



OUT OF SCHOOL HOURS CARE PROGRAM

FAMILY INFORMATION BOOKLET



Director: Tess Morris

OSHC Phone: 9876 0389 or 0417 136 280

Contents

Welcome statement	Page 2
Philosophy and Goals	Page 3
Staff	Page 4
Contact Numbers	Page 4
Hours of Operation	Page 4
Program Location	Page 5
Conditions of Enrolment	Page 5-6
Fees	Page 7
Cancellations	Page 7
Childcare Benefits	Page 8
Method of Payment	Page 8
Signing In and Out	Page 8
Newsletters	Page 9
Custody Orders	Page 9
Code of Conduct/School Rules	Page 10
Quality Standards	Page 11
Daily Program	Page 12



Welcome Statement

We would like to welcome you to the Marlborough Primary School Out of School Hours Care Program.

Marlborough Primary School provides Before School Care and After School Care Monday to Friday for the convenience of the school community.

This family handbook contains a detailed layout of procedures and policies necessary to the successful operation of our Out of School Hours Care Program.

It also contains information for you, the parent/carer of the child attending our program, so you can understand our program, its philosophies, procedures and operating guidelines.

Marlborough Primary School Council operates a BSC and ASC program to provide a safe, secure, happy and welcoming environment with fun activities for Primary School age children before and after school.

Parents can be assured that our service provides a fun, safe, educational and stimulating environment for children who are placed in our Out of School Hours Care Program.

All OSHC policies, practices and policy statements are available for your perusal at any time. You are welcome and encouraged to familiarize yourselves with these documents and discuss any aspects of our procedures with OSHC staff.

Please address any queries to a member of our OSHC team.

Staff:

				
Tess Morris Director.	Dianne Cole Educator	Jessica Syme Educator	Simon Burrows Educator	Jenny Syme Educator.

Philosophy

Marlborough Primary School Out of School Hours Care Service is a valuable and integral part of the school community. The program is committed to providing a quality, co-educational and financially sound childcare service in a safe and caring environment that encourages the participation of all Primary School aged children, families and the wider school community.

The service will provide safe, convenient, cost effective and quality childcare service to assist families who require childcare support out of school hours.

Marlborough Primary School Out of School Hours Care encourages and acknowledges academic, cultural and sporting achievements, creativity, concern for the environment, care and tolerance, service to School and community. The service understands the value of play and offers the children the opportunity to participate in both gross and fine motor activities.

Marlborough Primary School Out of School Hours Care Program will provide an out of school hours care service, which meets the diverse needs of all families and children in the local community. This environment is sensitive to cultural diversity and inclusive of all children regardless of physical, intellectual, cultural or religious considerations. Parent participation is encouraged in the decision making process for the service, by informal and formal means.

Goals

Marlborough Primary School Out of School Hours Care Program will:

- Ensure children, families and staff are treated as equal and valued as individuals
- Provide a safe and friendly environment
- Provide a relaxing environment with stimulating, fun and developmentally appropriate activities
- Provide a warm and friendly relationship between staff, parents and children
- Provide a high quality recreational program to meet the individual needs of all children
- Provide staff with adequate resources and training
- Provide opportunities for the growth and development of all children
- Cater to the cultural, social, physical, emotional, recreational, intellectual and creative development needs of all children
- Encourage each child to discover and develop to the utmost extent of his or her individual capabilities, whilst incorporating their strengths, needs and interests
- Provide the opportunity to develop self esteem, independence and leadership skills through positive experiences and choice
- Ensure appropriate supervision with adult-child ratios adhering to regulations
- Maintain facilities/equipment within OHS guidelines.

The program philosophy and goals are regularly reviewed by the Out of School Hours Care Program Committee. Staff, families, children and the community are all invited to contribute to the Philosophies and Goals. Any issues or changes regarding these policies will then be taken to School Council.

Staff

Marlborough Primary School Out of School Hours Care Program service is staffed by school employed staff:

Tess Morris– Out of School Hours Care Program Director.

Tess is Diploma qualified in accordance with National Quality Framework requirements. She also has a current first aid certificate, Working with Children's Check, Police Check, current anaphylaxis training, Food Handling Certificate and is the Workplace Health and Safety Supervisor. You will see Tess every morning and afternoon.

You can contact Tess with any queries, questions, or bookings on 9876 0389 between 7:15am - 9:15am or 2pm - 6pm, on the OSHC mobile on 0417 136 280 or the School Office on 9870 3468 to leave a message.

