

Armadale Primary School



Out Of School Hours Care (OOSHC)



Staff Information Booklet 2009

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1.0 INTRODUCTION

The Armadale Primary School Out of School Hours Care Program is held in the Pedrina Hall (Multi-Purpose Building) of Armadale PS, Densham Road, Armadale. We are sponsored by the Armadale PS School Council and must report all changes to the council through a management sub-committee for ratification. The service has Commonwealth funding to provide 75 places at After School Care, 25 places at Before School Care and 45 places at Vacation Care.

Hours of Operation are:

- After School Care – 3.30pm – 6.00pm
- Before School Care – 7.00am – 8.45am
- Vacation Care – 8.00am – 6.00pm

1.1 Philosophy

The philosophy of the Armadale PS Out of School Hours Care Program is a continuing plan to provide affordable childcare for primary aged children that is of the highest standard possible, community based and meets 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. This is a philosophy whose goals and aims are reviewed annually to ensure that it is being closely followed and remains suitable to the program's needs.

The major goal is creating an environment that promotes free choice while offering various structured activities based on the importance of interpersonal and intrapersonal development of the important 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.

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 and attempt to adopt all reasonable ideas into a program that is safe, flexible, friendly and promotes respect, individuality, health and well being.

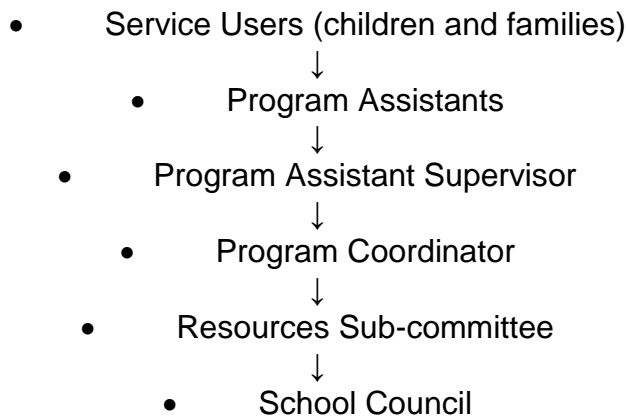
* All philosophies abide by principles outlined in the National Standards (1995), Quality Practices Guide (2003) and the United Nations Declaration of the rights of the child (2002)

1.2 Objectives of OOSHC

- To provide care for the children in a safe, nurturing and stimulating environment
- To provide affordable care for users of the program
- To provide a program that is gender inclusive and developmentally and culturally appropriate
- To enable parent participation in program evaluation and management issues
- To operate financially on a not-for-profit basis
- To ensure staff are able to fulfil their role in an environment in which their rights and needs are recognised
- To build strong relationships between staff, families and children
- To offer staff professional development opportunities to increase their knowledge and skills in the childcare field

2.0 MANAGEMENT STRUCTURE

The Armadale PS OOSHC program is sponsored by the Armadale PS School Council and has the following structure:



3.0 QUALITY ASSURANCE

“Outside School Hours Care Quality Assurance (OSHCQA) aims to provide school age children in outside school hours care throughout Australia with high quality care that promotes learning and development with particular emphasis on play, social interactions and recreation. The broad objective of OSHCQA is to ensure that children in outside school hours care have stimulating, positive experiences and interactions that foster their self esteem and confidence. It does this by defining quality in outside school hours care, y providing a way to measure the quality of care provided by the service and identifying areas for on-going quality improvement. OSHCQA is a Commonwealth Government initiative linked to Child Care Benefit (CCB) funding approval for outside school hours care services. The National Childcare Accreditation Council Inc. (NCAC) has administered OSHCQA since its inception on July 1st 2003.”

- “Quality Practices Guide” page 2, NCAC, 2003

In September 2008 we were successfully accredited with a high standard OSHCQA program. In obtaining accreditation our service was judged as providing good to high quality care in the 8 Quality Areas that frame the program. These are:

Quality Area 1: Respect for children

Quality Area 2: Staff Interaction and Relationships with Children

Quality Area 3: Partnerships with Families and Community Links

Quality Area 4: Programming and Evaluation

Quality Area 5: Play and Development

Quality Area 6: Health, Nutrition and Well-being

Quality Area 7: Protective Care and Safety

Quality Area 8: Managing to Support Quality

4.0 STAFF EXPECTATIONS

Staff are expected to assist in the positive running of the Before School Care, After School Care, Curriculum Day and Vacation Care programs. They are employed to ensure that all programs are inclusive of all children regardless of gender, culture, ethnicity, religion or disability. Staff are to ensure that a warm and supportive atmosphere with opportunities for free play, creativity, physical activity and integration of all children is always promoted. Staff are expected to follow all of the Armadale Primary School’s Out Of School Hours Policies and to work within the service’s policy of behaviour guidance and strategies for dealing with bullying.

