



2018

For more information regarding our policies and procedures, please
see our policy manual

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@WestgarthOSHC

Preferred Payment Method



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BACKGROUND

The Westgarth OSHC Program commenced in 1988 by the School Council to provide safe, enjoyable childcare. The program is a not-for-profit Commonwealth approved program which operates in accordance with The Education & Care Services National Regulations 2011. The National Childcare Accreditation Council determined in 2016 that the service is accredited and met National Quality Standards in most areas.

PHILOSOPHY

WPS OSHC will aim to provide an atmosphere that is fun, friendly and safe. We will provide a calm, relaxed and flexible environment that includes a quiet area which is comfortable and a range of high quality equipment that is accessible to all children.

- An approved learning framework informs the development of a curriculum that enhances each child's learning and development. Educators and co-ordinators are focused, active and reflective in designing and delivering the program for each child.
- Each child's health needs are supported; healthy eating and physical activity are embedded in the program for children; each child is protected.
- The design and location of the premises is appropriate for the operation of a service; the environment is inclusive, promotes competence, independent exploration and learning through play. The service takes an active role in caring for its environment and contributes to a sustainable future.
- Staffing arrangements enhance children's learning and development and ensure their safety and wellbeing. Educators, co-ordinators and staff members are respectful and ethical.
- Respectful and equitable relationships are developed and maintained with each child. Each child is supported to build and maintain sensitive and responsive relationships with other children and adults.
- Respectful and supportive relationships with families are developed and maintained; families are supported in their parenting role and their values and beliefs about childrearing are respected. The service collaborates with other organisations and service providers to enhance children's learning and wellbeing.

MANAGEMENT

The program is provided and managed by the School Council with recommendations from a subcommittee. The subcommittee operates under the auspices of the School Council and is accountable to the School Council.

The OSHC subcommittee consists of the program coordinator, School Council representatives and interested parents/carers whose children attend the program. The subcommittee usually meets monthly to discuss issues related to the overall management of the program including development of policies, quality assurance, staffing, maintenance

and financial management. Recommendations are then taken to School Council. All parents/carers are welcome to attend sub-committee meetings and notification of OSHC sub committee meetings are advertised in the school newsletter.

STAFFING

The Westgarth OSHC program employs staff from a wide range of backgrounds.

All staff have experience and/or qualifications in working with children aged 5-12 years.

Staff /child ratio are as follows:

- 1 staff member for every 15 children or part there of
- 1 qualified staff member for every 30 children or part there of
- All staff hold, or are enrolled in and studying for, at least a Certificate III in Childcare Services or equivalent.
- 50% of staff hold, or are enrolled in and studying for, at least an approved Diploma level qualification.

PROGRAM TIMES

Before care: Monday to Friday 7.30am to 8.45am
After care: Monday to Friday 3.30pm to 5.50pm.
Curriculum days: 7.30am to 5.50pm for a 6.00pm close.

Office hours are Monday to Friday 7.30am to 8.45am and 3.00pm to 5.50pm.

The program is licensed for 180 children.

PRIORITY OF ACCESS

The program is open to all children attending Westgarth Primary School.
Where demand exceeds supply places are allocated as follows:

First Priority	Children at risk of abuse or neglect
Second Priority	Families with recognised work or work– related commitments from Westgarth Primary School
Third Priority	Other families from Westgarth Primary School

FUNDING

The OSHC program is funded by parent fees, Child Care Benefit, and may also be subsidised by Westgarth Primary school.

ENROLMENT PROCEDURES

New parents should register and enrol using the **My Family Lounge Parent Portal**, which is accessible via the OSHC page of our school website.

Enrolment details include contact details, emergency contacts, and medical information, which is necessary for the welfare of your child and a legal requirement for the program. Once submitted, a hard copy of your enrolment will be printed, and we will ask you to sign this prior to your child(ren) attending.

BOOKING PROCEDURE FOR BEFORE AND AFTER CARE



Permanent bookings

Permanent bookings will ensure there is a regular place available each week and will incur a normal session fee even if the child does not attend.

Parents can manage their permanent bookings and request changes to booked days, using the My Family Lounge Parent Portal which is available to enrolled families.

