drink at all times.

ENROLMENTS, BOOKING AND FEES

Definitions

Permanent Booking – a regular weekly or fortnightly booking made on an on-going basis, usually for at least one term.

Casual Booking – bookings that do not fit a regular pattern, and are booked as the need arises.

Late notification – full fee is charged when less than 24 hours' notice is given.

Late fee – fee charged when a child is collected after the ASC service is closed

Enrolments

All children must be enrolled before receiving care, and children must be re-enrolled on an annual basis. A completed enrolment is required before children attend the service. The enrolment form must be completed in its entirety and if any details change, e.g. dietary requirement, medical issues, contacts etc., it is the parent's responsibility to inform the service to keep these up to date.

Priority of access

Under Australia Government guidelines it is recognised that the demand for childcare sometimes can exceed supply in some locations and when this happens it is important for a service to allocate places to those families with the greatest need for child care support. The Australia Government has priority of access guideline for allocating places in this circumstances they are as follows:

One of the main reasons the Australian Government funds child care is to meet the child care needs of Australian families. However, the demand for child care sometimes exceeds supply in some areas. When this occurs, it is important for services to allocate places to those families with the greatest need for child care support.

To ensure that the centre adheres to the guidelines issued by the Australian Government, priority of access to child care will be given according to children falling in the following categories:

Priority 1: A child at risk of abuse or neglect

Priority 2: A child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the *New Tax System (Family Assistance) Act 1999*.

Priority 3: Any other child.

Within the main categories, priority is also given to children in;
Families with low incomes;
Aboriginal and Torres Strait Islander families;

Parents or children with disabilities;
Families from non-English speaking background;
Single parent families;
Socially isolated families.

All places not filled by permanent bookings will be available for casual clients, in accordance with the service's Priority of Access policy. Please give the service as much notice as possible if the need for casual care arises, so that we can organise appropriate staff to accommodate the number of children attending.

Fees

The Oak Park Primary School OSHC Program operates on a non-profit basis. Any surplus will be spent on equipment and resources for the children's program, minor upgrades and service improvements. The OSHC Program aims to provide a quality service which is accessible and affordable to families.

Fees will be set on an annual basis by the School Council prior to the commencement of the school year. Fees are set to cover the cost of the service. They are subject to change. Fees are charged on a per session basis, per child.

<i>Before School Care</i>	<i>\$19.00</i>
<i>After School Care</i>	<i>\$23.00</i>
<i>Late cancellation fee (less than 24 hours' notice) Full fee</i>	
<i>Late charge: (after 6:00pm)</i>	<i>\$1.00 per minute</i>



METHODS OF PAYMENT:

- ⊙ EFTPOS (only at the school office)
- ⊙ Direct Debit (Account details are listed below)

It is very important that you include your family name in your description field to ensure that the payment is allocated to the correct family.

Account details for electronic payment:

Account Name: OPPS Official Account
BSB Number: 063 450
Account Number: 10002492
Description: 'Family Name – OSHC fees'

Fees for care will be charged fortnightly in arrears. Payment must be made by the due date, failure to adhere to this will result in your child's place in the program being forfeited.

Parents/Guardians are asked to notify the service of any cancellations, changes or additions to bookings on 9300 3412.

24 hours notice must be given if a child cannot attend a booked session, failure to do so will result in full fees being charged

Child Care Subsidy

Both the Before and After School Care programs are approved child care services and are funded by the Commonwealth Government to provide Child Care Subsidy to eligible families.

To ascertain eligibility, you must register to myGov.au before your child starts using the program, to notify them that their child will be attending an Outside School Hours care service, and ensure you have been assessed for CCS. You must supply your Centrelink Reference Number(CRN)and date of birth, and your child's CRN and date of birth (all of which is on the Enrolment form). Without this information you will not be able to claim CCS and full fees will apply.

If you have a Foundation student starting, you must also notify myGov.au that they are now a school aged child.

