

Oakleigh Primary School

Out of School
Hours
Program
(OSHP)

**Information
Booklet 2009**

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1. INTRODUCTION

1.1 SERVICE PHILOSOPHY AND GOALS

To provide primary school-aged children with a safe, friendly and co-operative environment where a broad range of their social, emotional, recreation, physical, intellectual and creative needs can be met, with both planned and unplanned free time, while meeting the childcare needs of their families.

The philosophy is implemented by the following goals:

- To offer a flexible service that responds to the care and recreational needs of children.
- To provide an environment for children that:
 - o is both safe and challenging for the children
 - o fosters children's individuality, recognised individual needs
 - o promotes the physical health and well being of children
- To ensure that the service accurately meets the needs of children and parents by:
 - o acknowledging the importance of parents in providing direction for the service
 - o encouraging comments and feedback from all parents
 - o acknowledging and being sensitive to the cultural Backgrounds of families
- To meet the National Standards for Childcare.
- To ensure that staff are able to fulfill their role in an environment where their needs are being met.

PURPOSES

To respond to community needs in providing OSHP for children in Primary Schools.

The program is community-based, flexible and designed to meet the needs for children to be cared for in a creative, stimulating, safe and secure environment before and after school.

GUIDE LINES

- To establish and operate an Out of School Hours Care Program to cater for students attending Primary School.
- To provide safe, quality care and recreation in a relaxed environment.
- To promote student's development by providing social interaction and enrichment of physical and intellectual skills.
- To provide a wide variety of activities and cater for the needs of students.
- To provide low cost childcare to parents who are pursuing employment, training, recreational or personal interests.
- To promote warm and friendly relationships with staff, parents and students.
- To provide an atmosphere where staff and students together have the opportunity to take part in the development of the program.
- To provide a program which reflects detailed planning and a balance of activities to meet the physical, intellectual and emotional needs of children.
- That the program complements the school's activities and be consistent with the School's Charter. To ensure that principles of respect for others, both staff and students, and the school are adhered to. To promote responsibility for oneself, for others and recognise the rights of staff and students.
- For the program to be a highly valued resource of the school and one which widely informs the community.
- The program Co-ordinator to liaise with and report to the School. The principles of gender equity and equal opportunity for students from all ethnic socio-economic and cultural backgrounds will continue to be incorporated.
- A handbook, consistent with National Standards, will be made available to all users of the program.

1.2 SERVICES PROVIDED

The Oakleigh Out of School Hours Service operates on a non-profit basis. The Service was established in 1994. Oakleigh Primary School Council is the sponsor of the Service. A Co-ordinator is employed to operate the programs on a day to day basis.

The OSHP Service provides a Before School Care Program from 7.00am to 8.45am and an After School Care Program from 3.30pm to 6.00pm, each weekday during school terms. Both programs are funded by the Commonwealth Government to provide Childcare Benefit to families.

No items of value such as CD WALKMAN'S, MOBILE PHONES, GAMEBOYS, IPODS etc are to be brought into the program.

1.3 MANAGEMENT OF THE SERVICE

The Out of School Hours Care Services is sponsored by Oakleigh Primary School Council. Oakleigh Primary School Council has the responsibility for the overall financial and operational management of the Service.

Oakleigh Primary School Council has the responsibility for day to day management of the Service. The primary role is to operate the OSHP Service and to implement school policy in relation to the service.

Other roles and responsibilities are as follows:

- To encourage participation and suggestions from parents and staff in the decisions regarding the Service operation, its policies and the fulfillment of its philosophy and goals.
- To regularly review parent and staff needs in relation to the service's operation and where appropriate lobby groups to ensure that these needs are met.

- To be actively involved in staff recruitment and the development of a positive work environment.
- To develop and manage the finances of the Service and to be responsible to the Department of Family and Community for funding.

Co-ordinator

The Co-ordinator will ensure that the day to day management of the service meets with the requirements set by the Commonwealth's Department of Family and Community Service in conjunction with the OSHP Committee.

