

Skipton Primary School OSHC Handbook

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Welcome to Skipton Primary School OSHC!

The Skipton Primary School Outside School Hours Care program is a non-profit service that aims to support our local community and its families.

Our services are approved by ACECQA (Federal) and licensed with the Department of Education and Training (DET). We operate under the Education and Care Services, National Law Act (2010) and Education and Care Services National Regulations (2011).

This Handbook aims to provide you with all the necessary information you require regarding the Outside School Hours Care programs.

If you require additional information on completion of reading the handbook, please contactour friendly OSHC leaders or the school office. We look forward to providing a quality service, focusing on learning, laughter, leisure, and play.

Access and Inclusion

Skipton Outside School Hours Care supports and encourages the attendance and participation of all children regardless of ability, social, financial, or cultural circumstances.

This service acknowledges the diversity within the community and aims to ensure all children can have the opportunity to participate in activities in a fun, nurturing environment.

To do this staff will:

- Interact with and include all children.
- Model appropriate behaviour in relation to cultural awareness
- Respect the difference in backgrounds of individuals and encourage children and families to do the same.
- Commit to professional development relevant to diversity, multiculturalism and assisting children with additional needs.
- Liaise with various external agencies to gain assistance and expertise in these areas.
- Connect families with services that may be able to provide financial assistance when needed.

Child Protection (Safeguarding Children)

Skipton PS OSHC is committed to the safety and wellbeing of all children and young people accessing its programs and services. The Skipton PS OSHC supports the rights of the child and will strive to always deliver a child safe environment.

The Skipton PS OSHC also supports the rights and wellbeing of our staff and encourages their active participation in building and maintaining a safe environment for children.

Our Commitment to Children and Young People

- We are committed to providing children with positive and nurturing experiences.
- We will support families and communities to promote children's healthy development and wellbeing.
- We will take action to ensure that children and young people are protected from all forms of abuse.
- We will take action to ensure that children are not exploited, abused, or harmed during the time they are involved with any or our programs, services, or facilities.
- We will listen to children and address any concerns they raise with us.

Our Commitment to Parents and Carers

- We are committed to supporting parents and carers to protect their children.
- We will offer assistance that builds in a family's strengths and empowers them to meet the changing needs of their children.
- We are committed to communicating honestly and openly with parents and carers about the safety and wellbeing of their children.
- We aim to be transparent in our decision making with parents and carers as long as doing so does not compromise the safety of children or young people.

Our Employees Will

- Conduct themselves in a manner consistent with their position as a positive role model to children and young people.
- Adhere to the Safeguarding Children and Young People Policy Code of Conduct.
- Be committed to the safety and wellbeing of all children and young people attending our programs.
- Have read, understood, and formally agreed to abide by Skipton PS policies and guidelines around the safety of children as outlined in the Safeguarding Children and Young People Policy.
- Support the rights of the child and strive to deliver a child safe environment at all times.
- Remain alert to the risk indicators of child abuse and promptly report suspected incidents to their supervisor and, where required by law, to the relevant authorities.

A copy of the Skipton Primary School OSHC Safeguarding Children and Young People Policy available for parents/guardians to access on the Skipton Primary School website.

Skipton PS OSHC Children's Services Policies

The Skipton Primary School OSHC policies take into consideration and incorporate the Skipton Primary School policies and procedures where applicable.

Skipton Primary School reviews all policies and engages management, educators, and families and to contribute to the process. All policies are available at the sign in area and on the Skipton Primary School website. www.skiptonps.vic.edu.au

Service Details and Information

Outside School Hours Care (OSHC) at Skipton Primary School

Before School Care			
Skipton Primary School 7 Montgomery St, Skipton VIC 3361	e: 0582-oshc@schools.vic.edu.au p: (03) 5340 2002	7:15am - 8:45am	
After School Care			
Skipton Primary School 7 Montgomery St, Skipton VIC 3361	e: 0582-oshc@schools.vic.edu.au p: (03) 5340 2002	3:25pm – 5:45pm	
Student Free Day Care			
Skipton Primary School 7 Montgomery St, Skipton VIC 3361	e: 0582-oshc@schools.vic.edu.au p: (03) 5340 2002	7:15am - 5:45pm	

