

Modbury West Out of School Hours Care & Vacation Care

2024 Family Handbook



Ninna Marni. This land belongs to all of us, but first it belonged to the Kurna people. We acknowledge the spiritual relationship with their country and pay reverence to the custodians, past, present and emerging. We Respect their heritage, beliefs and culture and understand that these are as important today as they were when Kurna first walked these lands.



2024
OSHC NEW
ENROLMENT



2024
OSHC
PERMANENT
BOOKING
FORM



https://prodadmin.myxplor.com/enrollment_v2/centre/qjgiDVw8ZjO2pxOPxAr5g



<https://forms.gle/FCuwBqV9JRh6Wwos6>

Welcome to Modbury West Out of School Hours Care; **OSHC**. We are a professional team of qualified & unqualified Educators that provide a quality, fun, safe, recreational child care program for the families of our community.

Under the rules of operation outlined by the Child Care Subsidy, care is provided outside of school hours; before and after school, pupil free days, during school holidays and may include some school closure days, for school aged children.

While attending Modbury West OSHC, the children take part in interesting and enjoyable activities with a focus on social learning in a supervised, informal and safe environment. Activities include cooking, art and craft, games and sport, special visitors and excursions. We have a weekly program that we use as a guide for providing activities for the children. We base that program on children's interests, requests, skills and community celebrations/events. Our program provides children with the opportunity to enhance their individual development, skills, and enhance their self esteem through the various recreational activities/routines/experiences provided. Children **learn through play**, as well as in educational programmes.

Parents/caregivers, friends, relatives of families attending our service are encouraged to participate in our service in any of the following ways;

- Sharing their individual talents/skills/knowledge with the children e.g. coming in and cooking cultural food, playing a musical instrument, demonstrating carpentry skills and tool use, dance performance, art and craft, sewing, cultural activities & celebrations etc.
- Participation in excursions
- Volunteering on the Management Committee.
- Activity suggestions

To ensure your time is enjoyable, problem free and happy please read the Modbury West Out Of School Hours and Vacation Care Policy handbook. The handbook can be located near the parent sign in/out area. If it is being utilised by someone else an alternate copy is kept on hand in the office. Excerpts from the policy handbook can be provided upon written request. Please feel free to raise any concerns or would like to make a suggestion.

Welcome to Modbury West OSHC, we know you will thoroughly enjoy your time with us.

Director

Graeme Brown

Assistant Director

Natasha Waters

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Enrolment

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Online enrolment forms must be completed prior to children starting in the program. This can be done by scanning the QR Code or entering the link on the front of the parent handbook. Enrolment forms must be updated annually and be completed before enrolment can commence. Once The provider (Modbury West OSHC) has all the mandatory enrolment details the provider will send a Welcome Email to allow families to setup a *Home App* to allow for easier childcare management of bookings, cancellations, sign in /and sign out.

Child Care Subsidies

The provider must first enter into a Complying Written Agreement (CWA) with the enrolling caregiver on the planned arrangements for care of a child. A CWA is an agreement to allow a the payment of your entitlements from the Federal Government. Families who do not have a confirmed CWA will pay full fee.

Parents are required to register with Family Assistance Office (FAO) to receive a Customer Reference Number (CRN); this number is for the parent or guardian claiming CCSS. FAO can be contacted on **136 150** and can be found in Centrelink offices.

When you register with FAO you will be required to complete an application form, this form asks families for an estimate of combine household income for the current financial year and the number of recognised hours of activity. The recognised hours of activity are determined by the FAO and it is the parents responsibility to enquire about these. The FAO uses the estimates to determine CCS% and eligible hours of use. It is the responsibility of the parents to ensure that their information is correct with the FAO. Child Care entitlements will be automatically applied to accounts via weekly electronic uploads and the portion of each entitlement will appear on the account. Please keep these accounts as statement records.

Session Times

Before School Care (BSC)	07:00am - 09:00am
After School Care (ASC)	03:05pm - 06:15pm
Vacation Care (Vac Care)	07:00am - 06:00pm
Pupil Free Day (PFD) /School Closure	07:00am - 06:00pm

Fees

All accounts are seven (7) day accounts. We do understand that some families are not paid on a weekly cycle however this must be communicated with the service to avoid accounts being forwarded to debt recovery and care being cancelled. An administration fee will be applied to those accounts who are slow payers unless prior arrangements have been made. Options for payment of fees include , EFTPOS and bank transfer. Bank details for bank transfers are provided on each invoice. The service encourages contactless transactions, it is recommended all families set up recurring direct deposit payments once their regular care patterns have been established. Fees are reviewed each term and you will be notified in advance of any increase.

