



**OUT OF  
SCHOOL  
HOURS CARE  
PROGRAM**

(Last updated November 2016)

# BELLEVUE HEIGHTS PRIMARY SCHOOL OUT OF SCHOOL HOURS CARE HANDBOOK

## TABLE OF CONTENTS

DIRECTOR'S WELCOME .....	3
HOW THE CENTRE OPERATES.....	4
How is the OSHC Funded? .....	4
Management Committee .....	4
Operating Hours .....	4
Bookings .....	4
Session Cancellation.....	4
FINANCIAL MATTERS .....	5
Fee Structure .....	5
Session Cancellation.....	5
Registration Fee.....	5
Sign in - Sign out.....	6
Childcare benefit .....	6
Payments .....	6
DAY TO DAY RUNNING OF THE PROGRAM.....	7
Centre Philosophy.....	7
Staffing.....	7
Food.....	7
ADDITIONAL CARE .....	7
Pupil free days / School closure days.....	7
PROGRAM POLICIES.....	8
Health policy.....	8
First Aid Policy .....	9
Administering Of Medication .....	9
Behaviour Management Policy.....	9
Grievance Procedures for parents .....	11
Code of Conduct for parents.....	11
SCHOOL MAP.....	12

This handbook was published by the Director on behalf of the Bellevue Heights Primary School Out of School Hours Care Program (OSHC).

The handbook has been officially endorsed by the OSHC Management Committee and the Bellevue Heights Primary School Council. It expresses the rules and policies of the Bellevue Heights Primary Out of School Hours Care Program as at time of printing.

Our OSHC service is registered with the Education & Early Childhood Services Registration & Services Board and participate in national quality standards requirements.

Bellevue Heights is a SunSmart school.

No part of this handbook may be reproduced without the express permission of the publisher.

## **DIRECTOR'S WELCOME**

Welcome to the Bellevue Heights Primary School Out of School Hours Care Program (OSHC). The program has been operating since 1990 and our family registrations represent over half the school. Each class from Reception right through to Year 7 is well represented.

OSHC comprises both Before School Care (BSC) and After School Care (ASC). Both programs offer a reliable, affordable and consistent service to the parents and children of the school. OSHC is a safe and comfortable environment where your child can enjoy a range of activities, sports and games provided by experienced and caring staff.

This booklet contains important information about the program and has been provided to ensure that children and families are aware of the program's practices and policies. This is important to the day to day running of the program, and is particularly important to the provision of quality care for your child.

Note: Prices are subject to change please check with OSHC Director for current prices.

You will be asked to indicate on your registration form that you have read, and accepted the information provided in the booklet.

## HOW THE CENTRE OPERATES

### How is the OSHC Funded?

Bellevue Heights OSHC is a non-profit organization and a self-funded program. The fees paid by parents for childcare, support the program. Costs and fees are kept as low as possible so as to maintain a healthy, safe and financially viable program.

### Management Committee

The program is managed by a voluntary management committee comprising parent users, School Council representatives, the School Principal, representative of school staff, OSHC staff and the OSHC Director. The committee meets approximately twice a term or more frequently if an issue or emergency arises. The Director is responsible to the management committee.

Parents interested in being a part of the management committee or attending any meeting should speak to the Director.

### Operating Hours

The BSC program runs from 7:00a.m. until 9:00a.m. Children are not allowed to leave the room before 8:45a.m. when a teacher goes on duty. Small children can be escorted to their rooms by the OSHC staff as requested.

The ASC program operates from 3:30p.m. until 6:00p.m. The last day of each term the school closes early and the program will commence at 2:30p.m.

### OSHC Vacation Care

Program runs from 7:30 a.m. until 6:00 p.m. during non-term times.  
Fees and policies available from OSHC Director on request.

## Bookings

Most children attend on a regular basis according to information provided upon registration. Program staff need to be notified of changes in bookings, particularly of absences. It is particularly important that the program is kept fully informed of the bookings of the smaller children so we can make sure they arrive when they should. New children, or any others who request it, will be collected by program staff as requested.

Procedure for children who do not arrive at OSHC by 3:40 p.m. is:

First check with school office for late cancellation.

Check with class teacher.

Check playground.

Advise school staff on yard duty.

Contact parent, guardian or emergency contact.

Finally if no contact can be made with parent, guardian or emergency contact, call Police.

### Session Cancellation

A Before School Care session not cancelled by 6:00 pm the previous day will be charged as a short session.

An After School Care session not cancelled by 8:30 am on the same day will be charged as a short session.

Note: Childcare benefit will still apply on cancellation charges.

Please call Director on 0401 121 798, to let us know of unexpected bookings or absences.

Program staff are happy to go to your child's classroom and inform him/her that he/she will need to attend OSHC. Alternatively, a message may be left with the school office staff, which will be recorded in the OSHC message book. This book is checked daily.