The OSHC program employs appropriately qualified and skilled staff who:

- Are caring and supportive in their interactions with children and families
- Develop enjoyable and stimulating age appropriate experiences and activities
- Continually improve and review their professional knowledge and skills.

Contact Numbers

The staff can be contacted between these times on 9876 0389 or alternately messages can be left at the School Office on 9870 3468 during office hours.

Hours of Operation

Before School Care

Monday	7:30 - 8:45am
Tuesday	7:30 - 8:45am
Wednesday	7:30 - 8:45am
Thursday	7:30 - 8:45am
Friday	7:30 - 8:45am

After School Care

Monday	3:30 - 6pm
Tuesday	3:30 - 6pm
Wednesday	3:30 - 6pm
Thursday	3:30 - 6pm
Friday	3:30 - 6pm

End of term early finish: 2:30pm - 6pm

Curriculum days: 8:00am - 6pm (numbers permitting)

Staff are in attendance at OSHC from:

7:30am - 8:45am	Children attend
8:45am - 9:15am	Cleaning up and Administration
2:00pm – 3:30pm	Administration, food preparation, setting up activities and ensuring the centre is safe
3:30pm – 6:00pm	Children attend

Program Location

The program is located in a double classroom attached to the Art/Indonesian/Science unit. This room is permanently set up for the Out of School Care Program and it also has access to the Canteen.

The venue includes the following facilities:

- Safe indoor and outdoor play areas
- A rest and quiet area
- Kitchen area for the preparation of food
- Secure storage
- Telephone access
- Toilet and washing facilities
- Access to a fire-extinguisher
- Access to First-aid



Condition of Enrolment

Marlborough Primary School aims to provide a quality, caring and safe Out of School Hours Care Program for your child/ren.

We seek your co-operation in complying with the conditions set out below. Your signature on the enrolment forms indicates your acceptance of these conditions:

- 1 The Out of School Hours Care Program enrolment form, medical information and permanent booking form (if required) to be completed prior to acceptance of any child into the Program. Forms accepted through mail, at School Office and to the staff at Out of School Hours Care Program. Forms submitted will be taken to be an agreement of these conditions of enrolment.
- 2 All children who attend Out of School Hours Care must be booked in to ensure appropriate child/staff ratios and catering. We encourage parents to make permanent bookings to ensure a place.
- 3 Casual use of the service depends on whether there are spaces available on the days required. Please contact the Director for bookings on 9876 0389.
- 4 When dropping your child off in the morning, all children must be signed in with the time of arrival. Again, at pick up, children must be signed out with the time of departure. Children must be signed in and out of program by a parent or a person over the age of 18 years who is nominated on the enrolment form.
- 5 Please ensure all clothing, bags and other items are labelled. Ipads, ipods, mobile phones, and toys of value should not be brought to the program. Spending money is not necessary, as children do not need to purchase anything.

- 6 Should a child be unable to attend a pre-booked session for any reason we ask that the program or office be notified as soon as possible.
- 7 Any non-cancellation or late cancellations will be charged at normal rates of \$11 a session. 24 hours notice must be given on cancellations. Late pick ups will be charged at a rate of \$1 per minute. Please inform Out of School Hours Care Program if you are going to be late so we can inform your child/ren.
- 8 The service cannot cater for children that are unwell. If a child becomes unwell whilst in our care, staff will notify the parents and the child is to be collected as soon as possible. Make sure you keep staff updated with changes of address and contact details.
- 9 No medication will be administered to children unless the following steps are taken:
 - (a) A medication form is completed, stating time, exact dose and the name of the medication to be administered.
 - (b) The medication needs to be in its original bottle or packaging, with the Child's name and dosage clearly marked on it.
 - (c) Medication is not to be left in child's bag for them to self-administer.
 - (d) All medication must be handed to the Director with verbal instructions as well as the above.

Details of any medical condition, special needs or family circumstances that may assist staff in working with your child are to be included on the enrolment form (see next page). All changes to enrolment information must be provided to the Director at the Out of School Hours Care Program.

- 10 When a child's behaviour is deemed unsafe to either him/herself or others, or if a child's behaviour is intrusive to another person's enjoyment, then disciplinary action will be taken. Unsafe or intrusive behaviour can be bullying, physical or verbal abuse, being uncooperative, not listening to reasonable requests from leaders or not following the rules of the program.

