CONTENTS

1.0 PHILOSOPHY
  1.1 Our Philosophy
  1.2 Aims
  1.3 Objectives

2.0 ABOUT THE PROGRAMME
  2.1 Hours of operation
  2.2 Duty of Care
  2.3 Program
  2.4 Snack
  2.5 Sun smart

3.0 FINANCES/BOOKINGS
  3.1 Enrolments
  3.2 Bookings
  3.3 Absences
  3.4 Fee Structure
  3.5 Late Fee
  3.6 Accounts
  3.7 Child Care Benefit

4.0 ADMINISTRATIVE MATTERS
  4.1 Staffing
  4.2 Management Committee
  4.3 Leaving/Collection of Children
  4.4 Policies
  4.5 Behaviour Management
  4.6 Sickness and Accident
  4.7 Grievances

5.0 QUALITY ASSURANCE
  5.1 Quality Improvement Plan
Dear Parents /Guardians

The Staff and Management Committee of St Joseph’s School Outside School Hours Care Program would like to welcome your family to the program.

To assist us, please read the following information booklet and complete your enrolment form. The handbook provides important information for you and your child about the program. The enrolment form provides us with essential information and permission to ensure the safety of your child while in our care.

We aim to make your child’s stay with us as enjoyable and interesting as possible. We endeavor to provide a safe, stimulating and relaxed space where the students feel comfortable and “at home”. Individual and group activities will be provided according to the needs and interests of the children attending.

Working with you,
OSHC Team

1.0 PHILOSOPHY

1.1 Our Philosophy

We believe that Out of School Hours Care (OSHC) is a valuable and integral part of St Joseph’s Primary School and the local community.

We believe that children have the right to a safe and healthy environment where the care provided is in line with the National Standards for OSHC.

We believe OSHC is a time and place for children to have fun, enjoy playing together and develop friendly relationships and useful skills.

We believe that each child should be acknowledged as a unique individual and that diversity of culture, creed, race and ability should be respected and celebrated.

We believe that an atmosphere of trust, respect and cooperation should be the basis of all interactions between staff, children, families and the wider community.
1.2 **Aims**

The Out of School Hours Care service aims to provide high quality care and learning experiences for your children in a welcoming, comfortable and safe environment. The staff aim to work in conjunction with the families and school to develop the total well being of each child.

1.3 **Objectives.**

To support our philosophy we will ensure that our OSHC service:

1.3.1 **is safe, stimulating and caring by providing:**
- appropriate supervision
- relaxing and comfortable surroundings
- a range of challenging, rewarding, relaxing and child initiated opportunities for children
- good facilities and equipment, which will be continually improved in order to meet changing requirements

1.3.2 **encourages communication and social interactions by:**
- promoting group activities while recognising individual needs
- encouraging responsible behaviour
- encouraging children to listen and respect the opinions and feelings of others
- encouraging children to respect the values and cultural differences of others
- providing opportunities for all to participate on an equal basis.

1.3.3 **is affordable, accessible and addresses the needs of all families in the community by:**
- providing opportunities for student and parent feedback
- encouraging all parents to participate in the service
- respecting all families’ rights to have input into the decision making
- endeavouring to make responsible decisions about income, expenditure and quality of the service
- being accountable and open in all management, financial and administrative matters

1.3.4 **employs appropriately qualified and skilled staff** who:
- are caring and supportive in their interactions with the children and families
- have the ability to develop exciting and stimulating age appropriate activities
- continually develop their professional skills and are screened by the police
2.0 ABOUT THE PROGRAM

2.1 Hours of operation

The hours of operation will be in accordance with the school needs.

**Before School Care:** 7:30 am to 8:30 am.
**After School Care:** 3:10 pm to 6:00 pm.
**Pupil Free Days:** 7:30 am to 6:00 pm (Bookings Essential)

2.2 Duty of Care

Duty of Care (teacher on yard duty) at St Joseph’s Primary School operates between these times:

- **Mornings:** 8:30 am to 8:55 am Mon - Fri
- **Afternoons:** 3:10 pm to 3:35 pm Mon - Fri

Any child in the yard, or waiting for parents, outside these times will be directed to OSHC. The normal session fee will apply plus a surcharge.

2.3 Program

The activities offered are based on the needs and interests of the children.

The types of activities include:
- outside recreational and physical play
- cooking
- table tennis
- large and small art and craft activities
- board and card games
- music and dance
- stories and dress-ups
- electronic games and DVDs

There is also a quiet area available for children to do homework on a daily basis.

Before School Care is based in the transportable classrooms at the end of the basketball court. After School care starts in the Hall with a nutritious snack then groups access the oval, computer room, hall or transportables depending on the weather and program.