## FINANCIAL MATTERS

### Fee Structure

Reasonable fees are charged for morning and afternoon sessions. Fees are current in this booklet at time of printing but are subject to change without notice. The centre will endeavour to inform users prior to any price rises.

#### **Before School Care**

7:00 - 9:00 am (breakfast included) .....\$14.00

7:00 – 9:00 am (casual) .....\$15.00

8:30 Bus children only (no breakfast).....\$ 9.00

#### **After School Care**

Kindy Pick Up.....\$22.00

3:30 – 6:00 pm (afternoon snack included).....\$21.00

3:30 – 6:00 pm (casual) .....\$22.00

3:30 – 4:30 (for sports attendance only) .....\$16.00

#### **Last Day of Term**

2:30 - 6:00 pm (afternoon snack included).....\$22.00

#### **School Closure Rates**

Full Day (depending on numbers)..... \$47.00

Half Day .....\$32.00

#### **Administration Fee**

Per term .....\$ 7.00

#### **Registration Fee**

Once only family cost.....\$20.00

#### **Vacation Care**

Half Day .....\$45.00

Full Day (7.30am to 6pm) .....\$57.00

***Excursion/Inursion fees are an extra charge***

### **Session Cancellation**

A Before School Care session not cancelled by 6:00p.m. the previous day will be charged as a short session.

An After School Care session not cancelled by 8:30a.m.on the same day will be charged as a short session.

Note: Childcare benefit will still apply on cancellation charges up to 20hours.

### **Registration Fee**

The program charges a once only family registration fee of \$20.00. It is a Government requirement that all children are registered prior to commencement, and that emergency information must be provided along with permission to seek emergency medical treatment.

All information provided to this service will be kept confidential (re: Policy).

## Sign in - Sign out

### Sign in

Each time your child attends BSC they are required to be signed in. You are required to note your child's name, date and time of arrival, in the sign in book. Recording the time is very important.

### Sign out

Each time your child attends ASC you are required to sign them out and record the time next to their name in the sign out book.

### Late fee

Please note OSHC closes at 6:00 p.m. sharp and a late fee of \$10.00 per child is charged for the first 15 minutes after 6:00 p.m. then \$5.00 per child every 5 minutes thereafter.

## Childcare benefit

The program can offer Government provided Childcare Benefit (CCB) to eligible families using the OSHC program. Childcare Benefit is income tested.

Most families can receive Childcare Benefit for your children attending an outside school hours care service if they contact Family Assistance Office

To register for CCB contact Family Office on:

**136150**  
**or**  
**131202 for multilingual services**  
**Mon. – Fri. 8:00 a.m. – 8:00 p.m.**

Tell them you will be using Bellevue Heights Primary School combined Out of School Hours Care  
Our service customer reference number (CRN) is

**CCMS approval No. CCMS\_1\_5x4\_55.**

Family Assistance offices are situated at Centrelink offices, Medicare offices and ATO access and enquiry sites.

The Director can give you more information if required.

No income details need to be supplied to the program.

## Payments

Invoices will be issued one week in arrears with seven days to pay. Parents are requested to estimate usage for last week of the school year. Estimated payment can be made on the Thursday prior to school year end.

Payments may be made through the OSHC room or the school office. If paying at the school office, clearly label an envelope to indicate that it is an OSHC payment. Cash, cheque or credit card is acceptable. Please make cheques out to Bellevue Heights Primary School OSHC. Bizgate payments can be made via the internet.

Fees that remain outstanding from a PREVIOUS TERM require URGENT ATTENTION. We only have limited CHILD CARE BENEFIT places allocated. This outstanding payment may jeopardise your child's future use of the OSHC service.

(Re: Bad Debts Policy)

## DAY TO DAY RUNNING OF THE PROGRAM

### Centre Philosophy

Bellevue Heights Primary School OSHC aims to provide High Quality Recreational care for school aged children, in a friendly, comfortable and safe environment.

We believe that Out of School Hours Care is a valuable and important part of Bellevue Heights Primary School and the local community. We believe that it is a place where children can have fun, relax, learn and play together. Children learn through play to become confident and involved individuals. Learning outcomes through play are used when providing and assessing our program. We endeavour to meet the individual development needs of each child, while respecting race, gender abilities, diversity religion and cultural background. We aim to provide a recreation based program with activities that initiate new experiences, helping children to develop a strong sense of identity and wellbeing.

Bellevue Heights Primary School OSHC encourages communication and social interaction by promoting group activities while recognising individual needs. Our qualified staff encourage children to listen and respect the feelings of others. We also encourage responsible behaviour from children.

We encourage parents to take an interest in the service and feel comfortable to approach staff or management regarding day to day running of the service.

When we tread, remember the Kurna people! They are the original owners / custodians of the land.

