

Armadale Primary School



Out Of School Hours Care (OOSHC)

Parent Information Booklet 2016

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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. ABOUT THE PROGRAM

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.

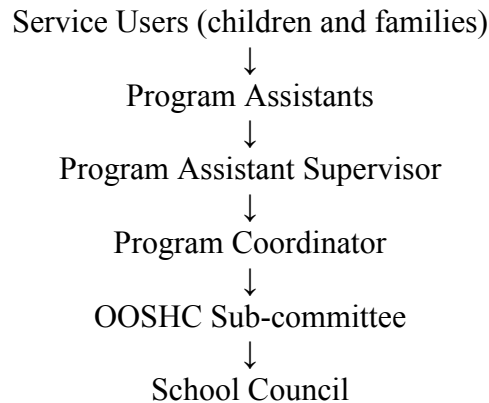
Our major goal is creating an environment that promotes free choice, while offering various structured activities based on the importance of interpersonal and intrapersonal development, during of the vital phase of middle childhood development. The service aims to treat all children equally and show 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:



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. 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 OOSHC Program Assistants
- To encourage OOSHC 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)

3. 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.
- Ensure a current Direct Debit Request Form (Ezidebit) is completed
- Children are correctly SIGNED INTO the Befores program, SIGNED OUT of the Afters program and SIGNED IN and OUT of Curriculum Day and Holiday Program activities.
- 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. 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.

5. SIGNING IN AND OUT PROCEDURES

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, or with written authorisation from the

Parent or authorised nominee (please refer to the Education and Care Services National Regulations, 2011, Reg 99)

5.1. Before School Care

- Before School Care is open at 7.00am every day of the school year
- Parents/Guardians are required to sign their child into Before Care 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

5.2. After School Care

- An OOSHC staff member will sign each child into the program at 3.30pm
- After School Care closes at 6.00pm every day of the school year
- Parents/Guardians are required to sign their child out of After Care each afternoon they attend
- 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
- If a Parent/Guardian is running late, they are requested to contact the program by telephone and inform staff of lateness. The family will incur any appropriate late fees

5.3. Holiday Program

- Holiday Program is open at 8.00am on each day of the school holidays the program is running
- Parents/Guardians are required to sign their child into the Holiday Program each day they attend
- Holiday Program closes at 6.00pm on each day of the school holidays the program is running
- Parents/Guardians are required to sign their child out of the Holiday Program each day they attend
- All custodial Parents/Guardians are required by government legislation to sign their children in to the program. If this is not possible the responsible guardian must endeavour to retrospectively sign their child/ren in.
- If a Parent/Guardian is running late, they are requested to contact the program by telephone and inform staff of lateness. The family will incur any appropriate late fees

6. LATE FEES

The OOSHC 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.

7. ENROLMENT PROCEDURES

7.1. Enrolment Forms

- An OOSHC enrolment form must be received by the Program Coordinator, prior to each child attending the service.
- The OOSHC enrolment form must be re-submitted each school year.
- A once-off enrolment fee will be charged to all families
- Under no circumstances will an unregistered child be accepted into the OOSHC program. OOSHC encourages parents with any change of information throughout the school year to please update the Coordinator.

A Direct Debit Request Form is also required to process payment for fees.

At Armadale Primary OOSHC 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.

7.2. Permanent Placements

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

7.3. 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.

7.4. Booking Cancellations

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

7.5. 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 OOSHC program management immediately. These must be given in writing.

7.6. 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.

7.7. Priority of Access

Armadale Primary OOSHC follows the Priority of Access guidelines in accordance with Community Based OOSHC 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.

7.8. 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.

8. FINANCIAL PROCEDURES

8.1. 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

8.2. Fees

Before Care	\$12.00
After Care	\$17.00
Curriculum Day/ Holiday Program	\$60.00 – Incursions \$70.00 - Excursions

In addition, a once off enrolment fee of \$10 per family will be charged. This is not an annual fee.

8.3. Payment of Fees

- From January 1st 2016, all fees must be paid via Ezidebit
- Families can choose to pay via Direct Debit (at no additional cost) or Credit Card (transaction fees will apply).
- Families are required to complete Direct Debit Request Form (Ezidebit) and nominate their preferred method of payment (Direct Debit or Credit Card)
- Outstanding fees will be processed on the 7th of each month
- Direct Debit and Credit card details can be accessed by the Director, Business Manager and School Principal
- Families will be sent a monthly invoice prior to fees being deducted from the nominated account and must ensure adequate funds are available.
- If there are insufficient funds in the account, the transaction will fail and Ezidebit will deduct an additional \$9.90 from the nominated account

Please note, for those who chose to pay by Credit Card, "Ezidebit Childcare" will appear on the bank statement. For those who pay via Direct Debit from a nominated bank account, "Armadale OOSHC" will appear on the bank statement.

8.4. 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 981V
Curriculum Days and Vacation Care: 555 011 001B
Family Assistance Office Ph: 13 61 50*

9. PROGRAM PROCEDURES

9.1. 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.

9.2. 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.

9.3. 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.

9.4. 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.

9.5. 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.

9.6. 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).

9.7. 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.

9.8. 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.

10. MEDICAL AND FIRST AID

10.1. 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.

10.2. 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.

11. 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.

12. COMMUNICATION WITH PARENTS

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.

13. SAFE PLAY UNDER ADULT SUPERVISION

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.

14. 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.

15. 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. For more information, please refer to the OOSHC Policy Handbook.

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

This handbook was updated in December 2015