OSHC Program Contacts	
Skipton Primary School p: (03) 5340 2002 a: 7 Montgomery St, Skipton VIC 3361 e: skipton.ps@education.vic.gov.au	Greg Wakeling Outside School Hours Care Coordinator p: (03) 5340 2002 e: 0582-oshc@schools.vic.edu.au

Student Free Days

Full Day services may be provided on student free days only when a viable number of bookings are confirmed by families via email at least one week before the date of the student free day. Services will be available to operate between 7.15am – 5.45pm but may vary depending on demand.

Please note: We will endeavour to remove access to make bookings on student free days where possible and will communicate with families accordingly.

Feedback

Feedback from families, including children, in relation to program delivery and our organisation is valuable to management and all staff involved in the programs' daily operations. Skipton Primary School OSHC provides online feedback forms and encourages families using our services to complete these each term. Feedback provided is shared with OSHC management and is considered in future service development and training.

Complaints, Grievances and Appeals

In line with our Complaints Policy, any concerns regarding your child and/or the program should be discussed with the Service Coordinator at the service.

Any other concerns or any issues you feel are still unresolved after meeting with the Service Coordinator must be referred to **chanelle.pelchen@education.vic.gov.au**

Please refer to our 'Complaints' policy for further information.

Confidentiality

The Skipton Primary School OSHC program collects sensitive information for enrolment records, with family consent. This information is stored on our Kidsoft database.

The Skipton Primary School OSHC program does not disclose this information without consent. Please refer to our 'Privacy and Confidentiality' policy for further information.

Enrolments and Information

Outside School Hours Care (OSHC) at Skipton Primary School

Before any child can attend one of our OSCH programs, an enrolment offer must be created by the program coordinator. Please see the Service Details section for contact details. Any new student requiring access to our program will require the following information for an offer to be created: -

- Name
- Gender
- Date of Birth
- Parent/Guardian name
- Parent/Guardian email address
- Residential address
- Contact phone number

The above information will be entered into the Kidsoft system by the coordinator and an offer forwarded to the parent/guardian via email. Once offered, a Parent Portal can be created via the link within the email and an enrolment can commence.

Our service uses Kidsoft for all enrolment, record keeping and booking services. Kidsoft is a cloud based CCMS software solution, assisting with the management of operations, processing subsidies and other work processes with secure global access 24/7. Your Kidsoft access has information such as: -

- Previous and upcoming bookings
- Documentation
- Notifications
- Account details
- Student details
- Parent/Guardian details
- Financial information
- Account balance
- Payment schedules
- Payment history
- CCS entitlements
- Sign in/out functionality
- Program communications

The link below will take you to the Parent Portal. There is no app available for devices as it is web-based only.

https://parent-portal.kidsoft.com.au

A help guide is available on the Skipton PS website under the OSHC tab or the link below.

http://www.skiptonps.vic.edu.au/kidsoft-tip-sheet.html

Set up your Parent Portal

After you have set up your parent portal, follow each prompt and complete the fields required for enrolment. Ensure you have personal identification for parents (licence, passport, Medicare etc.) and children (birth certificate, Medicare, immunisation records etc.) on hand to complete the process. Once completed, a notification will be sent to the OSHC coordinator to accept the enrolment and allow bookings to be made.

If any of the forms below are required for your child, you will be prompted to complete them during the enrolment process and upload onto your enrolment.

