Armadale Primary School

Out Of School Hours Care (OOSHC)

Parent Information Booklet
2015

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Welcome to New Families

Armadale Primary School out of School Hours (OOSHC) program welcomes all new families to our service. We encourage all new parents to familiarise themselves with the program in their own time and support the integration of all new children. Please make yourself feel comfortable at our program by identifying yourself with all service practices and procedures. Please feel free to ask our staff members about what our program offers and what your child/ren are participating in while attending OOSHC. As a service we always welcome new ideas and appreciate feedback on all of our current practices. Please do not hesitate discussing any comments, concerns or queries with the program coordinator.

1.0 HISTORY
The Armadale Primary OOSHC program is held in the Multipurpose Building of Armadale Primary, Densham Road, Armadale. We are sponsored by the Armadale Primary School Council and must report all changes to the council through a management sub-committee for ratification. The service is approved for 130 places.

1.1 Establishment of the Program
The Armadale Primary OOSHC program has been operating since 1990. The program has grown with time and has adapted to the needs of modern life. Opening as a small program that consisted of 15 places at After School Care, the program then expanded to incorporate further programs such as Before School Care, Curriculum Day Care and Holiday Program. We pride ourselves on having offered a variety of structured routines in addition to programs like art club, science club, dance, homework assistance and a variety of sporting clubs ranging from self-defence to tennis and little athletics. The OOSHC program is a warm and friendly environment that caters for a variety of school-based activities. This handbook outlines the philosophy and all functions of the program. Policies, procedures and routines are an integral part of a successful program and the most important aspects are the children and their families.

1.2 The Program’s Philosophy
The philosophy of the Armadale PS OOSHC program is a continuing plan to provide affordable childcare for children, that is of the highest standard possible. We are community based and try to meet the abilities, interests and needs of each child in an environment that is creative, inclusive, stimulating, friendly, safe and secure during all components of the program. These goals and aims are reviewed annually to ensure our philosophy is being closely followed and remains suitable to the program’s needs.

Our major goal is creating an environment that promotes free choice, while offering various structured activities based on the importance of interpersonal and intrapersonal development, during of the vital phase of middle childhood development. The service aims to treat all children equally and show no discrimination towards children or families that have additional needs, diverse cultures or different beliefs. The service aims for provide students with new and engaging experiences.

At all times our program aims to respect the wishes of all families that attend the program and endeavours to maintain a working relationship which respects the philosophy of each family, in appreciation of the program’s goals.

As we are a community-based non-profit organisation, we place the highest value on input from all children, family, staff and community resources that interact with the program. We attempt to adopt all reasonable ideas into a program that is safe, flexible, and friendly and promotes respect, individuality, health and well-being.
1.3 Out of School Hours Management Structure
The Armadale Primary OOSHC program is sponsored by the Armadale PS School Council and has the following structure:

Service Users (children and families)
↓
Program Assistants
↓
Program Assistant Supervisor
↓
Program Coordinator
↓
Resources Sub-committee
↓
School Council

1.4 Responsibility of the School Council
- To oversee the planning, implementation and evaluation of the program
- To oversee correct management of the finances of the program and ensure correct records are maintained
- To ensure that all areas used for the program are suitable for the planned activities and that the area is as safe and as hazard free as is practicable
- To ensure maintenance of equipment and fittings which are directly related to the program
- To set a fee structure that is affordable to all families using the program

2.0 STAFF

2.1 Role of Program Coordinator
The general duties of the Program Coordinator include:
- Maintaining the financial upkeep of the program including the issuing of regular accounts
- Preparation and reporting of relevant Child Care Benefit (CCB) information to the Family Assistance Office
- To ensure appropriate security for all children and staff
- To ensure that sufficient staff have appropriate first aid qualifications and to encourage all staff to obtain minimum first aid qualifications
- Planning and coordinating activities
- Managing and directing OOSH Program Assistants
- To encourage OOSH staff to implement “Sun Smart” policies
- Providing and maintaining a safe, caring and fun environment for all involved with the program
- Organising staff professional development
- Maintaining appropriate records
- Report and policy development
- Ongoing maintenance of program equipment
- Meeting Quality Assurance standards at all times