Consequence:

 - 5 minutes time out
 - Removal from activity
 - School Office contacted
 - Sent to office
 - Parents contacted
 - Sent home
- 11 Non compliance of any of the above conditions will result in the attendance of the children at Out of School Hours Care Program being reviewed.

Fees and Charges

Fees

Before School Care **\$11.00**

(Breakfast is supplied at Before School Care until 8.00am)

After School Care **\$11.00**

3.30 - 4.30pm

3.30 - 6.00pm

\$22.00

(Afternoon tea is supplied at After School Care from 3:30pm - 4:00pm)

Curriculum Day (Flat Rate) **\$33.00**

- Accounts for the Out of School Hours Care Program will be issued and sent out weekly.
- Payment is expected to be made prior to the following week's invoice being received unless arrangements are made with the Principal or the Out of School Hours Care Program Director.
- Should an account be overdue, an overdue sticker will be placed on the next invoice.
- Should an account be overdue after 2 weeks, a letter will be forwarded advising that arrangement for payment must be made within 7 days.
- If no arrangements are made regarding payment following receipt of a letter, the child/ren will be excluded from the Out of School Hours Care Program.
- Families with accounts falling more than \$200 in arrears (and who have not contacted the service or arranged alternative payment options) receive a phone call from the Principal and the child/ren will be suspended from care until payment is made.

Cancellations

- Parents are required to notify the school of cancellation to ensure:
 - that staff ratios are correct
 - that staff are aware that the child has not gone "missing"
- No bookings are transferable
- As stated earlier we ask that 24 hours notice be given of any cancellations. This allows us to allocate that space to another family, ensure correct staff ratios and appropriate catering. Any non cancellations will be charged the normal rate of \$11 a session. (Please notify staff of any exceptional circumstances).

Childcare Benefits (CCB)

We encourage all families to apply for CCB as most families are entitled to some assistance. Parents can claim benefits as reduced fees or they can choose to pay full fees and then claim CCB entitlements as a lump sum at the end of the financial year. Families can contact the Family Assistance Office by phoning 13 61 50.

Marlborough Primary School provider number is: **555 008 232B**.

All parents must register Marlborough Primary School care as their childcare provider with Centrelink. This way we will receive from Centrelink your family reference number and child CRN. This must be organised before your child's first day, otherwise delays may be experienced and full fee must be paid. The multiple child rates can be used when other siblings are attending another approved childcare centre. It is the parent's responsibility to notify the service of children in other centres. Any difference will be reconciled by FAO at the end of the financial year.

Formula to calculate what you pay after childcare benefits:

$\$3.60 \times \text{Eligible hours of care} \times \% (\text{your CCB } \%) \times 85\% = \text{your subsidy}$

Thus, the daily fee minus your subsidy = what you pay per day per child.

Method of payment

Out of School Hours Care Program will issue weekly invoices. These will be sent home with the eldest child in the family attending Out of School Care on a Thursday.

Parents can then elect to pay by cash, cheque or credit card, EFTPOS facilities are available at the school office.

Payments can be accepted at both the School Office and Out of School Hours Care Program.

Out of School Hours Care Program cannot issue change, all payments that require change can be paid at the School Office during office hours.

If you have any difficulties or problems paying invoices, please contact Tess Morris on 9876 0389 or Angie O'Hare on 9870 3468.

Signing In/Out of Children

When dropping your children off in the morning, all children must be signed in with the time of arrival. Again, at pick up, children must be signed out with the time of departure. Children must be signed in and out of program by a parent or a person over the age of 18 years who is nominated on the enrolment form.

Newsletters & Notices

Out of School Hours Care Program Newsletters

Term overviews will be sent distributed electronically linked to Marlborough Primary School newsletter and links are also available on the MPS website.

Out of School Hours Care Program Parent Noticeboard

Parent Noticeboard will contain changes to the program and news of things happening, eg curriculum day, special events, suggestion sheets etc.

School Newsletter

The Out of School Hours Care weekly program will be posted in the School Newsletter with any important information and Curriculum Day information. This information is accessible via Compass and tiqbiz. The weekly program is also displayed in the OSHC room for your convenience.

School Holiday Programs

Marlborough Primary School does not run a school holiday program, however, information relating to local programs and Maroondah Council run school holiday programs are always available if required.

