

Armadale Primary School



Out Of School Hours Care (OOSHC)



Parent Information Booklet 2009

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Welcome to New Families

Armadale Primary School Out of School Hours 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 and asking any staff member about what our program offers and what your child/ren are participating in while attending our program. As a service we always welcome new ideas to adapt to our program 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 PS Out of School Hours 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, 35 places at Before School Care and 45 places at Vacation Care.

1.1 Establishment of the Program

The Armadale PS Out of School Hours 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 a Vacation Care program. We pride ourselves on having offered a variety of structured routines in addition to programs like pottery, drama, homework assistance and a variety of sporting clubs ranging from self-defence to tennis and little athletics. The change of service has been reflected in the venue of Pedrina Hall, beginning life as a temporary hall it has developed into an integral aspect of Armadale Primary School. From being an ordinary multi-purpose building it has evolved into a warm and friendly environment that caters for a variety of school based activities and none more so important to the school community than our OOSHC program.

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 Out of School Hours 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.

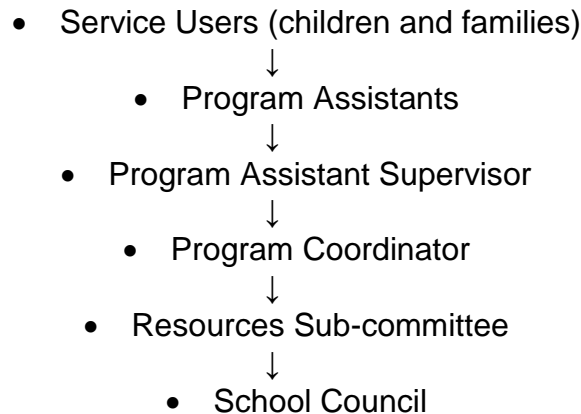
At all times our program aims to respect the wishes of all families that attend the program and endeavours to maintain a working relationship which respects the philosophy of each family in appreciation of the program's goals.

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, and 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)

1.3 Out of School Hours Management Structure

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



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 appropriate security for all children and staff.
- To ensure maintenance of equipment and fittings which are directly related to the program.
- To encourage OOSHC staff to implement “Sun smart” Policy.
- To set a fee structure that is affordable to all families using the program.
- To ensure that sufficient staff have appropriate first aid qualifications and to encourage all staff to obtain minimum first aid qualifications.

2.0 STAFF

2.1 Role of Program Director/Coordinator

The general duties of the Program Director/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
- Planning and coordinating activities
- Managing/directing OOSHC Program Assistants
- Providing and maintaining a safe, caring and fun environment for all involved with the program
- Organising staff professional development
- Maintaining appropriate records
- Report/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/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 Director/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

Out of School Hours Care staff ratios are as follows:

- 1 staff : 15 children (on site)
- 1 staff : 8 children (excursion)
- 1 staff : 5 children (water activities)

3.0 PARENT INVOLVEMENT

- To ensure that a registration form is completed and handed to the Program Director before the child starts any of the programs. All users must update these records once per year and when required.
- To ensure that children are correctly SIGNED INTO the "Befores" Program, SIGNED OUT OF the "Afters" Program and SIGNED IN AND OUT of Curriculum Day and Vacation Care Activities.
- To ensure that payment of Vacation Care is made at the time of booking and those other programs, where accounts are issued, are paid within 4 weeks.
- To ensure the Program Director is advised, in writing, of alternative pickup arrangements, 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
- Vacation Care – 8.00am – 6.00pm

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

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 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.

4.3 Late Fees

The Program Director is authorised to charge fees when children are collected late from the program (after 6:00pm). The charges are: \$10 for the first 15 minutes and \$1 per minute thereafter. A parent/guardian who consistently picks up children late may have their place withdrawn.

5.0 ENROLMENT PROCEDURES

An OOSHC enrolment form must be received by the Program Director/Coordinator prior to each child attending the program. The OOSHC enrolment form must be re-submitted each school year. 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 Director.

At Armadale PS 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.

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, the full booking fee will still be incurred.

5.4 Custody Details

Parents/Guardians must inform the Program Director/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.

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/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 PS OOSHC follows the Priority of Access guidelines in accordance with Community Based – Outside School Hours Care Handbook July 2000.
- In accordance with Community Based – Outside School Hours Care Handbook July 2000. 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 PS OOSHC regarding families and staff is kept in a locked filing cabinet at all times. Access will only be available to the Armadale PS OOSHC coordinator, assistant coordinator 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 fortnight's usage.
- Invoices are printed on Mondays on a fortnightly basis. Invoices are distributed to the classroom teacher of each child (the older sibling if there is more than one child in care) at 3.00pm and then given to the child at 3.30pm to be put in their bags and passed to their parent/guardian.