**Various Active After School activities are offered across the term thanks to Commonwealth Government Grants. The activities change each term and are available for all students at St Joseph’s school.**

The Director is responsible for the overall planning, preparation and implementation of a relevant program of activities. The program will be displayed on the OSHC noticeboard for parents and children to view.
2.4 Snack

Children will be provided with a healthy snack after school. If your child has any special dietary requirements please ensure that this is clearly stated on your enrolment form. The weekly menu is displayed in the transportables. Child and Parent feedback is encouraged! Please ensure a drink bottle is provided every day.

2.5 Sun smart

As per our Sun smart Policy, all students are required to wear a hat for outdoor play. Sunscreen will be provided by the centre.

3.0 BOOKINGS/FINANCE

3.1 Enrolments

All families considering use of the OSHC program will need to complete an enrolment form, booking sheet and a medical form if required. Enrolment forms will be updated annually or when a family’s circumstances change. Families enrolling may use the OSHC program on an occasional, permanent and/or emergency basis. Where possible new families should make a time to meet with the Director for an enrolment interview and tour of the service.

Priority of Access will be given to families with the greatest need according to the Commonwealth Government Priority of Access Guidelines. (e.g single parents, both parents working or studying). This will only apply if demand for places exceeds availability of places.

3.2 Bookings

To ensure the safety of the children, child: staff ratios must be in accordance with the National Standards. Therefore bookings, permanent or casual, are essential.

A permanent booking will provide your child with a permanent place, whereas casual bookings will be accepted only if there is a place available. If the service is full, casual bookings can be denied and you will need to make alternative arrangements. All sessions booked are reserved for your child and consequently will be charged unless the required notice is given.

Bookings and Cancellations can be made by phoning the Director 0418443956 between 7.30am-6pm. Alternatively bookings can be made via the OSHC Diary in the school office.

If you are using the OSHC program on a casual basis, the school office or the Director needs to be notified by 10am on the day of the required care to allow time for staffing to be arranged.

If casual care is booked after 10am on the day then a $5 surcharge will apply. If emergency care
is required more than once at the end of yard duty a $10 surcharge per child will apply.

3.3 Absences
To ensure the safety of your child and to assist in the smooth running of the program, it is extremely important that you notify the program in the event of their absence.
Message the Director on 0418443956 or notify the school.
If your child is absent from ASC roll call we will ring you to ascertain why.
If your child is participating in a sporting activity before coming into OSHC please ensure staff know of these arrangements.
If your child is absent from BSC we will not ring as your child is in your care.
Please note that days booked are still payable if not cancelled by the specified deadline.

3.4 Fee Structure

Before School Care sessions booked by 6pm the day prior will incur the regular charge.

If a child arrives at BSC without a booking a $5 surcharge will apply.

<table>
<thead>
<tr>
<th>Time</th>
<th>Fee Structure</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.30-8.30am</td>
<td>$8.00 if booked prior</td>
</tr>
<tr>
<td></td>
<td>$13.00 casual bookings</td>
</tr>
<tr>
<td>8.00-8.30am</td>
<td>$4.00 if booked prior</td>
</tr>
<tr>
<td></td>
<td>$9.00 casual bookings</td>
</tr>
<tr>
<td>3.10-4.30pm</td>
<td>$13.00 if booked prior</td>
</tr>
<tr>
<td></td>
<td>$18.00 casual bookings</td>
</tr>
<tr>
<td>3.10-6.00pm</td>
<td>$17.00 if booked prior</td>
</tr>
<tr>
<td></td>
<td>$22.00 casual bookings</td>
</tr>
</tbody>
</table>

These fees are reviewed annually and are subject to change. Families will be notified if there is a change to the fee structure.

3.5 Late Fee

All children must be collected from the OSHC no later than 6:00 pm. If children are collected later than 6:00 pm, a late fee will be charged at $1.00 for every minute late.
In case of unforeseen emergencies OSHC staff MUST BE NOTIFIED.

3.6 Accounts

Accounts will be processed weekly and emailed to you. There are a number of payment options available.
Electronic Funds Transfer can be made to the following account:
St Joseph’s School   BSB 085-005   Account 456659807
Please include your surname and OSHC in the reference and/or email notifying us of your payment.

amstanton@stjk.catholic.edu.au

**BPAY** can be arranged. You will need an identifying reference number from the office. Please email details of your payment so the BPAY can be allocated against your OSHC Account.

**Credit Card Payments** Automatic deductions can be made from your credit card each fortnight. You will need to complete an authorisation form with your details and we will deduct the amount payable each fortnight.

**Cash, cheque or Credit Card** can also be paid via the front office.

**Accounts are to be paid within 14 days of receiving them.**

Failure to settle accounts promptly will result with a friendly reminder. Accounts that remain outstanding may result in withdrawal of your child’s enrolment until payment has been received.