Service Educators

Julie Andrews is the Coordinator of the Oak Park Primary Outside School Hours Care Program and has been employed with the program for 20+ years. Julie's qualifications include a Diploma in Children's Services (OSHC), certificates in First Aid, Anaphylaxis, Food Safety and Mandatory reporting. The Coordinator is responsible for the day to day operation of the service. This includes preparing and implementing children's programs, overseeing children's wellbeing, managing behaviour, bookings and billing, ensuring all regulations are followed in regard to the Children's Services Act, maintaining resources and equipment, monitoring the budget and reporting to the management committee.

Alison German is the Assistant Coordinator and has been with the program since January of 2016. Alison holds a Diploma in Children's Services (OSHC) and certificates in First Aid, Anaphylaxis and Asthma Management. Alison supports the Coordinator in the day to day running of the program.

Dawn Cadee is a Program Educator and has been employed with the program for 18 years. Dawn's qualifications include Certificate 1V in Children's Services, Certificates in First Aid, Anaphylaxis and Food Safety. Dawn supports both the Coordinator and Assistant Coordinator in the day to day running of the program.

Commencement of Care

When booking your child in for the first time please inform the staff that your child has not attended the service before. The educator will ensure that your child is orientated to the program; this includes, routines, activities available daily, snack times, expectations and linking them with other children in the program if they do not know anyone else.

Prep children are collected from their class until they are settled in and able to find their way to the service safely.

Arrival and Departure Procedure

All children attending Oak Park Primary School OSHC must be signed in / out by the parent/guardian/authorised person every session via the programs ipad. The parent/guardian/authorised person must undertake their responsibility of signing the attendance ipad in accordance with Government requirements.

No child will be allowed to leave the service with a person who is not authorised by the parent/guardian (this information is provided on the enrolment form and can be changed at any time). Children may not be collected by persons other than those that appear on the enrolment form, or by anyone under the age of 16. These procedures have been put in place to ensure the safety of your child.

Late Collection of Children

Oak Park Primary School OSHC Program will ensure the safety of children not collected from the service by the closing time by following this procedure.

Oak Park Primary School OSHC Program closes at **5.55pm**, at this time the staff are no longer on duty. If a child is still in care at 6.00pm the staff will attempt to contact the parents/guardians/authorised persons to ensure they are on their way. If not contactable, staff will immediately contact the emergency contact numbers on the enrolment form.

During this time the child/ren will be reassured and made comfortable whilst staff are trying to contact the parent/guardian/authorised person.

If by 6.30pm, the staff have not been able to contact the parent/guardian/authorised persons, they will contact the Department of Human Services for direction.

Late fees will incur of \$1.00 per minute.

Confidentiality and Discretion

Oak Park Primary School OSHC Program has a responsibility to comply with the Privacy Act 1988, which governs the release of personal information. Educators will respect parents'/guardians rights to confidentiality when these rights do not conflict with the rights and safety of the children e.g. child protection matters.

All private information regarding children and families will be held in a locked and secure place. Access will be restricted to the Coordinator and educators working directly with your child.

Information which is required for the daily operation of the service and the well being of children and staff, may be exchanged between educators in the normal course of work and will be treated confidentially.

Program Planning - General Information

Oak Park Primary School OSHC Program is committed to nurturing and extending each child's social, physical, emotional and intellectual development in a child-friendly, supportive and fun environment. In accordance with parental and children's requests a flexible and non-structured program is in place 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 responsibility and to use their free time creatively. Experiences offered will be both active and passive within the indoor and outdoor areas.

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.

Oak Park Primary School OSHC Program acknowledges that celebrations and festivals assist children to celebrate their own cultures and practices and learn about others. An anti-bias approach to programming which is sensitive to all cultures, religions and ethnic groups is undertaken at all times.



Outdoor play

Oak Park Primary School OSHC Program encourages all children to participate in outdoor play and recreational activities on a daily basis. Outdoor equipment provided is appropriate to the developmental levels of the children it is catering for. Children have access to materials and equipment that can be used in a range of ways to provide challenge and problem solving experiences along with physical development.