- Asthma and Medical Management Plans (if applicable)
- Court Orders (if applicable)
- Medical diagnosis letters (if applicable)

Please note:

- Staff at the programs are not able to accept a child until the enrolment forms have been submitted online and the child has been booked into the program.
- Parents are responsible for ensuring that details and authorisations on the enrolment form are kept current, you can do this by supplying any change of information to the service for them to update.
- Families will be emailed a copy of the family handbook and reminded both documents can be found onsite at the venue or on our website www.skiptonps.vic.edu.au

Children with Medical Conditions

To best support children with medical conditions, there is a plan which an educator will need to complete as part of the child's enrolment. This must be done in consultation with the family, so you may receive a phone call, or it may be requested that you attend a meeting prior to any bookings being made. A copy of the letter of diagnosis from the medical practitioner will also need to be provided.

Children with Additional Needs

To best support children with additional needs, we require on enrolment a copy of the medical diagnosis (if applicable). Prior to bookings being made, OSHC educators will work with families on the orientation visit to develop an individual inclusion plan as part of the child's enrolment. The purpose of the plan is to ensure the child's needs and abilities are discussed and recorded, including agreed strategies for educators to implement to support the child's needs.

Children with Specific Care Needs

Respect for diversity is very important to us, and to ensure that these needs are met with the knowledge and respect they deserve, staff may contact families prior to bookings being made to discuss additional care needs which do not fall into the above categories, such as specific cultural practices, family beliefs or personal lifestyle choices. This may take place over the phone, or a meeting may be requested.

Please note:

- Educators at our programs legally cannot accept a child into their program until the enrolment and orientation process documented above has been completed.
- Parents are responsible for ensuring that all contact details and authorisations on the enrolment form are always kept current.

Bookings

Bookings can be made at any time after the opening date through your Kidsoft Parent Portal.

We follow the Victorian School Holidays and Term dates. Most student free days will see the service unavailable, however, the service may run depending on certain circumstances with all information on those communicated with as much notice as possible.

Casual – (BSC and ASC)

All our bookings are considered 'casual'. This allows freedom to make bookings on an as needed basis with adjustments or cancellations not requiring a lengthy notice period. Bookings can be made for each day in each program on a 'permanent' basis but must be done so individually for each session and each child.

Student Free Day Care Program

If the service can be provided, bookings for our student free day care will open three weeks prior to the commencement of the programs. The opening date for each program will be advertised on our website, Facebook page and newsletter.

Changes To Booking Arrangements

Before and After School Care

If there is a change to care arrangements made during the school day, it is the family's responsibility to contact both the school general office and the OSHC service to notify them of the change. Bookings can be cancelled using the Kidsoft Parent portal up to 1 hour prior to each program commencing. Any cancellation within 1 hour of program commencement will see full fees for that booking charged.

If a child/ren presents to After School Care and they are not on the attendance list, staff will refer the child to the school office. School staff will contact parents and obtain information as to where the child/ren should be. At this point the duty of care remains in the hands of the school.

If a child/ren presents to Before School Care and they are not on the attendance list, staff cannot accept the child's attendance and the duty of care remains in the hands of the parent/guardian who brought the child to the program. The parent/guardian will be refused casual/unannounced care but will be supported to ensure they understand our required enrolment and booking procedures which need to be followed through your Kidsoft Parent Portal.

Student Free Day Care Program

A student free day care booking can only be canceled more than 72 hours from the program commencing. Any cancellation within 72 hours of program commencement will see full fees for that booking charged.

Signing In and Out

A QR code is available for scanning at each program on your own device to sign your child in and out using your Kidsoft Parent Portal. A device is also available at each program to use for signing in and out purposes.

Please note that only individuals identified on a child's enrolment are authorised to sign them in or out of a service. Written permission must be given for children to be collected by anyone not already identified on the enrolment form. ID may need to be shown upon pick up.

**Under no circumstances will any staff member allow a child to be removed from the service by an unauthorised person.

Please remember: Only the person who enrolled the child can make changes to the enrolment form and it is solely the responsibility of the parent/guardian to ensure the enrolment authorisations are kept up to date at all times. Aggressive behaviour or interactions towards educators regarding releasing a child to a friend/relative who is not listed on the authorisations will not be tolerated and will result in cancellation of future bookings.