2.2 Role of the Program Assistants
The general duties of the Program Assistants are:
- Supervision of children attending the program
- Preparation and implementation of activities and games
- Food preparation
• General cleaning and maintenance of program equipment
• Participation in staff professional development programs
• Attendance at regular staff meetings
• Providing and maintaining a safe, caring and fun environment for children attending the program
• Informing the Coordinator of any relevant information regarding the program or anyone involved with it
• Understanding the Quality Assurance process and their role

2.3 Staff Ratios
OOSHC staff ratios are as follows:
• 1 staff : 15 children (on site)
• 1 staff : 8 children (excursions)
• 1 staff : 5 children (water activities)
• 1 staff : 30 (qualified)

2.0 PARENT INVOLVEMENT
• Parents must ensure that a registration form is completed and handed to the Program Coordinator before the child starts any of the programs. All users must update these records once per year, typically at the start of every school year.
• To ensure a current credit card authorisation form is completed
• To ensure that children are correctly SIGNED INTO the Before Care program, SIGNED OUT of the After Care program and SIGNED IN and OUT of Curriculum Day and Holiday Program activities.
• To ensure the Program Coordinator is advised, in writing, authorised nominees, medical information and emergency contacts. This can be completed on each child's enrolment form.

4.0 HOURS OF OPERATION
Hours of Operation are:
• After School Care: 3.30pm – 6.00pm
• Before School Care: 7.00am – 8.45am
• Holiday Program: 8.00am – 6.00pm

On the last day of each term, the program will operate from 2:30pm to 6:00pm to meet the need for aftercare on these early finishing days.

On the last day of the school year, the program will operate from 1:30pm to 6.00pm to meet the need for aftercare on this early finishing day.

4.1 Signing In and Out Procedures (Before School Care)
Parents/Guardians are required to sign their child into Before Care on each morning they attend. An OOSHC staff member will sign each child out of the program at 8:45am when all children attending will be released into the care of the teachers on yard duty.

4.2 Signing In and Out Procedures (After School Care)
An OOSHC staff member will sign each child into the program at 3.30pm. Parents/Guardians are required to sign their child out of the program each night. Parents/Guardians must inform the program Coordinator if someone new is picking up their child from After Care by completing an OOSHC Authorisation form with the new person listed as an Authorised Nominee.

Only parents, guardians or authorised nominees listed on the enrolment form will be authorised to sign children in or out of the Armadale Primary OOSHC program.
4.3 Late Fees
The OOSH Coordinator is authorised to charge fees when children are collected late from the program (after 6pm). The charges are $1.00 per minute after 6pm. A Parent/Guardian who consistently picks up children late may have their place withdrawn.

5.0 ENROLMENT PROCEDURES
An OOSH enrolment form must be received by the Program Coordinator, prior to each child attending the service. The OOSH enrolment form must be re-submitted each school year. Under no circumstances will an unregistered child be accepted into the OOSH program. OOSH encourages parents with any change of information throughout the school year to please update the Coordinator. An annual credit card authorisation form is also required.

At Armadale Primary OOSH we pride ourselves on the knowledge that our programs are adapted to children with all types of needs. We accept children equally without discrimination on basis of race, gender, culture, ethnicity, or disability.

5.1 Permanent Placements
Permanent placements are when the child is booked into the program on the same day/s each week.

5.2 Casual Placements
Casual placements are when the child is not permanently booked into the program but requires care on a particular day/s. A casual placement is not guaranteed and is determined on staff: child ratios.

5.3 Booking Cancellations
In the case of Holiday Program bookings, any cancellations, if not filled by waitlisted bookings, may still incur the full booking fee.

5.4 Custody Details
Parents/Guardians must inform the Program Coordinator of any custody issues prior to the child commencing. Any court orders relating to child custody must be communicated to the school and OOSH program management immediately. These must be given in writing.

5.5 Medical Details
All medical details on the enrolment form must be filled out for it to be deemed complete. Parents/Guardians must provide any relevant written information and procedures regarding any extensive medical conditions such as food allergies, asthma etc prior to their child commencing. Any children requiring medication must have a Medication Registration Form filled in. This form must be given to the Coordinator or Supervisor on duty.