5.0 DAILY OPERATION OF THE PROGRAM

Listed below are examples of a typical day in each component of our OOSHC program. These are purely examples and activities on each day may change due to unforeseen circumstances.

5.1 Before School Care

- 7.00am * Service opens
* Flags put out at Northcote St crossing
* Staff set-up chairs and tables for breakfast
* Staff ensure hall setup is complete
* Staff set up breakfast in the kitchen
* Staff turn on computers
* Supervisor puts out sign in folder
- 7.00am – 8.25am * One staff member serves breakfast
* One staff member monitors free indoor play under supervision (until 8.45am)
- 8.30am – 8.45am * Kitchen is cleaned
* One staff member to unlock gate next to sandpit
* All items put away, dishes cleaned and kitchen sanitised
- 8.45am (bell) * Grade 5 & 6 children allowed to leave the program
* Prep – Grade 4 children asked to line-up in a chosen order at the eastern door (near toilet)
- 8.45am – 9.00am - * Hall equipment is packed away neatly
* Staff ensure that the kitchen is sanitised and dishwasher is turned on

5.2 After School Care

- 3.00pm * Two staff members commence making sandwiches and cordial
- 3.15pm * Third staff member commences beginning by setting up hall
- 3.25pm * Fourth member assists finalising hall is setup
* Staff ensure that kitchen is complete with sandwiches, cordial, water, cups and activity list
* Announcement is made to school to alert children that have been booked into After School Care during the day
- 3.30pm * Children are signed in, given anti-bacterial soap, sandwich and cordial by staff
- 3.30pm – 3.45pm * Children have the opportunity for free indoor play under supervision
- 3.45pm * Outside staff member ensures that school grounds are clear of all other children (ensure unsupervised children are signed into program)
* Children alerted by horn that outside time has started
* Staff to prepare fruit
- 4.00pm * Cooking and craft activities commence when staff are ready
- 4.00pm – 5.30pm * Children have the opportunity for free indoor and outdoor play under close adult supervision using all equipment that is available for use (including all inside games, toys, computers and sports equipment to be used only outside)
- 4.30pm * Sandpit gate is locked and both sets of flags are brought inside
- 4.30pm - 5pm * Fruit served outside (inside if weather isn't appropriate)
- 5.30pm * Two staff members finish
* Children restricted to free indoor play under supervision
- 6.00pm - * Service closes
* Staff ensure hall is clean and kitchen is sanitised and all dishes are cleaned

6.0 PROGRAMMING

Armadale Primary School OOSHC prides itself on involving staff, parents & children in developing ideas for future programs and activities. This can be done by:

- Informal discussion with the Program Coordinator
- Raising relevant ideas at staff meetings
- Parents and children may pass on any ideas to the Program Coordinator or any Program Assistants

7.0 STAFFING

7.1 Qualifications/Training/Requirements

- Armadale PS OOSHC will always have one qualified staff member for each shift.
- Qualifications that are appropriate are the completed or undertaking of one of the following:
 - Bachelor of Teaching – Early childhood
 - Bachelor of Teaching – Primary
 - Bachelor of Education – P-12
 - Bachelor of Education – Primary
 - Bachelor of Education – Early Childhood
 - Bachelor of Early Childhood Studies
 - Diploma of Community Services (Child Care)
 - Associate Diploma of Arts – Fitness/Recreation/Leadership
 - Bachelor of Arts – Recreation
 - Bachelor of Arts – Youth Affairs
- There will always be at least two level 2 first aid qualified staff member on every component of the program.
- All staff are encouraged to undertake any sort of professional development that relates to employment at the service. Staff are recommended to discuss any ideas for professional development with the program coordinator for approval.
- All staff that are employed by Armadale PS OOSHC need to be capable of providing and adequate standard of child care, they need to be suitably qualified and/or experienced and meet the requirements set out in the position description provided by the program coordinator.
- All staff must be free of alcohol and drugs when working at Armadale PS OOSHC. Smoking is not allowed while at OOSHC.
 - Any staff found to be in violation of this will have their employment terminated immediately.

7.2 Staff: Child ratios

- Armadale PS OOSHC will always maintain ratios outlined in the National Standards. Correct ratios are as follows:
 - On site – 1:15
 - Excursion – 1:8
 - Water based excursion – 1:5
- There will always be a minimum of two staff on every component of the program.

7.3 Grievance and Complaint Procedure

All members of the school community have access to internal and/or external grievance resolution processes where they consider they have been treated unfairly or unreasonably in any matter related to the Armadale PS Out of School Hours Program.

This policy aims to ensure that all grievances are resolved by negotiation and discussion between the parties concerned, with the upmost level of confidentiality and in the quickest time possible.

