

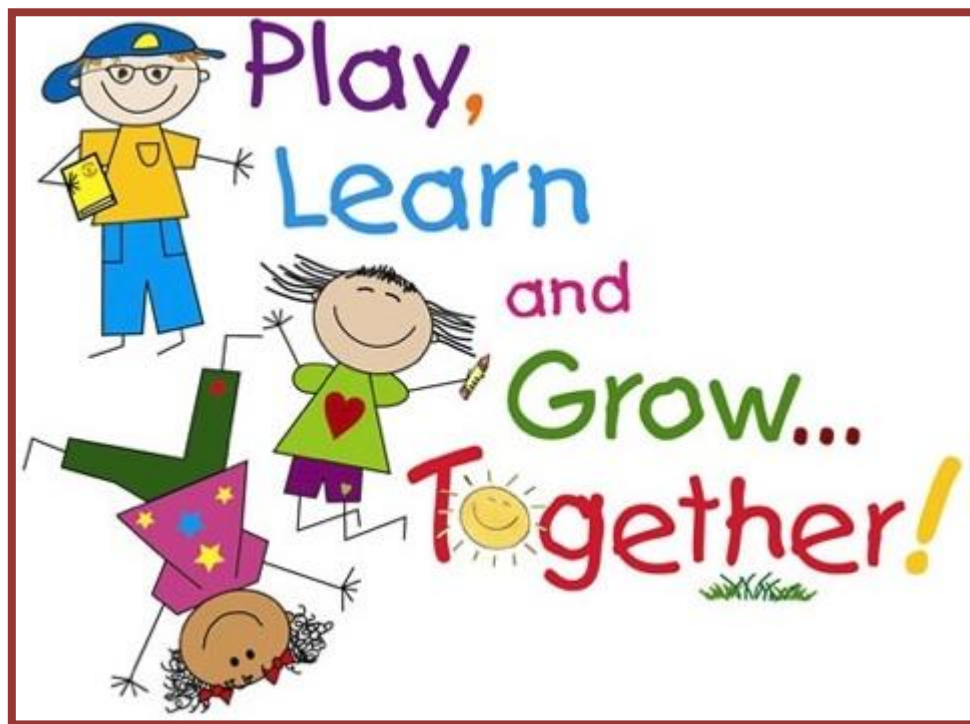


MACLEOD COLLEGE

A STATE P~12 SCHOOL

Out of School Hours Care  
Parent handbook- 2020  
Service ID: SE-00005267

PREP – YEAR 6 ONLY



## Welcome

The staff and School Community of Macleod College Out of School Hours Care welcome all new families to our service. We hope that you and your child/ren find the time with us an enjoyable experience.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how the service operates. You will be required to sign and return the form on the last page of the handbook to confirm you have read and understood the information you have been given in this booklet.

We have an open door policy. You and your family are welcome to visit our service at any time.

## General Information

The Program is a non-profit organisation and is operated by qualified staff. Located in the grounds of Macleod College, the service provides After School Care for children who currently attend Macleod College. The aim of the after school care service is to provide a quality recreation program for children who require care at the end of the school day. It is our hope that we can work co-operatively with parents to ensure that the program meets the needs of both the children and their parents.

Macleod College OSHC can accommodate 15 children during the afternoon sessions. These places are made up of both casual and permanent bookings.

Should you wish to know more about this program please do not hesitate to ask the staff or ring the Program on: 9457 0234 or contact us via email [ohsc.macleod.co@edumail.vic.gov.au](mailto:ohsc.macleod.co@edumail.vic.gov.au)

## Philosophy

We aim to provide a physically and emotionally secure environment where Primary School aged children can explore, socialise and expand their interests through a variety of experiences.

We encourage a supportive, confidence-building atmosphere that promotes through play physical, emotional, intellectual, creative, cultural and social awareness. We believe that all children are equal and have the right to be treated with dignity and respect. We offer an environment with programs to support each child's capabilities and interests according to their individual needs. We support the family unit by acknowledging the importance of the link between the family and the child care option they choose. We encourage a spirit of warmth and respect between the parent, the children and their carers. We provide qualified / qualifying caregivers who show genuine concern for the children in their care and a service that is safe and well supervised.