Before School Care

Children must be signed in upon arrival at the program by an authorised person. Failure to do so will result in surcharges being applied (please see <u>Fees</u> section). Educators will sign children out of the service at the end of the before school care session.

After School Care

Educators will sign children in upon arrival at the service. Please ensure your children are well aware that they are booked into the service and must make their way as soon as they are dismissed from their class. All children are required to find their own way to the After School Care service. Children must be signed out by an authorised person upon pick up.

Student Free Day Care Program

Children must be signed in upon arrival, and out upon pick up at our Student Free Day programs by an authorised person.

Custody Information

If there is any custody information that the staff need to be aware of, please notify them accordingly and providecopies of all legal documents to staff in accordance with our regulation requirements. We appreciate any information you can provide in caring for your children and will maintain complete confidentiality. Please note that educators cannot legally refuse the release of a child into the care of a parent without a provided copy of a current court order.

Programming

The Skipton PS OSHC team are committed to providing engaging programs which support each child's needs and interests. Our programs align with the 'My Time, Our Place' Framework for School Age Care in Australia and target five developmental outcomes: identity, community, wellbeing, learning and communication.

Both indoor and outdoor spaces are utilised with a combination of flexible and structured components in the delivery of the service. We aim to provide programs that are enjoyable and beneficial for all involved. We strive to provide a unique experience, with our own philosophy and pedagogy reflective of our staff, children, families, environment, local & school community.

Staffing

The Skipton PS Outside School Hours Care program is licensed by the Department of Education and Training. Our staff hold relevant qualifications in accordance with the Education and Care Services National Act and Regulations. As we are licensed to care for 15 children only, we will have only 1 staff member at any given session aligning with the required 1:15 staff to student ratio requirements.

Skipton PS OSHC & Behaviour Guidance

For each program to run smoothly and safely, we expect that all families and children will act in a safe and sensible manner whilst participating in activities at the service. If educators experience any concerns with a child's behaviour being a potential risk to themselves, to other children or educators, then parents/guardians will be contacted and depending on the level of risk they may be required to collect their child early or immediately from the service.

Having supportive relationships with the educators helps children to develop confidence in their ability to express themselves, work through differences, learn new things and take calculated risks.

It is so important to inform staff at the time of enrolment or orientation if your child requires any assistance with settling or behaviour guidance. This ensures your child is set up to have a successful and positive experience at the program, inclusive of their individual needs. If so, educators will require a meeting time at the service or over the phone to ensure a behaviour plan is developed and document agreed strategies which are consistent with the child's school and home environment.

Lost Property

Families are requested to take home children's property and artwork at the end of each day. We also encourage families to label ALL items brought from home with the potential to be misplaced (hats, jackets, lunchboxes, drink bottles etc).

All attempts to return lost property will be made during the following school day but it is encouraged that each family regularly stops to browse through the lost property basket. Any items that remain unclaimed at the end of each term will be used by the service or donated to a local charity.

What To Bring

An appropriate Sunhat (Sun Smart recommends broad-brimmed, legionnaire or bucket-style hats) for outdoor activities. Hats must be worn from September 1st to April 30th. Children without hats will be encouraged to access shaded or undercover areas. Hats will not be provided by the service.

- Personal sunscreen if allergies exist.
- A refillable drink bottle.

Student Free Day Program only - Morning tea, lunch, and snacks as if it were a school day.

Clothing should be: -

- Suitable for weather conditions (warm coat, raincoat, long sleeves. No singlets or thongs)
- Comfortable and allows for easy participation in activities. All belongings should be labelled.

Please note that valuables, including mobile phones, and money must be left at home. We will not accept any responsibility for lost, damaged or stolen valuable personal possessions brought to the program.