In response to requesting a permanent booking, an offer will be made subject to places available. This offer must be accepted by the offer expiry date to secure your place(s).

To change or cancel permanent booking

Changes to the regular bookings should be requested via My Family Lounge by choosing "Edit" under the "Current Bookings" heading. Cancellations of individual sessions should be made using the My Family Lounge smartphone app available from the Android Play Store and Apple App Store. Bookings can also be confirmed at any time using this app. Cancellations can be made at any time before the session begins, but must occur by midday on the day for afternoon sessions and by 6pm on the day before for morning sessions to avoid charge.

Casual bookings

There are a limited number of casual bookings available depending on the number of children booked in permanently. Casual bookings should be made and/or cancelled using the My Family Lounge smartphone app referred to above. Cancellations can be made at any time before the session begins, but must occur by midday on the day for afternoon sessions and by 6pm on the day before for morning sessions to avoid charge.

Parents will incur a session fee **plus** a cancellation fee of \$3.00 if their child does not attend a casual booking and they have not cancelled prior.

MEDICAL & INJURY PROCEDURES

Medical and injury procedures are dealt with according to The Education & Care Services National Regulations 2011.

- There is always at least one member of staff on duty with First Aid training.
- All illnesses or injuries are recorded in an Accident book. A copy of this form will be handed to the parent/carer upon collection of their child.
- Parents/carers will be notified by telephone for any blow or knock to the head or head injury and for any other significant injury or illness.

EMERGENCY PROCEDURES

The staff will take the following action in the event of an emergency or a serious accident:

1. Take immediate necessary action to remove the child from further danger.
2. Attend to the child to the best of their ability and provide appropriate First Aid action.
3. If the situation is deemed to be critical an ambulance will be called to attend and if necessary may take the child to hospital. It is the responsibility of parents to ensure they have ambulance cover.
4. Make every effort to contact the parents/carers or other contact persons.
5. Where possible, a staff member will travel with the child in an ambulance.

MEDICATION

Medication can only be administered to a child in the following circumstances:

- The medication is current, in the original container and prescribed for the particular child
- The child's parent/guardian provides written consent using the form available.
- Staff complete all relevant details in the medication book

INFECTIOUS DISEASES

In order to protect the health of both children and staff, all programs observe the guidelines produced by the Victorian Department of Human Services for exclusion of children with particular infectious diseases. A current exclusion list is displayed on the wall.

Individual Health Management Plans

All individual health management plans need to be updated by the parents each year prior to child attending their first session or if the health condition changes.

CONTACT INFORMATION

In the event of an emergency, or if your child becomes unwell at the program you will be contacted.

It is essential that we are kept up to date with the following information:

- Current home address and phone numbers including mobile(s)
- Current work address and telephone numbers
- Current addresses and telephone numbers of the two people you have nominated as emergency contacts.

Those nominated for emergency contacts must be made aware of their responsibility and must be someone other than the child's parent.

*Please notify us immediately if there are any changes to this information.

Residence and Contact (formerly known as Custody and Access)

If a parent has custody and access arrangements, please discuss these with the coordinator. A copy of a current Family Court Order is required on enrolment and we will do our utmost to abide by this. If there is any likelihood of problems associated with the collection of your child, it is the parent's responsibility to advise the staff and to provide information about any change to court orders.

SIGNING IN AND OUT

Before care

Parents/carers are required to sign in their child on arrival. The child must be present and on-site when signed in. Staff will sign their child out.

After care

Staff will sign the child in. Parents/carers are required to sign out their child on departure.

In the case of an emergency the daily attendance record is vital information. Daily attendance records are also required for Child Care Benefit purposes and are used to verify attendance. Children can only be collected and signed out by an authorised adult nominated on the child's enrolment, unless otherwise notified in writing.

FEES

Before Care

Permanent booking \$10.50

Casual booking \$ 12.50

After Care

Permanent booking \$17.50

Casual booking \$19.50

The program operates on a break-even basis and relies on parent fees to be paid on time to enable the program to remain financially viable.