The Co-ordinator is responsible, in conjunction with the School Council for the day to day management of the Service. Some of these responsibilities include:

- . Collection of Fees
- . Supervision of Staff
- . Record Keeping
- . Program Planning
- . Evaluation of Program
- . Liaison with Families

1.4 ENROLMENT

All children must be enrolled in the service before receiving care. An annual re-enrollment process will take place at the commencement of each year. Enrolment forms are available from the program or from the office. It is the parent's responsibility to lodge their CCB application with the Family Assistance Office.

Please note that the staff at the programs are not able to accept children unless they have an enrolment form.

1.5 BOOKINGS

The OSHP Service requires all permanent bookings to be made in advance. Casual users must contact the service prior to the commencement of the program in order to ensure a place is available.

DEFINITIONS

Permanent Booked Care	Regular bookings used each week
Casual Care	Care used on daily basis (no booking)

Cancellations, changes or additions to bookings can be made to the Service between the program hours or by leaving a message on the answering machine on 9568 2983 or calling the main school office on 9568 0558.

Families requiring emergency or casual care due to unexpected circumstances should contact the Service by 9.00am on the day of care and/or leave a message on the answering machine.

1.6 SIGN IN AND OUT REGISTER

All children attending the OSHP Service must be signed in and out by the parent /guardian/authorised person each session. The procedure is required under the Service's Conditions of Commonwealth Funding.

For children attending the Before School Care Program, parents must sign the child/ren into the Program on arrival. For children attending the After School Care Program, parents must sign and enter the time when the children are leaving. This procedure is required under the Services' Conditions of Commonwealth Funding. Children requesting to leave the program unaccompanied must have a hand written and signed authorisation from the parent/guardian/authorised person allowing this to occur. The program can not accept responsibility for the child once he/she has left the program.

Children may not be collected by persons other than those that appear on the enrolment form, or by anyone under the age of 18.

2. WORKING WITH FAMILIES

The OSHP Service is committed with families in a collaborative manner in order to provide a high quality child care service that meets the needs of children, families and the community. Parent participation and communication is critical to the success of the service and its programs.

PLEASE NOTE, THE SERVICE PHONE IS FOR EMERGENCY CONTACT ONLY, PARENTS AND SIBLINGS MUST NOT CALL THE SERVICE TO TALK TO THEIR CHILD/REN AND CHILDREN WILL NOT BE ALLOWED TO CALL PARENTS.

2.1 PARENT PARTICIPATION

The Service actively encourages parental involvement in the development of the program and Management of the service. Families are welcome to attend the Service at any time, and this is encouraged.

2.2 COMMUNICATION

The Service will provide information to families on a regular basis via a range of methods; these include the newsletter, notice board, and face to face communication with staff. At enrolment all families will be provided with a copy of the Parent Handbook.

Parents are requested to read the notice boards and program plans displayed at the service in order to keep informed of activities at the program. Families wishing to discuss matters of a more confidential nature are encouraged to make an appointment with the co-ordinator.

2.3 CUSTODY

In order to appropriately manage the care of children in custody situations, a copy of all court orders in relation to custody must be provided to the Service upon enrolment. These documents will be attached to the child's records and treated confidentially. Parents are asked to notify the Service of any changes to these documents.

If the Service does not have a copy of the court order, it will assume that both parents have equal custody of the child/ren and therefore both have custody of the child and therefore both have access. In the event that a parent breaks a custody order and tries to access the child, the parent with custody entitlements will be contacted immediately, the staff will attempt to stall the parent from taking the child and then the police will be contacted.

2.4 COMPLAINTS

All parents have the right to have their concerns heard by the Management team.

Families with concerns or complaints are encouraged to discuss these with the Co-ordinator of the service in the first instance. Complaints, which are not resolved to the family's satisfaction, will be either referred to the School Principal or School Council.

3. CHILDREN'S PROGRAM

The OSHP 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 Service offers a planned, flexible and balanced program which will respond to children's interests, needs and stages of development. The program is developed in collaboration with children, parents and staff.