5.6 Priority of Access
Armadale Primary OOSH follows the Priority of Access guidelines in accordance with Community Based OOSH Handbook, July 2000. In accordance with these guidelines, enrolments will be prioritised as follows:
- Priority 1 – a child at risk serious of abuse or neglect
- Priority 2 – a child of a single parent family who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act
- Priority 3 – any other child. Within these categories priority should also be given to the following children:
  - Children in Aboriginal and Torres Strait Islander families
  - Children in families which include a disabled person
Children in families on low incomes  
Children in families with a non English speaking background  
Children in socially isolated families  
Children of single parents  
**Holiday Program** – follows the same priority except that Armadale PS families have priority over families from outside Armadale PS and working parents over non-working parents.

5.7 Confidentiality  
All information held by Armadale Primary OOSHC regarding families and staff is kept in the Program Coordinator’s office. Access will only be available to the Armadale Primary OOSHC Program Coordinator, Assistant Coordinator, School Principal and School Business Manager. No information is to be disclosed to a second party without the express permission of the person concerned.

6.0 FINANCIAL PROCEDURES

6.1 Invoices
- All invoices are addressed to the custodial Parent/ Guardian
- All invoices are dated, itemised and contain records of previous payments and childcare benefit percentage if applicable
- All invoices contain the previous month’s usage
- Invoices are emailed monthly

6.2 Fees

<table>
<thead>
<tr>
<th></th>
<th>Before Care</th>
<th>After Care</th>
<th>Curriculum Day/ Holiday Program</th>
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<tbody>
<tr>
<td>Per child</td>
<td>$11.00</td>
<td>$16.00</td>
<td>$60.00</td>
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- A Credit Card Authorisation is required and your credit card will be debited with your account balance on the 7th of each month. Please ensure there are adequate funds available.

6.3 Child Care Benefit (CCB) & Child Care Management System (CCMS)

CCB is a payment made to families to assist with the costs of child care. All Australian residents using an approved child care service are eligible for CCB. Eligibility is also income dependent.

It is the responsibility of the parent/guardian to register their child with the Family Assistance Office (FAO) and to notify OOSHC to enable them to receive the CCB. When registering, the Customer Reference Number (CRN) of the Armadale Primary OOSHC Program must be quoted (see below). Before and after school care program must be registered separately to Holiday Program.

The Child Care Management System (CCMS) will bring all approved child care services online to standardise and simplify the administration of Child Care Benefit (CCB). CCMS is a national child care computer system that provides details of CCB entitlements, as well as child care supply and usage, to families, child care services and the Australian Government. CCMS will also enable parents to see online statements from the Family Assistance Office showing the CCB payments made to child care services on their behalf.

All queries and problems are the sole responsibility of the parent and the FAO. Families will be charged full fee when no CRN has been provided. All CCB percentages remain strictly confidential and are only viewed by the centre coordinator and the family concerned.

*Our service provider numbers, which must be submitted to the Family Assistance Office, are:*
*Before and After School Care (Combined OSHC): 555 007 98IV*
7.0 PROGRAM PROCEDURES

7.1 Program Policies
A list of the OOSHC program policies is available in the Out of School Hours Program Policy Handbook, available on our website (www.armadaleps.vic.edu.au) for you to view at any time.

7.2 Program Activities
There are a number of set activities for the Armadale Primary OOSHC program including drawing, a craft trolley, table tennis, building blocks, dress ups and a range of board and card games. OOSHC runs several regular activities throughout the year, such as tennis lessons, netball, science club and art club. We also provide After School clubs that change every school term, including activities such as skateboarding, archery, fencing, chess, dancing, cricket and basketball. Craft and cooking activities are organised on a rotational basis.

Armadale Primary OOSHC also has a working relationship with on site music teachers, which include a range of musical instruments on offer, varying each term. These music programs are outsourced and not run in conjunction with OOSHC. Parents must list their child’s music teacher as an Authorised Nominee on their enrolment form. This is so that music teachers are able to sign students out from the program for music lessons.

At Armadale Primary OOSHC a large amount of our program planning is developed through interacting with the children and gathering information on what all children need and want from the program. We respect their ideas concerning all program planning.

7.3 TV and Videos
TV and video/DVD facilities are used sparingly. The program allows PG rated movies and cartoons, when supervised by a staff member.

7.4 Food
Armadale PS OOSHC will always endeavour to provide a balanced, nutritious variety of food for the children throughout the program.