- Care cannot be provided if a family has an outstanding debt from the previous term.
- Statements are issued fortnightly and fees need to be paid within two weeks. (Please see section below if you are experiencing financial difficulty).
- Payments should be made using the Qkr! App (pronounced “quicker”) for electronic payments.
- Payments made by cheque or credit card may be delivered to the OSHC program or the school office; cheques are to be made payable to *Westgarth Primary School OSHC Program*. Cash payments may also be made at the main school office or OSHC Coordinator only
- Please place payments in an envelope with your child’s name and addressed to The OSHC Coordinator

Parents/carers who are experiencing financial difficulty

Any parent who is experiencing financial difficulty and is unable to meet the fortnightly payment is encouraged to discuss this with the Principal or Assistant Principal to make a mutually agreeable arrangement. This information will remain confidential.

Special Childcare Benefit is available for families who are experiencing short-term financial hardship. The Family Assistance Office (FAO) guidelines require a signed statutory declaration form to support such applications.

Debt Recovery procedures

Please note that an internal debt recovery process will be implemented after payments are two weeks in arrears from the date that the payment was due. This will take the form of an initial email reminder followed by either phone calls or letters to parents/carers from the Principal or Assistant Principal asking them to pay by set dates. If payment is still outstanding after four weeks, the Coordinator will advise parents/carers that their childcare arrangements have been suspended and the debt may be passed to an external debt collection agency.

CHILD CARE BENEFIT

Parents/Carers are to register child/ren using our service at the Family Assistance Office (FAO). CCB is a subsidy paid by the FAO to assist **all** families who are Australian Residents or hold a temporary visa and meet the immunisation requirements.

How much CCB do you get?

The amount depends on your circumstances:

- Your income
- The amount of care you use
- The reason you are using care
- The number of children you have in care

How do you lodge an application?

- Contact the Centrelink by phone on **136 150**

To make sure you receive the maximum fee reduction you need to contact the FAO prior to commencing care. Parents will be required to pay the **full cost of care** until the office receives written notification of your benefit from the FAO.

How can you get more information?

- Visit the Family Assistance Office at www.familyassist.gov.au
- Send an e-mail through www.familyassist.gov.au
- Call **136 150** between 8.00 am & 8.00 pm Monday to Friday
- Visit a FAO near you.
- Call 13 1202 if you need information in a language other than English.

Each child care service you use (e.g. Long Day Care & Out of School Hours) must be separately registered with the FAO.

ABSENCES

In accordance with the FAO, there are 2 types of absences in which CCB can be paid. Allowable absences and Approved absences.

Allowable absences

CCB is paid for up to 42 allowable absence days for each child per financial year.

It is the service's responsibility to not allow more than 42 allowable absence days per financial year for each child.

Approved absences

Approved absence days can be taken for specific reasons including

1. Illness (with a medical certificate)
2. Public holidays
3. Rostered days off
4. Exclusion from care due to infectious disease and the child is not immunised
5. Court ordered shared custody

Please provide supporting documentation for approved absence days (except public holidays) otherwise they will become 1 of the 42 allowable absence days.

Absences are detailed on your fortnightly statement.

LATE PICK UP

The program closes at 6.00pm and the staff are only paid until that time.

Please arrive at the program to pick up your child/children **no later than 5.50pm** to ensure that you have enough time to collect your child/children and their belongings so that the staff can lock up and leave the building by 6.00pm.

If you are running late, please phone the program on 9482 3323 to let the staff know
A late fee will be charged to parents/carers who arrive after 6.00pm. This is to be a separate payment of \$1 per minute which will be added as a miscellaneous charge to your invoice. It is a requirement that two staff remain with a child whose parents/carers are late collecting them.

Late pick-ups are stressful for children and staff. If parents/carers are consistently late they will be asked to find alternative care for their children.

PROGRAM INFORMATION

Before Care - Given the early start of the program and different arrival times of the children, there is an emphasis on providing a comfortable and quiet atmosphere with optional breakfast and various activities. Brooke Street students are escorted to the Brooke Street site at 8.45am by OSHC staff where a teacher is on yard duty.

After Care - The children are collected at 3.30pm from Brooke St and a roll is taken before walking to Clarke Street (Clarke Street pupils assemble in the school gym) for afternoon tea. A wide variety of activities, including outdoor sports, arts and crafts, media, drama and free play are provided. Consideration is given to the different age groups and needs of the children on an individual and group level.