BSC	\$17.00	per session
ASC	\$26.00	per session
Early Finish	\$30.00	
Pupil Free Day/Vacation Care	\$67.00	
Late fee:	\$30.00	per quarter hour or part thereof (as per fee policy)

Bookings & Cancellations

All children need to be booked into the service; this is done by scanning the QR code and completing a booking form. Casual care is available, however all children must be enrolled prior to commencement.

You can telephone the OSHC office on (08) 8395 0012 to make or cancel a booking. If the phone is unattended, please leave a message on the answering machine and include the day and time you called. If there is any issue with your booking or cancellation request an OSHC representative will contact you as soon as the message has been received. **The school's front office does not take bookings for OSHC.** Alternatively you can SMS your care requirements using the OSHC mobile on 0401 993 136. *NOTE THIS IS A TEXT MESSAGE SERVICE ONLY.*

On the occasion where you do not hold a regular week-to-week booking, you may be required to make a casual booking; please ensure you use the following procedure: for Before School Care notification of attendance must be provided before the commencement of the session (7am) of the morning care is required. For After School Care notification must be provided before 9am of the morning care is required. Failure to adhere to this procedure will incur a Casual Care Fee of \$5.00 per child per session; this fee is not covered by your CCS entitlements. Casual Care is not available during Vacation Care. Bookings for Vacation Care one needs to be complete via a vacation care online *GOOGLE FORMS* booking for each holiday period. OSHC Bookings DO NOT carry into Vacation Care.

If your child is unable to attend a booked session for ANY reason the following applies. For BSC; if you cancel prior to the commencement of the session (7 am) there are no out of pocket expenses for that booking. For ASC; if you cancel prior to 9am of the morning that care is required then there are no out of pocket expenses for that booking. If you cancel after these times then a full session fee will be charged. Please remember that your CCS will be applied to cancelled bookings regardless if you have met the cancellation criteria. Your out of pocket expenses will appear as a 'Gap Reimbursement' on your account.

The Vacation Care Fee Cancellation policy differs from regular bookings in that families are provided with a "Cancellation Without Penalty" date. This date represents the final day that families can cancel a booking without having to pay a full fee. Failure to provide notification prior to this date will result in a full fee being charged. Please remember that your CCS% will be applied to these fees charged for non-attendance.

In all instances BSC, ASC and VAC the provision of a Doctor's Certificate will negate any fee being charged.

Dropping Off & Collection of Children

When dropping off or picking up it is a legal requirement that person above the age of 18 sign your child in and out of care. Siblings aged 16 and above may be given special permission to sign on behalf of the enrolling parent, once authorisation in writing has been provided to the service. No person will be allowed to collect your child from the service who isn't a recognised collection authority. At any stage a person collecting your child may be asked to produce photo identification. Failure to produce appropriate identification will result in the child not being released to the collecting person.

Late Collection of Children

All Children must be collected by the relevant closing times (see pg.3). A late fee will apply in line with our fee policy. These late fees are charged to partly offset overtime costs. Regular late pick-ups will result in a discussion with the Director to arrange an alternative care option. Please ring OSHC to notify of your approximate arrival time. If OSHC does not receive contact from you by closing time, attempts to contact you or your emergency contacts will be made. If we cannot get hold of any appropriate people as stated on the enrolment form within 30minutes of closing time, Crisis Care will be called and foster care arrangements made.

OSHC Policies

Our service is operated and guided by a series of Policies incorporating the school's policies and our own service policies, please be aware that we operate as a separate body to the School and therefore incorporate aspects of policy in the creation of our own. The information contained throughout this information handbook, is extracted from some of the policies contained in the Policy Handbook. The complete Policy Handbook is available on request. Individual copies of particular policies or a comprehensive list of policies can be photocopied upon request.

Accreditation and Licensing & Standards

All policies and procedures are strictly in accordance with Australian Children's Education & Care Quality Authority + My Time Our Place Curriculum document and DECD Licensing and Standards requirements. The Service is subjected to accreditation visits and may be visited unannounced at any time during normal operational hours.

Children's Accidents

Should an accident occur the procedure will be:

1. Administer First Aid
2. Assessment will be made if further treatment is needed.
3. If deemed urgent or an emergency an Ambulance will be called and parents notified.
4. An accident report will be filled out.
5. A hub message will sent to Parent/Guardian Home App.
6. Parent/Guardian will be notified upon arriving to pick up child and asked to sign accident form.

In extreme cases where an Ambulance is called the cost of the Ambulance is the responsibility of the Parent/Guardian.

Emergency Procedures

The Service has 2 types of Emergency Procedures Evacuation and Evacuation, each will be practiced once per term per session. The Procedure is displayed in the OSHC office and at both entry/exit points of the OSHC building.