The Co-ordinator of the Service will provide the children with programs that are effective, appropriate, entertaining, challenging and motivating. Within the children's program, the Service provides learning experiences that expose children to many different and varied subjects. Special events such as celebrations, video and pizza nights and fancy dress days are also undertaken.

National Standards provide staff ratios in the following numbers:

1 staff member to 15 children

1 staff member to 8 children on excursions

3.1 POSITIVE GUIDANCE OF CHILDREN

The OSHP Service is committed to developing a secure, caring and stimulating environment, which enhances children's self esteem and encourages them to interact positively and to co-operate with others.

Staff provide children with a role model that reflects values and attitudes of the local community. The staff encourage positive behavior and give clear, consistent guidelines to children regarding the Service's expectations and code of conduct.

The Service encourages children to be involved in developing behavioral guidelines for the program. This enables children to own the guidelines, to understand their importance, applications and consequences and so increases the likelihood of the children to follow them.

Discipline Procedures

All rules of appropriate behaviour are reinforced during the program. Inappropriate behaviour such as fighting, swearing or discriminating comments will not be tolerated.

CHILDREN WHO BEHAVE IN SUCH A WAY THAT ENDANGERS THE PHYSICAL AND EMOTIONAL HEALTH OF ANY OTHER CHILD OR ADULT IN THE PROGRAM, OR BEHAVE IN A MANNER THAT IS CONSISTENTLY AND DELIBERATELY OFFENSIVE WILL BE ADDRESSED IN THE FOLLOWING MANNER:

- 1) A staff member will discuss the behaviour with the child and question why he/she is behaving in this manner. Explain to the child why the behaviour is inappropriate.
- 2) A maximum of three warnings will be given to the child at this stage.
- 3) If inappropriate behaviour continues, the principal will be notified, and the child may be temporarily suspended from the program.
- 4) Once the child has been returned to the program if behaviour has not improved the child will not definitely attend future programs. Alternative care will be recommended.
- 5) Children will not sit in Time Out for more than 5 minutes.
- 6) Occasionally parents may be called to collect their child immediately.
- 7) Children who do not listen are a danger to not only themselves but to others.
- 8) Oakleigh Out of School Hours Program will not accept responsibility for these children.

3.2 INCLUSION

The OSHP Service offers an anti-bias approach to programming which is inclusive of all children. Consideration is given to factors such as culture, ethnicity, language, gender, social class and ability when planning the children's program.

The Program responds to individual needs, interests and requests by providing a range of activities for all children attending the Service. The children's program offers a balance of activities, ensuring flexibility and providing for child-initiated activities. Children and parents are consulted when staff are planning the program to ensure that it meets the needs of all concerned.

3.3 EXCLUSION LIST

If a child's behaviour is continually disruptive or causes discomfort to other children, staff makes a report in the Correspondence Book. All children are to be informed about this book when they first come to the Program. The Book is to be used for any incidents that require reporting and for serious discipline problems ie. where a child's behaviour is causing injury or offence that affects other children and staff's wellbeing. Each report requires both the staff's signature and the parent's signature. Parents must be informed about the reporting process if their child is involved in an incident. After three reports in one term parents/carers will be notified of the situation concerning the child's future in the program.

3.4 ATTENDANCE BY PREP CHILDREN

The OSHP Service ensures that all Prep children complete a successful transition into OSHP. Teachers will bring the Prep children attending the program from their class each day until they are settled and are able to find their own way.

3.5 FOOD

Nutrition has a major influence on children's health and well-being and a direct impact on growth and development. Teaching children about healthy nutrition through curriculum, by example, and OSHP, provides an important opportunity for the school community to make a positive contribution to the health of students. The important social cultural role of food and the wide range of attitudes to it needs to be acknowledged.

In line with this aim OSHP will provide nutritious, balanced snacks for children which reflect children's tastes, religion, culture, and health concerns. This will take form of nutritious breakfasts and snacks supplied to all children attending the Before and After School Care Program.

Staff are aware of the individual dietary needs of the children. They are also aware of the foods, which cause the child's allergic reaction, allergy free food and the medical procedure and plan for dealing with allergic reaction. Parents are encouraged to discuss their child's specific needs with staff.