6.2 Fees

	Before Care	After Care	Curriculum Day/ Full Day Program
Per child	\$5.00	\$9.00	\$50.00

- Cheque, money order direct deposit, cash or credit cards are available as forms of payment.
- A Credit Card Authorisation option is available. If you choose to agree to the conditions, your credit card will be debited with your account's amount due on the 7th of each month.
- EFTPOS is available in the school office during business hours.
- Because no cash is kept on the premises, when paying cash change is unavailable. If a cash payment is made greater than the amount due the account will be in credit for that amount.
- Holiday Program fees must be paid in full before a child's enrolment can be processed.

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 PS 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*

7.0 PROGRAM PROCEDURES

7.1 Program Policies

The OOSHC Program has implemented the following policies into the program:

OOSHC Food Handling and Hygiene Policy
OOSHC Nutrition Policy
OOSHC Complaints Resolution Policy
OOSHC First Aid Policy
OOSHC Emergency Management Policy
OOSHC Sunsmart Policy
OOSHC Privacy Policy
OOSHC Equal Opportunity Policy
OOSHC Sexual Harassment Policy
OOSHC Anti Bullying Policy
OOSHC Medication Policy
OOSHC Infectious Diseases Policy
OOSHC Occupational Health and Safety Policy
OOSHC Collection of Children from OOSHC Policy
OOSHC Enrolment./ Fee Policy
OOSHC Behaviour Management Policy

All these OOSHC policies are available in the OOSHC room or on the website for you to view at any time. If you would like your own copy of any of these policies, please contact the Director/Coordinator.

7.2 Program Activities

There are a number of set activities for the Befores and Afters programs including drawing, air hockey, pool tables, a craft trolley, dress ups and a range of board and card games. Craft and cooking activities are organised on a rotational basis.

Our Program participates in the government funded Active After-School Communities Program. The AASC Program is a fun games-based initiative designed to encourage primary school aged children to participate in organised physical activity in a school environment. The AASC program provides 2 new sports every term for a 7-8 week block. We have been providers of this program since its inception in 2005. This program presents all Armadale Primary children the opportunity to experience new sports with a particular emphasis on non-traditional sports. Attendance at the program is free of charge with the regular cost incurred by a single Afters session. Past activities have included:

- Soccer
- Yoga
- Dancing
- Fencing
- Tennis
- Circus skills
- Archery
- Baseball
- Mini Olympics

Afters also have a working relationship with on site music teachers which include a range of musical instruments on offer. These vary each term. These music programs are outsourced and not run in conjunction with OOSHC. However we will work in conjunction with the music teachers to ensure children attend their lessons.

At Armadale PS 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 Out of School Hours Program. The Program is based on the needs of all children and in turn we respect their ideas concerning all program planning.

7.3 TV/Video

TV and video/DVD facilities are used sparingly. The Program allows G rated movies and cartoons as well as PG movies where authorised by parents.

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 until 8.25am. Breakfast consists of a selection of cereals, porridge, toast, fruit juice, Milo, Nesquicks, yoghurt and a variety of spreads. Pancakes are served on Friday mornings as a special treat.

The After School Care program offers afternoon snacks of sandwiches with a variety of fillings, fresh fruit, biscuits and cheese. There are also Gluten Free snacks available for children with notified gluten allergies.

The After School Care program also offers cooking as 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 and via the water filter with clean cups in the kitchen.

It is essential that **any** food allergies or special dietary requirements are clearly stated on the OOSHC enrolment form and communicated to the Director/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. To participate, children must be enrolled in the OOSHC program and a completed consent form must be received by the Director/Coordinator with the relevant fee prior to the day. 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.

7.7 Items to Bring to OOSHC

Children are required to bring a hat for after school care during Term 1 and 4. Otherwise children do not need to bring anything unless it is a school requirement. During the Holiday Program children are required to bring snacks, lunch and a drink similar to what they would consume in a school day (as well as a hat in the summer holiday program).

7.8 Items Not to Bring to OOSHC

Children's toys and belongings are brought to before and after school at their own risk, 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.

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 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 Director/Coordinator.

9.0 NATIONAL STANDARDS

Armadale Primary School Out of School Hours Care abides by the Commonwealth National Standards for Outside School Hours Care. We comply with all regulations regarding Food Safety and Preparation, Sun smart, Occupational Health & Safety and program planning. We also adhere to National Standard staff ratios as discussed in 2.3. 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.

10.0 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

11. NEWSLETTER

The Director/Coordinator will include any relevant information regarding the program under the 'OOSHC NEWS' in the weekly school newsletter that goes home to the eldest child of each family.

12. SAFE PLAY UNDER ADULT SUPERVISION

12.1 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.

12.2 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.

12.3 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.

Please direct any queries/concerns to the co-ordinator.

This Handbook was last Updated in July 2009