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## Hours of Operation

The Program is open from 3.10pm to 6pm on school days. Staff are in attendance at the Program from approximately 2.30pm until 6.15pm in the afternoon. Before the school day finishes, staff spend time preparing afternoon tea, craft, games, activities and ensure that the Program is clean and safe.

Messages can be left on the Program phone numbers 0401 991 093 or 9457 0234.

## Fees

Our full fees are listed on the first page and are before CCS has been applied. If you don't have a CCS percentage please call the Family Assistance Office (FAO) on 13 61 50.

On enrolment we will need the CRN for yourself and your child so we can confirm, register attendance and ensure that you are receiving the maximum entitlement.

Bookings must be made before 10am on the day.

Every term the first day back will be a Pupil Free Day. There will be no charge for permanent bookings that choose not to use the Program on these days but you must inform the program that your child will not be attending. The Program will only operate if there are sufficient numbers (a minimum of 5 children).

## Absenteeism

If your child will not be present at a pre-booked session, you must let the Coordinator know at least 24 hours prior, or by 9am of the same day to avoid unnecessary confusion and concern. It is not sufficient to advise the school that your child will be absent. Outside business hours, messages can be left on the Program mobile 0401 991 093.

A roll is called at the beginning of each session to make sure all children are present. Staff are under instruction to carry out a search for any child not reported absent and not present at roll call.

## Payment of Fees- Options

- Cash/card payments can be made at the General Office
- Bpay or Direct Deposit

## Paying by Internet Banking

This is an option that allows families to pay by internet banking. B-Pay/Direct Deposit details can be given from the office. Once you have paid you are asked to email both the school and O.S.H.C program so that the money can be placed on your account.

[nigro.nina.n@edumail.vic.gov.au](mailto:nigro.nina.n@edumail.vic.gov.au) and [ohsc.macleod.co@edumail.vic.gov.au](mailto:ohsc.macleod.co@edumail.vic.gov.au)

## Parent Statements

Parent statements are emailed each Monday to families. Please ensure that you give the program your current email address, to which a detailed statement of usage and account will be sent. Attendance fees must be paid within 7 days after the date of the emailed statement.

## Non-Payment of Fees

Overdue family accounts will be handled in the following manner:

If payment is overdue by 3 weeks from the date of the emailed statement, the parent will be contacted by the Program co-ordinator to advise that payment is necessary. If there is no response and / or payment, bookings will be reviewed by the OSHC Committee. If a family continues to ignore payment requests and does not communicate with the Program co-ordinator, legal action for debt recovery may commence. We do not want to initiate this and thus propose the following steps are put in place.

- ❖ Establishing a payment plan with the family; or
- ❖ Suspension of bookings until fees in arrears are paid; or
- ❖ Cancellation of all bookings

Any family experiencing financial difficulty should advise the Program Coordinator. All matters relating to financial difficulty will be kept strictly confidential.

## Late Pick Up Fees

Please be aware the Program closes at 6pm. In accordance with National Regulations and Licensing, we are not permitted to have children in the service after 6pm. A late fee is incurred for children collected after 6pm.

A late fee of \$15 per 15 minutes blocks after 6pm will be charged for children who are collected late i.e. after closing time of 6pm. Parents should advise the Program coordinator when they will be late to collect their child.

If a child is not collected by 6.30pm and no contact can be made with the parents or emergency contacts then the staff will have no option but to place the child in police care.

If a parent continues to collect their child after 6pm, the Coordinator will need to discuss alternative options with them, and suitable arrangements made or the child's place at the Program may be suspended or cancelled.

## Child Care Subsidy (CCS)

To assist with the cost of child care, the Australian Government offers financial assistance via the Child Care Subsidy (CCS). For further information, contact the Department of Human Services. To be eligible for reduced fees, families are required to provide current and correct information, as requested on the OSHC Enrolment Form. Full fees will be charged until this information is received.