The Before School Care program offers breakfast each morning from 7am until 8.15am. Breakfast consists of a selection of cereals, porridge, toast, fruit juice, Milo, Nesquicks, yoghurt and a variety of spreads. Croissants are also offered when available, pancakes are served on Friday mornings as a special treat.

The After School Care program has a cook who prepares afternoon tea, including; pasta, sushi, chicken avocado wraps, berry muffins, tacos and zucchini slice. The food each week is selected so that there is a variety of flavours and ingredients. An afternoon snack is also given out which includes fresh fruit, biscuits and cheese. There are also Gluten Free and Wheat Free snacks available for children with notified gluten allergies.

The After School Care program also offers cooking as a group activity. Recipes are selected so that there is a mix of sweet and savoury foods with a focus on healthy eating.

Drinking water is available at all times from drinking taps outside.
It is essential that any food allergies or special dietary requirements are clearly stated on the OOSHC enrolment form and communicated to the Coordinator prior to the child’s commencement. All attempts to include these requirements in the program will be made. Any long terms medications such as epipens, etc must also be provided.

7.5 Curriculum Days
A program will run from 8am – 6pm on scheduled curriculum days, where possible. To participate, children must be enrolled in the Armadale Primary OOSHC program and a completed consent form must be received by the Coordinator. Places on these days are extremely limited and a ‘first in first served’ basis is applied.

7.6 Excursions
A signed consent form must be received for any child to participate in any scheduled excursions. Buses with seatbelts will be used at all times. Holiday Program and Curriculum Day scheduled excursions are compulsory (no children are allowed to stay at school).

7.7 Items to Bring to OOSHC
Children are required to bring a hat for After School Care during Term 1 and 4 as well as when the UV Index levels are greater than 3 in Terms 2 and 3. Children do not need to bring anything else unless it is a school requirement. During the Holiday Program children are required to bring snacks, lunch and a water bottle or a drink similar to what they would consume in a school day.

7.8 Items Not to Bring to OOSHC
Children’s toys and belongings are brought to before and after school, and during Holiday Program at their own risk. Armadale Primary OOSHC does not take any responsibility for any items lost or damaged. It is recommended that children do not bring any items of value, i.e. iPods, jewellery, game consoles, mobile phones.

7.9 Food Handling
This policy will provide guidelines for the provision of safe, varied and inviting food that is of nutritional benefit to the children, and caters for the individual needs of the children attending the centre.

Food and drink to be provided by the centre
- Water will be available for the children to consume at all times via drinking taps

The staff and helpers are responsible for:
- Before handling food, washing hands according to the guidelines as provided in background information. If interrupted, to wash hands again before continuing
- Ensuring that hand basins are only used for washing hands, faces, or cleaning teeth
- Providing posters above washbasins with information on correct hand washing procedures
- Ensuring the provision of soap and handtowels (if used) on a daily basis
- Ensuring the provision of paper towels in the kitchen area
- Keeping the kitchen clean and tidy at all times and complying with the cleaning schedule displayed in the kitchen
- Disposing of any eating or drinking utensils that are chipped, broken or cracked and informing the committee/board of any items which need replacement
- Restricting the food preparation areas for that purpose only
- Cleaning all food contact surfaces, appliances and equipment after use
- Role modelling acceptable social behaviour at snack and meal times
- Ensuring persons suffering from diseases which are likely to be transmitted through food that they are not involved in food handling
Children and eating
- Encouraging and directing children to wash their hands before they eat or drink
- Teaching children to turn away and cover their mouth when they cough or sneeze and then to wash their hands
- Ensuring tables are wiped with appropriate cleaning materials prior to children using them for food consumption
- Making sure children are sitting when they eat and drink
- Washing and sanitising all dropped utensils prior to re-using
- Discouraging children from sharing utensils, cups and drink bottles and sharing food they have begun to eat
- Promptly cleaning up any food or drink that is dropped indoors or outdoors

Preparing food
- Using separate utensils, chopping boards and other equipment for raw and for ready-to-eat foods to avoid cross-contamination. If this is not possible, thoroughly wash and sanitise equipment between uses
- Using gloves during food preparation
- Removing food items in damaged packaging such as dented cans, leaking packages, or cracked eggs