Both passive and active experiences are provided outdoors and experiences are focused both on individuals and groups. However, energetic play is encouraged whilst outdoors. The outdoor play not only focuses on physical development but also on all other areas of child development.

Television, Movies, Computers and Electronic Games

Oak Park Primary School OSHC Program attempts to operate as an extension of home and children's leisure time. The service endeavours to reflect children's interests, therefore activities such as movies, television and electronic games will be offered in a balanced program of activities. The amount of time children can participate in these experiences is limited. The content of programs and games is appropriate for all children present and will not contain any physical or verbal violence or ridicule. These activities are limited to G ratings. PG ratings will be individually assessed by the service for appropriateness.

Homework

Children who attend the program full time may find it difficult to undertake homework tasks at home. Oak Park Primary School OSHC supports positive relationships between parents and children and therefore understands that a time and place for homework to be undertaken within the OSHC program is critical.

The educators will attempt to provide a quiet, safe area for children to undertake homework tasks. However, they will not take responsibility for completion of homework; this is the responsibility of the parent and child. The educators can assist children with homework tasks as part of the daily program of experiences where time and resources permit. Children will be paired to undertake like tasks (if appropriate).

Positive Guidance of all children

Oak Park Primary School OSHC Program 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.

To ensure that this occurs all educators will communicate with all children in a positive and respectful manner, actively listening to what children have to say and acting upon this. It is important that children are provided with a role model that reflects values and attitudes of the local community; this is the role of the educators.

To ensure all children are cared for effectively they will be supervised actively at all times by the OSHC team. Children are encouraged to be considerate and supportive to each other and moral development will form part of the program plan. Children are encouraged to undertake their own problem solving and negotiation with the support from educators.

Children are supported by educators who will assist them to label their feelings and find appropriate ways of expressing them. The staff will encourage positive behaviour and give clear, consistent guidelines to children regarding the program's expectations and code of conduct.

Children are involved in the development of the program's behavioural guidelines including consequences of inappropriate behaviour. A child's parent/guardian is consulted when their behaviour consistently conflicts with the service's behavioural guidelines and are invited to assist the development of behaviour plans to assist the child.

In extenuating circumstances alternative care may be required for a child whose behaviour affects/endangers other children and has not improved after a behavioural plan has been implemented.



Be Kind

Catering for children's Individual needs

All children have equal access to equipment, resources and play spaces within the program. Planning for children focuses on strengths and interests and ways to extend and challenge existing skills for all children.

The educators 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.



Health and Safety

Medication

Definition - Medication

Includes but is not limited to; eye drops, cough mixture, Panadol and asthma medication. Medication includes all prescription and over the counter drugs.

Definition - Lawful Authority

A power, a duty, responsibility or authority conferred at common law or under an Act to make a decision regarding the health, welfare or other aspect of a child's care. Parents have lawful authority over their child unless a court order states otherwise.

Good practice, in regard to the staff giving children medication, is essential to ensure that appropriate doses of correct medicines are given to the child.

Medication is kept out of reach of children in keeping with the requirements of the medicine (fridge or locked cabinet). Where educators have been notified all personal medication including asthma pumps will be stored in a manner which prevents access by other children.

Medication will only be given with permission from parent/guardian/person with lawful authority or in the case of an emergency, with permission of a medical practitioner. This procedure is in line with the National Standards for Outside School Care. Authorisation, in writing, from a parent/guardian/person with lawful authority will include the child's name, the name of the medication, the dosage and times or circumstances of administration, along with details of last dosage taken prior to attending the program. Where children require medication regularly, approval in writing, from parents/guardians/person with lawful authority will be updated on a regular basis. Notification, in writing, will also need to be obtained from parents/guardians/person with lawful authority where a child self-administers the medication.

Medication will only be given if it is clearly marked with the child's name, contained in the original container, within its due date and kept in appropriate storage. Children will not be given a higher dosage than that written on the label.