Grievance Procedure

If a parent has a concern about the Out Of School Hours Care Service, it is recommended that they proceed as follows:

- Speak to the Director about the problem, either in person, writing or via email.
- If Parents/Carers are not satisfied with the outcome they may contact the school Principal.
- The parent may also be invited to attend or write a letter to the OSHC Governing Council.

OSHC Phone Policy

Children are not permitted to have private calls, but we are happy to take a message and pass it on. Staff will not give information regarding children or their attendance except to the person who has made the booking.

Mobile Phones & Other Electronic Devices

Children are not permitted to access Mobile phones while attending the service, if they do have a phone it should be kept in their school bag or the OSHC office.

Other devices such as Nintendo DS (incorporating all hand held game consoles) and I-pod's (incorporating all MP3 (4) and other music playing devices) are strictly prohibited during OSHC. Occasionally during Vacation Care where bus travel may be lengthy or a specific day permitting the use of gaming devices has been programmed, some devices may be permitted at the discretion of the Director; parents will be notified accordingly. In the event that these devices are permitted responsibility remains with the child and no cost for damage or loss will be accepted by the service. Any device that has data and can access the internet will not be permitted for use under any circumstances.

Social Media

Staff have been directed to not accept request for friendship on any social media platform from children or parents. Please do not request this. .

Management Committee

Our OSHC service is operated by Modbury West Schools Governing Council whose members are parents, staff and interested members of the school community. This Governing Council has a sub-committee called Modbury West OSHC Management Committee which is made up of parents and staff from the Service. The OSHC Management Committee has the majority of responsibility for the effective operation of the OSHC service. The Management Committee members' duties vary but do include such things as overseeing financial position, policy development and review, fee scheduling, accreditation implementation, staff interviews etc. Membership of this committee can be very attractive to potential employers and is rewarding. If you are interested in being part of this committee please see the Director.

Guiding Children's Behaviour

Children attending the program are expected to respect the rights of others and will be encouraged to choose acceptable behaviour during the sessions. OSHC is strongly committed to providing a positive environment for children in which to learn and develop positive self esteem. Every effort will be made to

ensure that all interactions within the Service are respectful, genuine and caring. Our guidance of children's behaviour is focused on reinforcing and encouraging the good and acceptable behaviours of children; rewarding children with acknowledgement and praise for choosing to behave acceptably.

By signing the enrolment form, families enter a Behaviour Agreement. It is expected that parents have discussed this Agreement with their children prior to the commencement of enrolment

Below is a brief outline on how we guide unacceptable behaviour.

If a child's behaviour is considered unacceptable and they do not choose to behave appropriately, then the following steps will be implemented:

1. **REMINDER** about how to behave acceptably in that particular situation and **informed** about the **CONSEQUENCES** if they choose to behave unacceptably.
2. **IMPLEMENTATION** of Consequences.
3. **REFLECTION TIME** If they continue to behave unacceptably or in an unsafe way they will be asked to go to a quiet space away from activity. During this time they will need to reflect on why they are behaving in a particular, the feelings behind the unacceptable behaviour and discuss with a staff member more acceptable ways to deal with the problem/feelings/reasons. This time can also be used to allow the child to 'cool off'.
4. If behaviour continues **BANNING** the child from an activity that they really enjoy for a reasonable time *e.g. No cricket for two days or a week depending on severity of unacceptable behaviour.*
5. If the behaviour continues **PARENTS/GUARDIANS will be NOTIFIED** and the behaviour discussed. Individual **Behaviour Guidelines** outlining expectations will be developed for the child between the Child, their Parents/Caregivers and the OSHC Director.
6. Repeated serious behaviour may result in exclusion from the program.

At all times staff are encouraged to reward children who display positive behaviours. If parents discipline their own child within the Centre then no form of corporal punishment or unacceptable language is to be used. If this occurs, then the staff member will report the situation to the Director. Parents/caregivers are to approach a staff member if they are concerned about another child's inappropriate behaviour.

10 Most Important OSHC Rules

1. You must tell an OSHC staff member where you are going at all times, You must use the OSHC staff members name when talking to them and tell them what area you are going to. For example "Natasha I am going to the Pirate Ship" **or** " Graeme I am going to the toilet with Robert"
2. You must be able to be seen by an OSHC staff member at all times.
3. You must stay within our OSHC boundaries at all times.
4. Violence of any kind is unacceptable in all situations. Violence is kicking, punching, pinching, pushing, and pulling anything that physically hurts another person. There are other acceptable ways to solve your problems.
5. **RESPECT** other peoples, thoughts, feelings, opinions, property, values and beliefs
6. **COMMUNICATE** (talk) respectfully to all people, Staff members, friends, other children, other adults. **LISTEN**, then have your say, **INTERUPTING** is unacceptable and rude.