## Confidentiality

We are committed to protecting your privacy. We support and are bound by privacy laws and strict confidentiality is maintained at all times.

In order to plan programs with you, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time, or request a copy of information in the file.

## Service Policies

You will find a copy of our service policies in the O.S.H.C Room. We expect our staff and families to adhere to our policies at all times to ensure we maintain compliance and abiding by the ACEQA National Law and Regulations.

We are constantly reviewing our policies and ask for staff and family participation to ensure our policies and procedures cater for families' needs and meet required regulations. Your involvement helps us to improve our service and may lead us to change our policies and procedures.

## Daily Program

We aim to provide daily routines that meet the needs of individual children and to implement an open-ended program based on children's continuing interests. A typical day at OSHC is as follows:

### Program

- 3.10pm Children walk to the O.S.H.C room and names are marked off the roll during roll call, then The daily announcements are made.
- 3.20 We have outside time on the playground.
- 3.40pm Children come back inside, wash hands and have the opportunity to go to the toilet, and line up for afternoon tea.
- 3.45pm Healthy afternoon tea is served.
- 4.10pm Children can do homework, participate in free play or structured activities outside, craft activities begin inside and free play outside and some organised games indoors.
- 5.00pm Pack up, children can participate in a group activity or quiet activities such as board games, reading or drawing.
- 6pm Program closes.

### Afternoon Tea

Afternoon tea is provided for all children attending OSHC. We aim to provide nutritious and varied afternoon teas for the children attending the Program. Information regarding menu selections is available for parents to access at the Program. Consideration is given to children with special dietary needs and the afternoon tea provided is adjusted based on any special needs.

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## Enrolment Information

Prior to commencing at our service, you are required to complete all enrolment documentation and return it to the College.

Please understand that it is essential we have up-to-date information in case of an emergency. It is important that you notify the service of any changes to enrolment information including:

- Address
- Health (insurance?)
- Telephone/mobile numbers
- Contact details
- Family changes
- Emergency contact information details etc

It is essential that we have a certified copy of any court orders relating to the child.

## Medication

Educators can only administer medication prescribed by a doctor. They cannot administer non-prescription drugs or dietary supplements unless the service is provided with written authorisation by a doctor.

Medication can only be administered to a child by Program Coordinator from its original packaging with pharmacy instruction sticker.

On arrival at the Service families must give medication to Educators for safe storage and complete a medication authorisation form. Under no circumstances should medication be left in children's bags.

## Allergies/Anaphylaxis or Asthma

It is vital that we are aware of any allergies/anaphylaxis or asthma. Families are required to explain in detail on the enrolment form as well as provide us with the diagnosis from the doctor. The Service has a procedure the staff follow to minimise allergic reactions.

The Service requires an Action Plan filled in by your Doctor to assist in managing your child's needs. The Action Plan is to be updated every 12 months or more frequently as needed.

*Asthma medication* is to be accompanied by an Asthma plan, Ventolin (asthma medication) and spacer if required. This plan will advise the staff of the actions they should take if your child becomes unwell with asthma. An appropriate form is available and should be completed by a doctor

*Epipens* need to be accompanied with an Anaphylaxis care plan supplied by a doctor.

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## Fire Policy

Throughout the year the Service will hold emergency drills which occur at any given time. These are carried out in a well-organised and orderly manner. An emergency escape plan is displayed in every room.

## First Aid Policy

The Program has a First Aid Policy that is available for parents and staff to view. Parents will be informed of any accidents and will be asked to sign the first aid register. Staff will fill out an Accident/Incident Report Form for any serious injuries. A copy will be given to the parent/guardian and you will be required to sign this form.

Parents/Guardians will be contacted if staff believe a child needs further medical treatment. Should staff be unable to contact parents/guardians, it will be at the discretion of the staff whether an ambulance is called to take the child to hospital.