The program keeps the school community informed of activities through the school newsletter and displays at The Farmhouse.

BEHAVIOUR MANAGEMENT

Children will be encouraged to behave considerately and have an understanding and appreciation of their own and other people's needs, rights and feelings. Westgarth OSHC acknowledges that children are unique individuals.

Helping children learn considerate behaviour

Staff will foster a supportive environment for problem solving, building self-esteem and developing considerate behaviour. They will:

- Model considerate, respectful behaviour
- Maintain clear, consistent and simple limits in a positive manner, phrasing them in a way that describes to the child 'what to do'. Avoid the negative of 'what not to do'

- Encourage constructive and co-operative behaviour and acknowledge appropriate behaviour frequently
- Ensure expectations are appropriate for the individual child
- Arrange the environment to encourage co-operative behaviours and reduce or eliminate opportunities for inappropriate behaviour
- Plan the program so that there is a mixture of choice and structure
- Anticipate and eliminate potential problems - supervise and monitor the environment and children in their activities
- Focus on the behaviour rather than on the child
- Actively supervise children at all times

When children are not behaving considerately

Sometimes children behave inconsiderately including when they are unwell, tired or upset. To prevent inconsiderate behaviour or when it is occurring, staff will:

- Help the child to understand the effect of his/her behaviour
- Listen to the child to try to understand the underlying cause of the behaviour. This will help to identify solutions
- Redirect the child from an activity that is causing frustration, distress or where s/he is interfering with the needs or rights of other children, to another activity, possibly with staff to support her/him
- Offer the child a choice about *whether* to do something only if there is a genuine choice and the child's decision can be actioned
- When an action is compulsory the child can be offered a choice about *how* to do it or how s/he *feels* about doing it. E.g. "Do you want me to put your hat on or do you want to do it yourself?"
- Consider that a child may have a reason for not doing as s/he is asked – try to understand the reason
- Let children experience suitable consequences for inappropriate behaviour e.g., a child tips out the Lego on purpose, s/he will have to pack it up.
- Work collaboratively with children's parents/carers to determine behaviour guidance strategies.

Consequences

Children's efforts and achievements will be encouraged and acknowledged. Children will not be punished in a way which includes any form of physical, verbal or emotional punishment, including punishment that humiliates shames, frightens or threatens a child.

If a child is acting in an inappropriate way, s/he may be brought to a quiet spot to discuss what the inappropriate behaviour was. The child negotiates when s/he is ready to re-join the group and to act in a considerate way.

NUTRITION

Food provided at the Westgarth OSHC program will be a variety of nutritious, healthy and culturally diverse foods. Snack times and cooking activities will provide children with positive learning experiences; encourage healthy eating habits and responsible hygiene practices.

Procedure

- Food is prepared and stored hygienically
- Information on food handling/hygiene and nutrition will be discussed with the children and displayed
- Drinking water is always available to the children so that they can access it themselves
- Drinks in Before Care will be a variety of juices, milks or water.
- For special occasions alternative drinks and party food may be provided
- The service will provide an appetising, varied and nutritious snack each day
- Snack times will be at regular times. Breakfast 7.30am-8.30am. Afternoon tea from 3.30pm until 4pm. A further snack is offered around 5.30pm for remaining children. Fresh fruit will always be available.
- Consultation regarding the food and cooking provided will be encouraged via children, staff and families
- The use of varied recipes, cookbooks and nutrition websites will be encouraged
- Fresh produce will be used where possible and practical
- Snack times will be treated as social occasions
- Snacks and cooking activities will reflect the culturally diverse backgrounds of children, families and staff
- Food will not be used as part of art and craft activities, to respect cultural beliefs
- Children will be encouraged to try different foods, however their likes, dislikes, and religious and cultural beliefs will always be acknowledged and respected
- Specific diets and allergies will be catered for, see also WPS Anaphylaxis Policy
- All information regarding allergies and specific diets will be kept in the canteen.

INCLUSION

We will ensure that all children and families are included in the service by providing a sense of belonging for all children and families and by implementing inclusive practices.