Handling food
- Using utensils such as tongs, spoons, and spatulas for cooked or ready-to-eat foods. Raw food which will be cooked can be safely handled with bare clean hands.
- Washing hands before putting on gloves and putting on new gloves when changing from raw food to ready-to-eat food
- Where required maintaining hot food at over 60° C and cold food at below 5° C
- Checking the operating temperature of refrigerators and freezers, reporting malfunctioning equipment to the committee/board
- Ensuring any items placed in the fridge/freezer are covered with a lid, foil or plastic film
- Using paper towels to clean up spills

Appropriate Cleaning Method
- Clean areas with warm soapy water as soon as practicable after the preparation of food and drinks
- Wash all utensils, crockery, plastic wear and glasses in warm soapy water and rinse in hot water. Leave dishes to air dry, do not place a tea towel over them
- Discard any plastic plates, bowls, cups or chopping boards with deep scratches
- The kitchen floor is swept, mopped and the rubbish bin emptied daily by the School cleaner
- All kitchen cupboards and drawers are to be cleaned internally and externally with warm soapy water
- Appliances are cleaned with warm soapy water on a regular basis.
7.10 Anaphylaxis

Values
Armadale Primary OOSH takes the safety and wellbeing of children who are at risk of anaphylaxis as a whole-of-community responsibility. The service is committed to:

- Providing, as far as practical, a safe and healthy environment in which children at risk of anaphylaxis can participate equally in all aspects of the children’s program and experiences
- Raising awareness about allergies and anaphylaxis amongst the service community and children in attendance
- Actively involving the Parents/Guardians of each child at risk of anaphylaxis in assessing risks, developing risk minimisation strategies and management strategies for their child
- Ensuring each staff member and other relevant adults have adequate knowledge of allergies, anaphylaxis and emergency procedures
- Facilitating communication to ensure the safety and wellbeing of children at risk of anaphylaxis

Purpose
The aim of this policy is to:

- Minimise the risk of an anaphylactic reaction occurring while the child is in the care of the children’s service
- Ensure that staff members respond appropriately to an anaphylactic reaction by initiating appropriate treatment, including competently administering an adrenaline auto-injection device
- Raise the service community’s awareness of anaphylaxis and its management through education and policy implementation

Staff responsible for the child at risk of anaphylaxis shall:

- Ensure a copy of the child’s anaphylaxis medical management action plan is visible and known to staff in a service
- Follow the child’s anaphylaxis medical management action plan in the event of an allergic reaction, which may progress to anaphylaxis
- In the situation where a child who has not been diagnosed as allergic, but who appears to be having an anaphylactic reaction:
  - Call an ambulance immediately by dialling 000
  - Commence first aid measures
  - Contact the Parent/Guardian
  - Contact the person to be notified in the event of illness if the Parent/Guardian cannot be contacted.
- Practice the administration procedures of the adrenaline auto-injection device using an auto-injection device trainer and “anaphylaxis scenarios” on a regular basis, preferably quarterly
- Ask all parents/guardians as part of the enrolment procedure, prior to their child’s attendance at the service, whether the child has allergies and document this information on the child’s enrolment record. If the child has severe allergies, ask the Parents/Guardians to provide a medical management action plan signed by a Registered Medical Practitioner
- Ensure that an anaphylaxis medical management action plan signed by the child’s Registered Medical Practitioner and a complete auto-injection device kit (which must contain a copy the child’s Anaphylaxis Medical Management Action Plan) is provided by the parent/guardian for the child while at the service
- Ensure that the auto-injection device kit is stored in a location that is known to all staff, including relief staff; easily accessible to adults (not locked away); inaccessible to children; and away from direct sources of heat
- No child with anaphylaxis shall attend the program without providing us with an epi-pen.
- Ensure that the auto-injection device kit containing a copy of the anaphylaxis medical management action plan for each child at risk of anaphylaxis is carried by a staff member or family day carer accompanying the child when the child is removed from the service or the home e.g. on excursions that this child attends
- Regularly check the adrenaline auto-injection device expiry date. (The manufacturer will only guarantee the effectiveness of the adrenaline auto-injection device to the end of the nominated expiry month)
- Provide information to the service community about resources and support for managing allergies and anaphylaxis
- Comply with the procedures outlined in Schedule 1 of the model policy (For more information, please see [www.education.vic.gov.au/anaphylaxis](http://www.education.vic.gov.au/anaphylaxis))

8.0 MEDICAL AND FIRST AID

8.1 First Aid Facilities and Qualifications
The Program shall ensure that a fully equipped first aid kit is maintained within the venue. This will be taken on excursions. At least two staff members on duty shall have current qualifications in First Aid Level 2.