## Accidents

The nominated supervisor will contact parents immediately if a child is involved in a serious accident at the Service. As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers.

An incident report will be filled out for all accidents, injuries and illnesses. This will contain details of the accident /injury/illness, any first aid that was administered, and be signed by an educator, the Nominated Supervisor and by the parent.

## Sun Protection Policy

The Macleod College OSHC staff strictly enforce a "No Hat, No Play" Policy in term one and four. The Program staff will insist on all children being appropriately protected against the sun, especially during the summer months. Parents should inform their children of the need to protect their skin against the sun by wearing hats and using sunscreen. If a child forgets their hat, they will be instructed to wear sunscreen and remain in the shade.

Children will apply sun cream as they leave for school in the mornings and before outdoor play in the afternoons. If your child has sensitive skin, please supply an appropriate sun protection cream. All children are required to bring their own Macleod college broad brimmed hat to O.S.H.C.



## Conditions of Enrolment

The Management Committee and staff aim to provide a quality, caring and safe Program for your child/ren.

The Committee seeks your cooperation by complying with the conditions set out below. Your signature on the Enrolment Form indicates your acceptance of these conditions:

- The After School Care Enrolment Form must be completed prior to acceptance of any child into the program.
- All children who attend After School Care must be booked in. Parents/guardians will be phoned and asked to collect their child/ren if this is not so.
- Children must be signed out at the end of the day when they are collected from the program, according to Child Care Subsidy requirements.

If children are not attending the service for whatever reason on a day they are booked, the Program must be notified 24 hours prior. Cancellations made after this time will be charged the full fee regardless of the reason. The Program number is 0401 991 09.

- Only those persons nominated on the Enrolment Form will be able to collect children. Written permission, or in an emergency verbal permission by telephone is required if someone else is to collect the child/ren. If someone is prohibited from visiting the program or collecting your child THIS INFORMATION MUST BE INCLUDED ON THE ENROLMENT FORM. A copy of any relevant court orders must be provided.
  - A late fee of \$1 per minute after 6pm will be charged for children who are collected late i.e. after closing time of 6pm. Please inform the Program on 9457 0234 if you think you may be late so that your child/ren can be informed.
  - The program cannot cater for children who are unwell. If a child becomes ill whilst in care, staff will notify parents and the child is to be collected as soon as possible afterwards. Please ensure all contact numbers are current.
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- No medication will be administered to children unless the following steps have been followed:
  - A. Medication form is completed stating time of dose, exact dose and the name of the medication to be administered.
  - B. The medication needs to be in the original bottle with the child's name and dosage marked on it
  - C. Medication is to be stored at the General Office and NOT to be left in the children's bags for them to self-administer. (Asthma puffers excepted)
  - D. Details of any medical conditions, special needs or family circumstances that may assist staff in working with your child are to be included on the Enrolment Form. All changes to Enrolment Information must be provided to staff at the Program and to the Co-ordinator of OSHC.
- 9. If a child's behaviour is such that it endangers the safety of themselves, other children or staff, your child's attendance will be reviewed in consultation with the parents.
- 10. Non-compliance of any of the above conditions will result in the attendance of the child/ren at the Program being reviewed.

### Departures

A parent or their representative is responsible for completing the Attendance Record noting the time that the child been collected and signing the sheet. Staff are responsible for conducting a roll call each afternoon.

NB. Our staff have been advised that only people authorised in writing to collect your child are to do so. Please ensure that you have provided written authorisation to any person who is to collect your child. Only in an emergency will we accept authorisation by phone.

### Changes to Contact Details

It is essential that we are kept informed of any changes to your contact details e.g. changes in the work place and phone numbers, changes of address, changes to those people who you will allow to collect your child from care. Also, advise the General Office to ensure your details are current.

## Complaints and Compliments

Our priority is to do everything possible to improve the quality of the service. If you wish to comment on any aspect of the service, first talk to either the Coordinator at the Program or to Karen Butterworth. If you feel that your complaint is not being looked into or needs more attention you can call the Department of Education on 1300 651 940.