3.6 VIDEOS, TELEVISION, COMPUTERS & ELECTRONIC GAMES

The OSHP views the children's program as an extension of the home environment and children's leisure time. The service endeavours to reflect children's interests in the program, therefore activities such as videos, television, computers, and electronic games will be offered within a balanced program of activities. The amount of time children can participate in these activities will however be limited.

The service will ensure that the content of Program and games will be appropriate for all the children present and will not contain any physical or verbal violence or ridicule. These activities will be C and G ratings. PG ratings will be individually assessed by the Program and parents for appropriateness.

3.7 HOMEWORK

As part of the children's program the staff will provide a quiet, safe area for children to undertake homework tasks. Given the number of children and other activities provided, the service can not take responsibility for completion of homework. This is the responsibility of the parent and child.

Parents are encouraged to discuss their child's individual needs with the Co-ordinator.

3.8 EVALUATION

We believe continual assessment and evaluation of the Program by the Committee, parents, staff and children is an integral part of program planning. In order to facilitate this belief, the service will undertake various surveys throughout the year in order to gain information for future planning. Both children and parents will be surveyed to ensure the program offered reflects both children and parental needs and interests.

A variety of survey techniques will be used with children which may include informal discussion, pre-enrolment surveys, suggestion box, younger children drawing what they like in the program, written surveys, and children's interest checklists.

4. FEES

The OSHP operates on a non-profit basis. Any surplus will be expended on equipment and resources for the children's program, minor upgrades and program improvements as specified by the Committee.

Fees will be set annually by OSHP at the commencement of the school year. Fees are set to cover the cost of the programs and to meet the projected budget for the Service. They are subject to change. Fees are charged on a per session basis, per child. Fees for permanent care will be charged weekly with an invoice issued on Fridays.

Fees for casual or emergency care must be paid on the same day as care. OSHP can review this procedure at any time.

Parents will be charged for a permanent booking if their child is absent and the Service not notified by 9.00am on that particular day. If parents do not advise the Service if the child/ren are not attending After Care you will be charged for it.

4.1 CHARGES

Before School Care - \$ 9.00

After School Care - \$15.00

Curriculum Day - \$40.00 (plus cost of excursion if applicable)

4.2 CHILDCARE BENEFIT

Childcare Benefit is available to eligible families through Family Assistance Office (FAO). All families using the Service must register with Centrelink/FAO quoting Oakleigh Primary School's Provider Numbers (listed on the Enrolment Form). By registering this gives you the percentage you are eligible for (this is income based). Please register for both Before School Care & After School Care even if you are not using one or the other.

These Service Provider Numbers are mandatory for all users of the Service.

Please ask the Co-ordinator if you are unsure of our Provider Numbers. Applications for childcare benefit will be delayed if the correct provider number is not provided on the Centrelink form.

At enrolment, families will be provided with information, appropriate forms to apply for Benefit as well as their responsibilities in terms to Childcare Benefit. These responsibilities include:

- Completing and lodging the CCB application form before the child attends the OSHP or within seven days of commencing care.
- Lodging a new CCB application annually or as required.
- Paying their portion of the service fee by the end of each claim period.
- Signing attendance records daily stating time in and out.
- Providing documentation as required for allowable absences.
- Advising the service if they have other children in care at a Commonwealth funded service.

4.3 LATE PICK UP FEES

The After School Care Program closes 6.00pm each evening.

Children remaining at the Program after the closing time require staff to be paid overtime. This cost is not included in the staff budget and as a result a late fee has to be charged. The service will charge \$1.00 per minute, to cover this cost.

4.4 LATE PAYMENT – NON PAYMENT OF FEES

The Service Policy requires all fees for care to be paid by the due date.

IF PARENTS DO NOT PAY THEIR FEES ON TIME THEY WILL INCUR A \$20 PENTALY FEE FOR EACH WEEK THAT PAYMENT IS LATE.

Parents experiencing financial difficulties are encouraged to discuss fee payment with the Co-ordinator. Special arrangements may be able to be made.