7. Be RESPONSIBLE for your own actions. Blaming other people is not acceptable. If another person does something to upset you that doesn't give you permission to break rules. You have total control over your own behaviour. Choose how you react wisely.
8. HONESTY is more respected than NOT telling the truth (lying), even if it gets you in trouble, you will be in less trouble for telling the truth than what you would if you lied.
9. Bullying behaviour or teasing is unacceptable.
10. PACK UP the toys/equipment you are playing with after use and before going home, before going to another play area or to another activity.

Modbury West Philosophy

**Providing Quality Care for Primary School Aged Children
We Strive for Excellence**

We Believe

- That the Service will endeavour to meet the needs of the children, families, educators and the community.
- That the families and their children have the right to a service that provides quality care.
- In providing a variety of appropriate learning and recreational experiences to complement and extend the children's physical, cognitive, social and emotional development.
- In respecting each person as an individual.
- In encouraging the involvement of children, families and the community in decision making.
- Students & educators should enjoy their time at Modbury West OSHC/VAC.

We aim to

- Provide a happy, safe, clean, comfortable and secure environment.
- Be friendly, caring, respectful and sensitive to the individual beliefs, cultures, backgrounds, personalities and abilities of children and their families.
- Plan and implement inclusive programs that reflect the practices of equal opportunity, social justice and multiculturalism.
- Plan and implement programs for children with special and additional needs in consultation with their families and associated persons and agencies.
- Provide the children with security that is ensured by the professional and skilled educators who are involved in the decision making processes of the service and who are happy to work and support the children and their families.

Behaviour Expectations

In order for our program to operate successfully parents and children together with the staff, need to support acceptable behaviours within our service. Please read and discuss these expectations with your child before the commencement of your enrolment.

CHILDREN'S RIGHTS

Your child has the right to feel and be safe;

- They have a right to experience care, attention and support from staff.
- They have a right to be treated with dignity and respect – to be treated fairly and thoughtfully by others.

- They have a right to play, to enjoy recreational time and to be involved in the activities offered by our program.

With these rights go responsibilities.

- You are responsible for your own behaviour, blaming someone else does not excuse your behaviour.
- You are responsible for cleaning up toys and any mess during activity time. We all keep our centre clean and tidy.
- You have a responsibility to care for OSHC property and the property of other children.
- We expect your co-operation in playing safely here and working within the rules.

A key message we seek to communicate to your child is **“you are responsible for your behaviour while you are here”**, we will lead, guide, encourage and remind, so your child can choose responsible behaviour. Nobody else is responsible for their behaviour besides them.

BEHAVIOUR MANAGEMENT

Our code of behaviour is expressed in our program rules. These rules are here to protect your child’s right and hold them to their responsibilities.

All disruptive behaviour by children will be dealt with fairly by staff in line with our *Behaviour Management Policy*. Children need guidance, direction and correction to protect them from self-destructive behaviour or behaviour that affects others.

We appreciate your support in encouraging children to accept and work within our centre rules so that all children can enjoy their rights and exercise their responsibilities.

When children act inappropriately at Modbury West OSHC they will:

- Be encouraged or reminded to observe the rules. Most disruptive behaviour only needs a positive but firm reminder by staff.
- Be reminded that they have a choice to behave acceptably or lose the right to participate in their chosen activity.
- If they continue to behave unacceptably or in an unsafe way they will be asked to remove themselves from the area and find a place where a discussion about their behaviour can be had in a reflective manner with a staff member. This gives them the opportunity to reflect on why they are behaving this way, the feelings behind the unacceptable behaviour and it guides them to choose acceptable ways to deal with the problem/feelings/reasons. This is to show the seriousness of the behaviour, allow time to cool off and think about fixing things up.
- If the behaviour continues parents/caregivers will be notified and the behaviour discussed. In serious situation individual *Behaviour Guidelines* may be developed for the child between the child, parents and the OSHC director.
- Repeated incidents in unacceptable behaviour or behaviour deemed serious enough may result in suspension or exclusion from our program.

CONSEQUENCES

All behaviour has a consequence. If children make a mess they need to clean it up; if they argue and fight they may need to be separated from the activity; if they damage property they will be required to repair it (it is of more benefit to the child to do some related jobs around the program to fix things up rather than just get mum or dad to pay for the damage) Of course we distinguish between accidental and deliberate damage.

If you have any concerns about our behaviour agreement, please take the time to meet with us.