Court Orders/Custody Information

- 1 Both parents of a child are equally authorised to make decisions regarding their child unless a Court Order is in place.
- 2 Where a Court Order is in place, staff should be notified so the service can ensure they abide by the Order.



Code of Conduct

The Marlborough Primary School Code of Conduct aims to provide a safe, happy and secure environment that meets the needs of all members of the school community, each of whom share rights and responsibilities. The Code of Conduct has been formulated within, and is consistent with, Department of Education Employment and Training guidelines and regulations. It identifies goals and standards for positive student behaviour and gives priority to self-discipline and respect for the rights of others.

The Code of Conduct is based on the following principles:

- We will take responsibility for our own behaviour.
- Every member of the school community is valued and treated respectfully.
- Every member of the school community is encouraged to respect the rights and property of others.
- Students have the right to equality of opportunity and ongoing support.
- Students have the right to work in a secure environment where, without intimidation, bullying or harassment, they are able to develop their talents, interests and ambitions.
- Positive student behaviour is encouraged through clearly defined rules, appropriate curriculum and caring relationships.
- Teachers should be able to establish a classroom climate where students value learning and behave in ways which enhance their own and others' learning and development.
- Teachers have a right to expect that they will teach in an orderly cooperative environment.
- Parents have an obligation to support the school in its efforts to maintain a productive teaching and learning environment.
- The Principal and staff have an obligation to implement the code of conduct fairly, reasonably and consistently.
- Students are expected to observe the code of conduct and cooperate in ensuring a happy, secure school environment.

School Rules

The Code of Conduct includes school rules, rights, responsibilities and procedures which have been developed through a process of community consultation and provide a framework for the management of student behaviour and the enhancement of positive relations in the school.

The rules are:

- 1 We will ensure the safety of ourselves and others.
- 2 We will allow others to learn to the best of their ability.
- 3 We will care for the property of ourselves and others, including school property.

We will be courteous, considerate and respectful to everyone.

Out of School Hours Care Standards

Licensing:

Our Out of School Hours Care is licensed by the Department of Education and Children's Services under the new National Quality Framework. As an 'approved provider' we are required to display a range of 'prescribed information' and certification. This documentation can be found on the noticeboard inside the OSHC room.

Quality Assurance:

The objectives of the National Quality Framework are to:

- Ensure the safety, health and wellbeing of children attending OSHC
- Improve the educational and developmental outcomes for children attending OSHC
- Promote continuous improvement in the provision of quality education and care in OSHC
- Be part of a national system of administration within the National Quality Framework.
- Improve public knowledge and access to information about the quality of OSHC.

The National Quality Framework includes:

1. A national legislative framework of the OSHC Education and Care Services (*National Law*)
2. The Education and Care Services National Regulations (*National Regulations*)
3. A National Quality Standard consisting of 7 quality areas
 - Educational program and practice
 - Children's health and safety
 - Physical environment
 - Staffing arrangements
 - Relationships with children
 - Collaborative partnerships with families and communities
 - Leadership and service management
4. A national quality rating and assessment rating
5. A regulatory authority with primary responsibility for monitoring and assessment
6. A national body ACECQA – to oversee implementation of the new system.

Privacy Statement:

Any personal, family or medical information is collected for the purposes of care and supervision of students. The OSHC service will ask for permission for any external excursions or the use of images or name of students and families to be used in the public arena including newsletters and images used by the school.

Daily Program

Before School Care 7.30 am – 8.45 am

During before school we endeavour to provide a quiet and relaxing program. Children have access to computers, games, craft or quiet reading/learning time and outside sports.

Breakfast is provided for the children attending BSC. This is available from 7:30am - 8:15am. We offer toast with assorted spreads and cereal options.

After School Care

Monday – Friday 3:30pm - 6:00pm

Afternoon tea is available for children from 3:30 - 4pm. The services aim is to provide nutritious and varied foods. We offer assorted fruits, dips, biscuits, sandwiches, soup, yoghurts, smoothies, homemade pizzas, rice, pasta, jelly, cakes and more.

All children must have fruit before they are allowed to eat the other food on offer.

Consideration is given to the children with special dietary needs and the food provided is adjusted based on any special needs.

The program has a weekly plan which is placed in the weekly school newsletter; this lets you know what the children have to eat and what activities are available for that afternoon.

Activities available vary, some are craft, art, sport, cooking, games, movies, cars, Lego, blocks.