Sunscreen

- Sunscreen will be supplied by the program and applied in accordance with the manufacturer's
 directions (apply at least 20 minutes before going outdoors and reapply every two hours or more
 frequently if sweating or swimming)
- Children are encouraged to apply their own sunscreen, with educators supervising and ready to assist if requested or required.
- Sunscreen is stored in a cool place, out of the sun and the expiry date is monitored.
- Please provide your own personal sunscreen clearly labelled if allergies exist.
- Please refer to our 'Sun Smart' Policy for further information

Food and Meals

The following food is provided by our programs:

Breakfast - Toast, crumpets, English muffins, raisin bread/toast, Vegemite, jam, honey, pancakes, choice of cereal, milk, apples, oranges, bananas, pears, reduced fat yoghurt.

Afternoon Tea - Toast, Vegemite, jam, honey, reduced fat cheese, ham, Savoy/Clix, popcorn, apples, oranges, bananas, pears, watermelon, banana, seasonal berries.

Outside School Hours Care Fees

Prices are BEFORE any CCS Benefits are applied (Fees effective from June 14 – September 15, 2023). Prices will be reviewed on a Term-by-Term basis with any changes communicated with at least 4 weeks' notice to all families using the services.

Programs	Booking Fee
Before/ School Care	\$6.00
After School Care	\$10.00
Thursday After School Activity Club (Terms 2 & 3)	FREE
Vacation Care/Pupil Free Days	\$40
Surcharges	Fees
Early drop off or late pick-ups (not claimable against the CCS)	\$5
Any child required to be booked into the service by staff.	\$5
SURCHARGES CANNOT BE CLAIMED AGAINST THE CCS	

Early Drop Off/Late Collection Policy

If children are dropped off at school before 8:30am, they will be booked into the service by staff. This will incur a \$5 surcharge on top of the Before School Care booking fee.

If children are not picked up from school by 3:40pm, they will be booked into the service by staff. This will incur a \$5 surcharge on top of the After School Care booking fee.

When children are collected after closing time, the account holder will incur a late fee. The surcharge fee is \$5.00. CCS cannot be claimed against this amount. Other services charge \$1 per minute.

If both nominated parents/guardians and emergency contacts cannot be reached by 6:15pm, the Police and Child Protection will be contacted, and arrangements will be made for the care of the children. If late collection occurs more than 2 consecutive times your position will be cancelled at the service.

Any aggressive or threatening interactions/behavior with educators from parents/guardians will not be tolerated and will result in the parent/guardian having their authorisation to collect from the service cancelled.

Direct Debit

The payment method for all Outside School Hours Care programs is Direct Debit. This service is provided by Kidsoft and the iDebitPro systems. Account balances and payment information can be viewed via the Kidsoft Parent Portal. Only Primary carers will be able to see financial information.

Accounts are debited on Wednesdays on a fortnightly basis. The amount debited will include bookings for the previous 2 weeks. The debit amount will be shown as your outstanding balance in your Kidsoft Parent Portal. In the case of a public holiday, the direct debit will occur on the following business day.

Your Direct Debit Obligations

It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request through iDebitPro.

If there are insufficient clear funds in your account to meet a debit payment:

- you may be charged a fee and/or interest by your financial institution.
- you may also incur fees or charges imposed or incurred by us; and
- you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

You should check your account statement to verify that the amounts debited from your account are correct.

Child Care Subsidy

Child Care Subsidy enables families to receive a discount directly off the daily service fee. The amount of subsidy families will receive will be based on three things.

- Their combined family income.
- The level of 'approved' activity they undertake.
- The type of childcare service they use.

As our services are approved for CCS, please ensure you provide your CRN number and the date of birth of both your child/ren and the parent/guardian who receives CCS in the Kidsoft program.

Families will receive their Child Care Subsidy (CCS) off the fee once they approve their booking through their myGov account. It is important that families approve their attendances, as you will not receive or be backdated any CCS for any days that are attended before this approval occurs.

Please note that you will need to confirm your enrolment in your myGov account if you have not attended one of our programs in the last 14 weeks, as Centrelink will cease the enrolment due to inactivity. CCS will not be applied if you begin or end your bookings with an absence.

The Department of Human Services sends our service updated listings via internet connection every day; however, the contract remains between the DHS and individual families. It is therefore your responsibility to notify the DHS of any changes to your income.