Armadale PS shall ensure that all grievances are acknowledged, recorded and addressed in accordance with the procedures below:

If parents or staff have a grievance or complaint with any aspect of the operation of the Outside School Hours program the following is the procedure for lodging complaints or grievances.

- The parent or staff to approach the coordinator or supervisor on duty to discuss the grievance or complaint.
- The parent or staff member may go to the school principal if the first procedure is unsuccessful or is in particular regard to the coordinator or supervisor on duty.
- The parent or staff member may go to the management committee if the first 2 procedures are unsuccessful.
- If the matter still remains unsettled the management committee acting on behalf of the school council and the school principal will attempt to facilitate mediation.
- If no resolution can be made at mediation the parent or staff member may investigate further avenues to resolve the matter.

* All grievances and complaints will be documented to avoid any legal action against the centre

7.4 Recruitment

- Armadale PS OOSHC has a documented process that outlines the recruitment and interviewing of all new staff.
- All new staff will have a detailed induction that includes:
 - A staff handbook
 - A copy of their contract which includes conditions and pay rate
 - A tour of the service and school grounds
 - A copy of all policies and procedures
 - An introduction to all staff, children and families
- All recruitment processes will be reviewed on annual basis.
- All new staff have the opportunity to regularly provide feedback.

7.5 Termination

- All staff are employed on a casual basis and are hired under the School Services Officer award.
- As all staff are employed under casual basis, termination can occur at anytime. However Armadale PS OOSHC believes that staff deserve fair treatment and will be warned and given the opportunity to improve on areas that are highlighted as deficient.
- All staff will be given the opportunity to have an exit interview.

7.6 Wages

- All staff are employed and paid under the School Services Officer award.
- Pays are paid directly into each staff member's bank account on the Thursday each fortnight.
- If there are any problems with pays please discuss with the program coordinator.
- All staff are allocated the appropriate amount of superannuation by the Armadale PS Business Manger. Please contact the Business Manager if you have any queries concerning your super contribution.
- Staff must ensure that time sheets are filled in correctly and on time to enable pays to be processed efficiently (These are located in the blue folder on top of the filing cabinet)
- Payslips are available in each staff member's personal folder.

7.7 Staff meetings

- Staff meetings will be held monthly on a rotational basis.
 - The day of each staff meeting will be highlighted on the weekly roster.
 - All staff will have a week's warning of when this meeting will take place.
- Staff will be distributed with the minutes of each meeting the next working day in their staff file.
- All staff meetings are fully paid.
- Attendance at monthly meetings is compulsory

7.8 Rosters

- Rosters are distributed each Wednesday on a weekly basis. In addition, each staff member will receive their roster by sent email.
- All staff have the option of submitting and amending availabilities throughout their employment. Please write a note with advanced warnings of days when you are unavailable and pin to the staff noticeboard or email to ooshs@hotmail.com.
- It is the individual staff member's responsibility to ensure they have read the upcoming roster.

7.9 Work cover

- All staff are protected against injury suffered in the workplace by the Armadale PS work cover policy. All cover is based on the conditions that service and school policy and procedure has been adhered to by the claimant.
- Please discuss any work cover claims with the program coordinator.

7.10 Working with Children Check (WWC)

- Based on state and federal legislation all staff must provide a current WWC before the commencement of employment.
- A police check may be requested at the discretion of the Coordinator for any staff with cash handling responsibilities.

7.11 Staff Appraisals

- Staff appraisals will be conducted every 6 months.
- These appraisals may be in the form of an informal meeting or a documented session.
- All staff will have at least a fortnight's warning before the appraisal will occur.

7.12 Volunteers and Student Placements

- Student placements are encouraged via registered childcare providers or local educational institutions.
- Student placements or their educational facility must provide the community centre with a copy of the student's WWC Volunteer Card and any other relevant documentation.
- Students are encouraged to participate in the planning process for all programming.
- Volunteers are encouraged to participate in the Out of School Hours Program.
- Volunteers must have a valid WWC Volunteer Card.
- Volunteers are encouraged to participate in the planning process for all programming.

7.13 Telephone Facilities

- All staff are reminded to please leave their mobile phones in the office. The program coordinator is the only staff member able to communicate on their mobile phone because it is used as a contact number for the service.

7.14 Unwell Staff

- If staff are ill or unable to work due to injury at any time and unable to come to work, please contact the program coordinator no later than 12hrs prior to their rostered shift so that a replacement staff member can be found. Otherwise it is the staff member's responsibility to find a replacement for that shift.
- Staff that fall ill whilst at work will be sent home immediately
- You are not permitted to work if you have an exclusion communicable disease as set out by the Victorian Health Department.