8.2 Medication
In order to ensure that the interests of staff, children and parents or guardians are not compromised, medication will be administered only with clear written parental permission. This can be done with an Armadale Primary OOSHC ‘Administration of Medication’ form. In the case of an emergency the child should be immediately referred for medical attention. All medication will be stored with the Coordinator.

9.0 REGULATIONS
Armadale Primary OOSHC follows the Education and Care Services National Regulations (2012), the My Time, Our Place Framework for School Aged Care in Australia, The National Quality Framework (2012) and the Children’s Services Act 1996 (amended 2012). We comply with all regulations regarding Food Safety and Preparation, Sun smart, Occupational Health & Safety and program planning. We regularly review all practices to ensure that we consistently provide a high quality of care. If you have any questions about National Standards please talk to the program coordinator.

10. NEWSLETTER
The Coordinator will include any relevant information regarding the program in the weekly school newsletter or under the ‘OOSHC’ tab on the school’s website. Parents will also be informed of relevant information via the school application tiqbiz.

11. SAFE PLAY UNDER ADULT SUPERVISION

11.1 Safe Play
Staff will always actively supervise the children in their care to ensure they play in a manner that is safe and acceptable. Unsafe behaviour includes:
- Climbing trees, fences or other objects that may cause injury
- Playing games that promote violence or cause harm to others
- Playing with objects such as sticks, rocks or inappropriately used equipment that may cause harm to others.

Staff will always ensure that any game or activity they run is safe for all people involved. Staff must be familiar with the code of conduct designed for safe play within the program.
11.2 Inclusive Practices
Armadale Primary OOSHC supports and encourages inclusive practices at our program. This means that staff will encourage children to include other children within the program in a friendly manner with all games and activities. Staff will also ensure to encourage involvement from all children within the program with all staff run games and activities.

11.3 Behaviour Management Plan
Armadale Primary OOSHC believes that all children have the right to feel safe and secure, both physically and emotionally. Having a set clear rules/guidelines and routines will develop a sense of belonging. Our behaviour and guidance policy is based on positive reinforcement, guidance and redirection.

Armadale Primary OOSHC Aims:
- To be consistent
- To reinforce positive behaviour
- To have clear and simple expectations
- To make sure all children, parents and staff know and clearly understand the rules/guidelines
- To provide appropriate activities and environment to minimise potential conflicts.

Unacceptable behaviour:
- Physical abuse of other children, staff or other centre participants
- Verbal abuse of other children, staff or other centre participants
- Misuse of equipment or facilities
- Failing to follow direction from staff.

Steps for Behaviour Resolution
1. Child will be given a warning and explanation of behaviour
2. Staff will use behaviour redirection
3. Child will be given a cooling off period in the designated Time Out area
4. Child will lose privileges and be banned from an appropriate activity that instigated the incident
5. A meeting with the parents and the coordinator will be called and held to discuss alternate ways of encouraging positive behaviour as a group. These will be instigated with all staff members being informed of the outcome to the meeting so that everyone is aware of the alternatives being used
6. Children who continuously display inappropriate behaviour will, after all avenues have been exhausted, attend a meeting with their parents, the coordinator and a senior representative from Armadale PS. The child will then be placed on a behaviour contract
7. This issue will be referred to an Inclusion Support Facilitator (ISF) with the parent’s permission and involvement. An ISF will be contacted if a child continues to display inappropriate behaviour to help with additional ideas on how to redirect the child
8. Children who continue to display inappropriate behaviour and after all the above steps have not worked, will be placed on suspension for a negotiated period of time ranging from one day to one week depending on the severity of the inappropriate behaviour
9. Children who still continuously display inappropriate behaviour and after the above steps have all been taken, will be asked to leave the program.

Please direct any queries or concerns to the Armadale Primary OOSHC Coordinator

This handbook was updated in November 2014