## Educator Ratio and Qualifications

We meet all legal requirements in relation to child to educator ratios and the qualifications of our educators. All educators hold First Aid qualifications, have Working with Children Checks and attend monthly educators' meetings.

Our educators are continually evaluating how our curriculum meets the education needs of our children and reflect on ways to improve children's learning and development. They are encouraged to attend further professional training and development.

For further details on the qualifications of the Educators, please see our nominated supervisor.

## Staff at OSHC

The Coordinator's role is responsible for the day to day running of the service. Duties include; programming and planning, administration and staffing responsibilities. The Staff are very valuable to the service as they each bring a great deal of practical experience with children.

Certificates for training in First Aid, Child Protection, Asthma and Anaphylaxis are held by All Staff.

To ensure we have high quality staff we aim to:

- ❖ Provide staff with ongoing opportunity for professional development.
- ❖ Provide staff with opportunities to be involved in the preparation of the service program.
- ❖ Value them as individuals along with their unique skills and abilities.

## National Standards for Out of School Hours Care

We aim to meet all criteria related to the National Quality Framework (NQF). The NQF was established in 2012 and applies to most long day care, family day care, preschool (or kindergarten) and outside schools hours care services in Australia; consisting of key requirements that will be phased in between 2012 and 2020, including staff qualifications, educator-to-child ratios and other key staffing arrangements.

## National Quality Framework (NQF)

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services through:

- ❖ A national legislative framework
- ❖ A national quality standard
- ❖ A national quality rating and assessment process

## National Quality Standard

The National Quality Standard sets a new national benchmark for the quality of education and care services. The National Quality Standard is divided into seven Quality Areas:

- QA1. Educational program and practice
- QA2. Children's health and safety
- QA3. Physical environment
- QA4. Staffing arrangements
- QA5. Relationships with children
- QA6. Collaborative partnerships with families and communities
- QA7. Leadership and service management.

## National Quality Rating and Assessment Process

Approved Services will be assessed and rated against each of the seven Quality Areas of the National Quality Standard and the National Regulations. They will also be given an overall rating. The rating and assessment process aims to drive continuous quality improvement at services and provide families with better information for making choices about their children's education and care. The National Quality Framework replaces the National Childcare Accreditation Council. For further information, please visit: [www.acecqa.gov.au](http://www.acecqa.gov.au)

## Parent Acknowledgement

I have read this handbook carefully. I understand the commitment that you are undertaking and your responsibilities to the Service.

I have completed the enrolment form at the Service. I have read and agree to comply with the requirements set out in this handbook and in the Service's policies.

Parent/Guardian Name	
Child/ren's Name	
Parent/Guardian Signature	
Date	

LOCATION: Thompson Carter Wing @ Macleod College  
May Street Macleod, 3085

CONTACT M: 0401 991 093  
E: [ohsc.macleod.co@edumail.vic.gov.au](mailto:ohsc.macleod.co@edumail.vic.gov.au)

HOURS: After School Care 3.10pm - 6pm  
Pupil Free Days 9am - 6pm  
Public Holidays Closed

FEES: After School Care  
\$27 per child Less CCS  
  
Pupil Free Day  
\$65 per child Less CCS  
  
Late Collection Fee  
\$1 per minute, per child past 6pm (or \$15 per 15 min block)

## Macleod College OSHC (SE-00005267)

Quality Area 1	Educational program and practice Meeting NQS
Quality Area 2	Children's health and safety Meeting NQS
Quality Area 3	Physical environment Meeting NQS
Quality Area 4	Staffing arrangements Meeting NQS
Quality Area 5	Relationships with children Meeting NQS
Quality Area 6	Collaborative partnerships Meeting NQS
Quality Area 7	Governance and leadership Meeting NQS

Overall	
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### Department of Education and Training

Date of issue: 1 October 2019

Assessment and Rating ID number: ASR-00027708