7.15 Dress Code

- Staff must always wear a piece of provided Armadale PS OOSHC uniform (shirt or hoodie), except on extreme hot days.
- All other clothing must be appropriate to be worn around children.
- Staff must always wear shoes that have adequate support, i.e. runners, covered shoes, sandals with an ankle strap/support. Any injury incurred while unsatisfactory footwear is being worn will result in a loss of any work cover entitlements. Continual failure to wear correct footwear result in warnings, loss of shifts and possible termination.
- All staff must abide by the school's sun smart policy and wear broad-brimmed, bucket or legionnaire hats when outside between the beginning of term 4 and of term 1.

8.0 SIGNING IN AND OUT PROCEDURES

8.1 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.

8.2 Signing In and Out Procedures (After School Care)

An OOSHC staff member will sign each child into the program at 3.30pm. The Outside staff member must check the school grounds at 3.45pm to ensure there are no unsupervised children. Any remaining children are directed to After School Care and sign in. Parents/Guardians are required to sign their child out of the program each night. Parents/Guardians must inform the Program Director/Coordinator if someone new is picking up their child from After Care (preferably in writing), or complete an 'OOSHC Authorisation Form'.

Only parents, guardians or emergency contacts listed on the enrolment form will be authorised to sign children in or out of the Armadale PS OOSHC program. If a parent/guardian wishes for a child to be signed out of the program by a person not listed on the enrolment form they are requested to inform the program coordinator in writing, by email or over the telephone with prior warning. Identification of this person will be checked by staff when they are signing any child/ren out of the program.

9.0 SAFE PLAY UNDER ADULT SUPERVISION

9.1 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 always ensure that any game/activity they run is safe for all people involved. Staff must all be familiar with the code of conduct designed for safe play within the Program.

9.2 Inclusive Practices

Armadale PS 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.

9.3 Rooms and equipment

It is the responsibility of all staff to ensure that all rooms and equipment used in the program are left in a fashion that is tidy and acceptable. The staff should act as role models and encourage the children to adhere to the rules of packing away and respecting equipment. Any damages or breakages must be reported to the program coordinator.

A staff cleaning chart is viewable on the office wall. These duties must be completed each week and it is up to each staff member to be proactive in completing these tasks.

9.4 Behaviour Management Plan

Armadale PS OOSCH 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.

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.

10.0 INDIVIDUAL DAY-TO-DAY RESPONSIBILITIES

- Upon arrival at the centre inform the program coordinator or supervisor on duty that you have arrived. Familiarise yourself with the session's activities and check with coordinator (or supervisor on duty) what is required to be completed in that particular day's session.
- During the session make yourself available to conduct activities when required and maintain appropriate supervision. Be proactive with supervision, it is better to prevent problems than to have to solve them.
- Clean up after all activities.
- If children seem bored facilitate an activity.
- If supervising a cooking activity ensure all children wash hands, and are familiar with basic Food Safety requirements. (please consult policy handbook for more information)
- Check with the program coordinator or supervisor on duty if you have any doubts as to what you should be doing.
- Inform coordinator or supervisor on duty of any problems that occur.
- During sun smart periods ensure all children wear approved hats. (please consult policy handbook for more information)

11.0 BATHROOMS

When at the centre children are able to visit the toilets when needed unaccompanied. All staff should check the toilets regularly during the session for the state of cleanliness and take appropriate actions if needed to fix any problems.

On excursions children must visit the toilets under supervision. It is also the responsibility of staff to ensure that the toilets are safe for the children to use.

12.0 KITCHEN

No child is allowed behind the bench without staff supervision. It is the responsibility of all staff to ensure that the kitchen is maintained in a clean and tidy manner that meets with the food safety standards. (please consult policy handbook for more information)

13.0 FOOD HANDLING

It is your responsibility as a staff member to be familiar with the program's policies and procedures on food handling. These policies are included in the policy handbook and for more information all food safety regulations are available in the office for viewing.

14.0 POSITION DEFINITIONS & RESPONSIBILITIES

14.1 Program coordinator is responsible for:

- Day to day running of the program
- Health and well being of all staff and children
- Enrolments, fees and reports
- Interaction with staff, parents and children
- Equipment requirements
- Program planning and promotion

14.2 Leaders/assistants are responsible for:

- Interaction with staff, children and parents
- Safety and well being of children
- Cleaning and maintenance of the program
- Assisting with the day to day running of the program
- Coordinating a variety of activities
- Reporting any unsafe equipment or practices

15.0 GENERAL POLICIES

All of the policies listed below are published in the Armadale PS OOSHC Policy Handbook in greater detail and available in the office at all times:

- Occupational Health & Safety
- First aid and evacuation procedures
- Nutrition
- Purchases
- Immunisation/unwell children and exclusion
- Supporting children with health needs
- Sun smart
- Administering medication
- Child protection
- Confidentiality
- Equal opportunity
- Diversity
- School grounds
- Collection of children
- Behaviour guidance
- Fees
- Child Care Benefit (CCB) Allowance

This Handbook was last Updated in July 2009