Accounts which fall more than 2 weeks in arrears will be sent notification to pay by the following week. This letter will state the date payment is required and process which will be followed if payment is not received. Accounts falling more than 3 weeks in arrears (who have not contacted the Service or made alternative arrangements) will receive a phone call from the Treasurer or Committee representative excluding the child from care until payment is made.

The Service is unable to carry fees and charges for dishonored cheques. Any cost incurred to the Service due to dishonored cheques will be charged to the parent the following week.

5. HEALTH AND SAFETY

5.1 MEDICATION

Good practice with regards to the administration of medication is essential to ensure that appropriate doses of correct medicines are administered to the child. Medication includes all prescription and over the counter drugs.

In order to ensure that the interests of staff, children and parents/guardians/approved persons are not compromised, medication will only be administered with explicit permission from parent/guardian/approved person 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 Hours Care.

Authorisation, in writing, from a parent/guardian/approved person will include the child's name, the name of the medication, the dosage and times and or circumstances of administration. Where children require medication regularly, approval in writing, from parents/guardians/approved persons will be updated on a regular basis. Notification, in writing, will also need to be obtained from parents/approved persons where a child self-administers the medication.

Where staff have been notified all personal medication including asthma pumps will be stored to ensure against access by other children. Medication will only be administered if the medication is clearly marked with the children's name, is in the original container and kept in appropriate storage.

In an emergency, if the parent/guardian/approved person 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 file.

Parents will be notified if the medication was not administered for any reason as soon as practicable.

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

5.2 ILLNESS

Parents/guardians/approved persons of child/ren who become ill at OSHP will be contacted by Service staff to make arrangements for the child to be taken home as soon as possible.

The Service will ensure that the child is made as comfortable as possible while they are waiting for the parent.

5.3 INFECTIOUS DISEASES

The OSHP Service Policy on infectious diseases is consistent with Commonwealth and State Legislation which outlines the exclusion practices for children who have an infectious disease or who have been exposed to an infectious disease. The Service will ensure that the policy is practiced.

In conjunction with the school, the Service will ensure that parents/guardians/approved persons are notified of any infectious diseases. Where a child develops symptoms at the Service, parents will be asked to collect the child and seek medical diagnosis.

5.4 SUNSMART

The Service practices the Sunsmart Policy by ensuring that the children wear suitable hats and apply sunscreen before they go outdoors between 11.00am and 4.00pm during Terms 1 and 4. Children are required to bring their own sunscreen to the Program. A roll-on sunscreen makes this task easier for the children. Staff will ensure that sunscreen is applied to all children. Where children do not have sunscreen of their own, these children will remain indoors for the session.

5.5 ACCIDENTS

Every attempt will be made to ensure the sound management of an injury.

Parents will be informed immediately if medical aid or hospital is required and the Co-ordinator will complete all required paperwork. If required, an investigation of the cause will be undertaken.

For a minor accident, staff will administer basic first aid and complete an accident report that will be signed by the staff member.

For a more serious accident, staff will administer first aid and a co-worker will call for an ambulance. The Coordinator will ensure that the rest of the group are being adequately supervised and will then contact the parents. Under no circumstances will a child be transported to the doctor or hospital in a staff member's car.

An accident report will be completed and signed by staff and kept on record.

5.6 NON COLLECTION OF CHILDREN

The OSHP Service will ensure the safety of children not collected from the Program by closing time. In the event of children remaining at the Service the following procedure will be followed:

Staff will attempt to contact the parents/guardians/authorised persons.

If not contactable, staff will immediately contact the emergency contact numbers on the enrolment form.

If not contactable, staff will wait for the parents until 6.45pm. If parents have not been able to be contacted by this time, staff will contact the Principal for further directions.

Children will be reassured and made comfortable whilst this process is taking place.

**WE HOPE YOUR CHILD/REN WILL ENJOY THEIR TIME SPENT AT OUR
OUT OF SCHOOL HOURS PROGRAM.**

**PLEASE FEEL FREE TO DISCUSS YOUR CHILD'S PARTICIPATION IN
THE PROGRAM WITH STAFF.**