In an emergency, if the parent/guardian/person with lawful authority is unable to be contacted, the service will contact the family doctor first and then a registered medical practitioner. Evidence of this permission from the doctor will be kept on the child's individual file.

Parents will be notified if any required medication was not administered for any reason as soon as possible.

A medical register will be maintained by the service containing the date, time and dosage of medication that was administered as well as the name of the person who administered it.

Medical Plans - Action Plans

Enrolment forms provide families with the opportunity to share their child's medical information with the service staff. This information is critical to the safety of children with significant medical conditions. All medical details are held in a confidential manner in accordance with the Privacy Act 1988.

Individual medical health plans are designed for children with serious health conditions and are reviewed on a yearly basis (to ensure relevance and accuracy) unless there is a change of condition.

If your child has a serious health condition such as asthma, epilepsy, serious allergies or any other serious or life threatening medical condition it is imperative that the staff are made aware of this prior to commencement.

First Aid

In the event of an accident or a child falling ill, first aid equipment and expertise is available. A first aid kit is maintained in good order and is accessible by all staff at the service. At least one educator on duty will hold a current Level Two first aid certificate.

Illness

When a child becomes ill the child's parent/guardian will be contacted by program educators to make arrangements for the child to be taken home as soon as possible. Whilst your child is awaiting your arrival they will be made as comfortable as possible, and signs and symptoms of the illness will be recorded in the medical register.

Accidents

It is vital that sound accident prevention strategies are developed, monitored and practiced by staff. These strategies are designed to reduce the incidence of any accidents occurring. Your child's wellbeing is of prime concern and first aid will be administered immediately by staff to ensure the best outcome. Parents will be informed immediately if medical aid or hospitalisation is required.

The educators maintain visual contact with all children at all times to ensure prompt attention is provided. First aid is administered as quickly and effectively as possible to prevent any serious harm or secondary issues.

The Coordinator will ensure all preventable strategies are put in place and that reporting of an accident or hazard is properly documented. In most cases the Coordinator will record the incident details, carry out an investigation and follow through on any recommendations arising from the investigation. The purpose of an investigation is not to lay blame, though at times the facts may indicate where fault may be found. The purpose is to:

- Learn from the event via careful fact finding
- Make decisions and take actions to ensure a safer environment
- Prevent similar accidents from occurring in the future

Emergency Management

The personal safety and security of children and staff while attending the service is paramount. Therefore, the program has emergency procedures which are known and practiced by educators and children. The service has written procedures for dealing with emergencies such as dealing with, a medical emergency, a fire, threats to staff or children, a bomb threat and robbery.

Sunsmart

Educators will observe strict sun protection practices in accordance with relevant government guidelines to minimise the risks to themselves and the children. All children and educators are required to wear a suitable hat and apply sunscreen (factor 30 or greater) before they go outdoors in Terms 1 and 4. **No hat, no play.** Children are encouraged to play in shaded areas. Children must also have a water bottle.

Suitable hats include legionnaire style or broad brimmed style that shade the face, ears and neck.

Sunscreen (factor 30+, broad spectrum, non allergenic, water resistant) will be provided by the OSHC program. Children are encouraged to apply sunscreen approximately 20 minutes prior to going outdoors. Even children playing in the shaded areas must wear sunscreen. Information regarding the sunscreen type and brand will be provided to parents to assist in the prevention of allergic reactions to the cream.



Infectious Diseases

Oak Park Primary School OSHC Program follows correct hygiene practices and meets the requirements of State and Commonwealth legislation. Parents/guardians/approved persons are notified of any infectious diseases present at the venue or school and information regarding common infectious diseases is available for families as required. Details of specific individuals are not available.

Parents/guardians are notified of any symptoms their child is showing of illness as soon as is practicable. Families are referred to their local doctor for diagnosis of possible infectious disease.

Children suffering an infectious disease will be excluded from the service in accordance with appropriate guidelines.