Child Care Subsidy Calculator

From July 2023 the Child Care Subsidy is increasing. Please click on or enter the following links for details:

CCS Calculator - https://www.startingblocks.gov.au/child-care-subsidy-calculator

CCS Information - https://www.education.gov.au/child-care-subsidy-campaign

Additional Child Care Subsidy

Some families may be eligible for an additional subsidy to reduce the overall cost of childcare in an approved service. To get this you must be eligible for Child Care Subsidy, and you need to meet at least one of the following criteria:

- an eligible grandparent getting an income support payment.
- transitioning from certain income support payments to work.
- experiencing temporary financial hardship, caring for a child who is vulnerable or at risk of harm, abuse, or neglect.

We will direct all queries regarding grandparent, transitioning and temporary hardship to Services Australia for assessment. The provider may claim on behalf of the family for cases where there is a vulnerable or atrisk child involved. We will collect and document all required information to support the claim prior to processing the application.

Medical And Emergency Management

Medical Conditions

To ensure quality care for all children, we insist families communicate all medical conditions information applicable to their child. Providing all relevant and required details to ensure educators are informed and know how to cater to the child's medical condition at all times.

A copy of the child's medical management plan signed by the doctor must be provided with their enrolment form. In addition, a Risk Minimisation Plan, which includes a Communication Plan, will be developed by educators in consultation with families prior to booking. Please refer to our 'Medical Conditions in Children's Services', 'Anaphylaxis', 'Asthma', 'Diabetes' and 'Epilepsy' Policies for further information.

Medication

Families are required to sign in all children's medication. Full details, including dosages, times, child's name, doctor's name, and expiration date must be provided and staff will co-sign once medication has been administered. Medication must be in its original container, bearing the original label with the name of the child to whom the medication is to be administered and be within its expiry date.

All medicines will be kept in a secure location, out of reach of children. Medication is not to be kept in school bags. The medication register can be found when signing children in/out. Please ask one of our staff for assistance. Please refer to our 'Administration of Medication Policy' for further information.

Incident, Illness, Injury and Trauma

All incidents, injuries, illnesses or traumas and the treatment given for these will be recorded on our Incident, Injury, Trauma, and Illness Record. Authorised contacts of children may be notified by phone and will be asked to sign the form when collecting the child.

In the case of an emergency, an ambulance will be called, and you will be contacted immediately. Parents are requested to ensure that all contact numbers and contact details on the enrolment form are correct and up to date at all times. If either parent cannot be contacted, emergency contacts will be called. The cost of the ambulance or any medical expenses will be covered by the child's family.

Please refer to our 'Administration of First Aid' and 'Incident, Injury, Trauma, and Illness' policies for further information.

Emergency and Evacuation

Individual Emergency Management Plans are in place at each OSHC service. Evacuations and lockdowns will be rehearsed each term with the children at the service. Please refer to our 'Emergency & Evacuation Policy' for further information.

Infectious Disease Exclusion

If the case that any infectious disease occurs at the service, affected child/ren may be excluded for the communicable period of the disease or until they have satisfied conditions to return to the service. This exclusion is necessary for the protection of all children and to reduce the risk of further infection.

If a parent reports that their child has contracted a contagious disease, the program will put up a notice to advise parents.

Please refer to the latest edition of 'Staying Healthy: Preventing infectious diseases in early childhood education and care services' published by the Australian Government: National Health and Medical Research Council for information on exclusion periods. This document is available from nhmrc.gov.au. You can also refer to our 'Dealing with Infectious Diseases Policy' for more information.

Covid-19 Precautions

Our aim as Skipton PS OSHC is to keep our staff, families, and communities safe by being proactive in implementing and following the most current guidelines around service operations as provided by DHHS and DET. Skipton PS OSHC commits to ensuring an up to date COVID risk assessment and COVID-19 site plan are kept onsite as a working document for staff to refer to and change as required.

If there is any information you require that is not part of this document, please contact our staff to advise and update as soon as possible.



Document created - June 2023

Review required – September 2023