Children with additional needs are included in programs and encouraged to participate according to their ability. Families will not be discriminated against on the basis of gender, race, sexuality, socio economic situation and political or religious beliefs.

We will deliver and promote inclusive practices that respect and recognise:

- our diverse cultural communities values and practices
- the differing abilities and needs of all children and their families
- that families are diverse in their structure and have different needs and abilities
- that all children should feel safe and secure.

Staff will:

- upon enrolment, identify any children with additional needs and enquire if there are other agencies involved with the child
- use the services of the Inclusion Support Facilitator (ISF) to provide appropriate resources and to seek additional funding if needed
- consider carefully the number of children with additional needs included in the program so that the needs of all children attending the service are met
- ensure that relevant material is translated for families with English as a second language where possible.
- ensure that all program planning, resources and implementation of programs are inclusive for all children.

This includes the following:

- discussions and celebrations that reflect the cultural diversity of Northcote, for instance Christmas, Ramadan, Lent, Naidoc, Chinese New Year, St Patrick's Day, Moon Festival, Greek Easter
- discussions and acceptance of a range of different family structures in Northcote i.e., same-sex families, single parent families, step families, extended families
- food will be provided which will cater to individual cultural, medical and dietary needs, for instance vegetarian, Halal foods, Kosher. Mostly vegetarian food is provided.
- all children will be encouraged to try new experiences and learn new skills
- books, equipment and posters will depict people from different cultural backgrounds in contemporary as well as traditional clothing and settings
- comments will be avoided which reinforce cultural and gender stereotypes
- both boys and girls will be given opportunities to develop to their maximum potential
- books, posters and songs will be culturally diverse and depict women and men in similar situations
- children will be encouraged and assisted to join in all activities
- all learning materials will be accessible to both boys and girls
- parents will be encouraged to dress their children to allow for participation in all activities i.e. girls to wear bike shorts or leggings under dresses and appropriate shoes as documented in the Westgarth Primary School Charter

EXCURSIONS

The program may arrange an outing or excursion for the children. In accordance with the National Standards all excursions and activities outside the program area must be approved by School Council and comply with all relevant legislation and regulations. Parents/carers will be advised of the details in advance and written permission must be obtained.

CURRICULUM DAYS

All children attending the program on curriculum days must be enrolled in the program or complete enrolment before attendance. Parents/carers are notified in advance of curriculum days via email, FlexiBuzz, and the school newsletter. All permanent bookings are cancelled and parents/carers are asked to make a separate booking for curriculum day to ensure adequate staffing to meet legislative requirements.

Fees for Curriculum day bookings are charged in advance but can be avoided if bookings are cancelled a week in advance of the session.

SUNSMART POLICY

The OSHC program is a recognised SunSmart centre and adheres to the guidelines of the Cancer Council Victoria.

- The program requires children from September-April, to wear hats which protect their face, neck and ears, as well as protective clothing whenever they are outside
- Children who do not have the appropriate hat will have 'The NO HAT,NO PLAY' rule apply
- Children will be encouraged to use available areas of shade for outdoor play activity
- Staff will act as role models by wearing appropriate hats and clothing, using sunscreen and seeking shade whenever possible
- Staff will ensure that outdoor play during peak radiation times is minimised
- Resources will be available and displayed to encourage and educate children and parents/carers to be SunSmart

Parents/carers

- Are to provide a clearly labelled SunSmart hat for their child to bring to the program
- Are to provide light, appropriate clothing that covers and protects as much of the child's body as possible

COMPLAINTS PROCEDURE

If you have any concerns regarding the service or the program, please follow the procedure below. All concerns will be taken very seriously.

1. Discuss the concern with the OSHC Coordinator in person or by phone (9482 3323) or email.
2. If you do not feel the concern is being addressed satisfactorily you may contact a representative from the OSHC subcommittee. See the notice board for names and numbers.
3. If you are still not satisfied you can contact the Principal or Assistant Principal of Westgarth Primary School on 9481 5577.

PRIVACY STATEMENT

The OSHC program collects personal and health information to enable the staff to care and support your child in the program. This information will be used solely for this purpose or directly related purposes. The staff may disclose this information to other education professionals authorised by you. You may access your personal and health information and correct it if necessary by contacting the OSHC program.