Please refer to fees policy.

**If you are experiencing financial difficulties please see the Principal. All matters will be handled in the strictest confidence.**

### 3.7 Child Care Benefit

The Commonwealth Government offers Child Care Benefit to reduce the cost of childcare for families.

Child Care Benefit is not payable until you provide CRN and your child’s CRN. Your Child Care Benefit will be automatically taken off the full fee. Even if you are not claiming the Child Care Rebate until the end of financial year we still need your CRN (Centrelink Customer Reference Number)

To apply for Child Care Benefit you must do so through Centrelink. Phone **136150**. Quote our reference number which is: **OSHC 555 009 225 K**

It is important that you do this promptly as Centrelink will not backdate your rebate more than 28 days from when you first contacted them. Please notify us if you have a child in care elsewhere as this will increase your level of assistance.

### 4.0 ADMINISTRATION

#### 4.1 Staffing

The OSHC program employs a Director, who is responsible for the overall running of the service; including staffing, programming, Quality Assurance and finances. The Director will be assisted by other staff, who have all been police checked and fully inducted into the OSHC service. The service will also provide staff with relevant professional development that will enhance children's outcomes in OSHC.
4.2 Management Committee

The Management Committee is a group that advocates for the children, families and staff by making recommendations to the School Board with regard to the service.

Our OSHC Management Committee is comprised of parents/guardians, the Director and the School Principal. Committee meetings are held approximately once a school term. The Management Committee may schedule extra meetings if the need arises.

The OSHC Management Committee encourages parents to be actively involved in the running of the program by joining our committee.

4.3 Leaving / Collection of Children

When dropping off children in the morning for BSC parents/guardians MUST sign their children in on the attendance sheet.

When collecting your child from ASC you MUST sign your child out and ensure that a staff member is aware that you are taking your child home.

Teachers will ensure that Junior Primary students new to OSHC are taken to the hall at the end of school.

Only the person/s specified on the enrolment form will be allowed to collect the child from the program. If someone else will be collecting your child please phone the Director with details.

If the person collecting your child is unknown to staff they will be required to show ID.

The Director MUST be informed if there is any Family Court issues/proceedings which may infringe on the child.

4.4 Policies

The OSHC service has a policy folder that includes policies / procedures in relation to many aspect of the service including health and safety, nutrition, administration and management, programming and occupational health and safety. These policies are reviewed every three years or as necessary due to legislation or changing needs. Parents/ caregivers are encouraged to access the folder at any time and make any comments or suggestions.

4.5 Behaviour Management

In order to provide a safe, caring environment all children using the OSHC program are expected to abide by the school rules. The rules and responsibilities which have been developed in consultation with the children are displayed in the OSHC room. Respect for others is the foundation of these rules.
A positive, consistent approach to appropriate behaviour is encouraged. Behaviour Management revolves around the rights of the individual child and the group. A number of steps and strategies are in place to deal with difficult behavior. (See Development of Personal Responsibility Policy)

The Director reserves the right to terminate enrolment if negative behaviour persists after reasonable measures have been taken to involve the child positively.

4.6 Sickness and Accident

We are obliged to comply with State Government Health Department guidelines concerning infectious diseases and exclusion practices. In case of contagious sickness (in accordance with school policy), a child **MUST NOT** be sent to the OSHC program.

If a child arrives unwell or becomes unwell during the session, the child will be comforted and cared for and the parents will be notified so they can collect the child as soon as possible.

If your child requires medication please insure that the Director has a written request to do so, or the medication form is filled in. No child will be permitted to self-administer medication, and no medication other than that prescribed for the child will be administered.

In the event of an accident, appropriate action will be taken and parents /guardians will be notified.

4.7 Grievances

We believe that all parents have an important role in our service and we value their feedback as our priority is to do everything possible to improve the quality of our service.

We aim to ensure that parents feel free to communicate any concerns they have in relation to OSHC staff, management, programs or policies. Parents are encouraged to firstly discuss any issues with the Director, if this is not possible or the problem is not resolved; the Director may offer to take the issue to the Management Committee, or the parent may write directly to the committee. Parents can also notify the Principal of any issues relating to the OSHC service.

The Grievance procedure is available in the Policy folder.
5.0 QUALITY ASSURANCE

5.1 Quality Improvement Plan

The National Quality Framework which took effect on the 1st January 2012 aims to “raise quality and drive continuous improvement and consistency in education and care services and school aged care”.

Parents are encouraged to be involved in our improvement process. We aim for a collaborative approach between the staff, children, families, school, parish and wider community.

For more information of the Quality Assurance process please refer to the OSHC notice board or speak with the OSHC Director.