### Staffing

The program employs mainly casual staff with the exception of the Director who is employed on a permanent part-time basis. The CSO recommends a staff/child ratio 1:15. We are an approved single staff service with two casual staff employees. All staff have current First Aid Certificates, with the Director holding a certificate for Centres and Schools.

Staff regularly attend training courses run by groups such as the OSHC Association to update and freshen skills and practices. Regular staff meetings ensure a team approach to caring for your child.

### Food

The program provides snacks and drinks for your child while in care. Afternoon tea usually consists of a selection of home baking, biscuits, crackers, popcorn, cakes, fruit cordial and fresh fruit. Drinking water is freely available. Please indicate on your registration form if your child has any allergies or special requirements for snack time. Please make your child aware of these. Nutrition is regularly discussed with the children. On days of full care the program will provide both morning and afternoon snacks. Lunch is not included unless specifically stated on the activity and registration form for that particular day.

We ask that 'nuts' are not included in any child's lunch due to children with allergies which could result in anaphylaxis, attending the centre.

## ADDITIONAL CARE

### Pupil free days / School closure days

The OSHC program will offer care on Pupil Free Days, School Closure Days and days of Early Closure. On full days the program will operate from 7:30 am till 6:00 pm. Early closure days usually see class dismissal at 2:30 pm and the program will open to cater for those children requiring care. For eligible families, Childcare Benefit applies. Please consult your school newsletter for full details of costs, activities and on a registration form.

# PROGRAM POLICIES

## Sun Care

Bellevue Heights Primary School is a SunSmart school.

### Hats

The program supports the school's "No Hat, No Play" policy which operates all year except June, July & August. Children must be provided with a school approved hat for outdoor play. Children without hats will be directed to indoor or shaded areas.

### Sunblock

The program will supply sun block as required. By late afternoon much of the OSHC play space is shaded. However for children playing in full sun, such as those attending sports practice staff will make sure they reapply sunblock.

- On Pupil Free Days children should arrive with sunblock already applied. Program staff will make sure the child reapplies sunblock during the day.

## Health policy

- This policy has been developed to promote the health of all families and staff using the program. To encourage hygienic practices by all children and staff; and to identify some common illnesses which may prevent your child from attending the program in the health interest of the wider school community.

### ***Children will:***

- be encouraged to maintain a high level of personal hygiene
- wash and dry their hands before engaging in any activity involving food
- maintain a clean environment
- wear a hat and sunblock during outdoor play in accordance with the SunSmart policy.

### ***Staff will:***

- take preventative measures with regard to personal hygiene and health
- maintain the premises to a standard which will help protect against occurrence and transmission of disease
- not attend the program during periods of illness with communicable symptoms
- take appropriate sun safety measures when supervising outdoors
- maintain high standards of cleanliness and hygiene during food preparation wear gloves when administering first aid.

### ***Parents will:***

- advise program staff when their child is suffering from an infectious disease
- seek alternative care when their child is suffering from an infectious disease
- be contacted by program staff if their child becomes unwell during their time at OSHC
- be asked to collect their child if it is considered by program staff that the child is unable to cope with normal activities
- advise program staff on any condition which requires ongoing treatment eg. Diabetes
- grant the program permission to seek emergency medical care.

Parents need to be aware that the program does not have the facilities or staff to care for sick children. We do not have access to the school's facilities or staff for care and supervision of sick children. Leaving an unwell child at OSHC may cause additional stress for that child.



Some common illnesses which may cause your child to be excluded from the program include:

- Conjunctivitis (highly contagious)
- Head lice (highly contagious)
- Worms (contagious)
- Chicken pox (contagious)
- Measles (contagious)
- Mumps (contagious)
- Scabies (highly contagious)
- Impetigo or “School Sores” (highly contagious)
- Vomiting (may be contagious)
- Diarrhoea (may be contagious)

The program can provide further information on any of the above illnesses, including details of period of exclusion.

### First Aid Policy

Program staff will administer first aid to your child as required. It is the program’s policy that where an incident involves blood, a staff member will instruct and guide the child to clean their own wound. Staff will not directly handle bloodied wounds or first aid materials without the use of gloves.

Any assistance your child receives will be noted in the First Aid Book. Parents will be informed and asked to sign the book to indicate their acknowledgment of the treatment.

### Administering Of Medication

No patent medicines (aspirin etc) will be given to children. Prescribed medicines can only be administered on receipt of a signed medication plan completed by the prescribing doctor and if provided to the staff in the original container showing name, dosage and expiry date.

No medication can be given without this signed plan.

Also, the EpiPen policy is available on request.

### Behaviour Management Policy

*The management of children’s behaviour is essential to the provision of a safe and relaxed environment. The purposes of behaviour management are to:*

- ensure the safety and security of the children and staff
- respect the rights and feelings of the children and staff
- enable the smooth running of the program, and ultimately
- promote self management on the part of each child.

### IN OUR PROGRAM WE STRIVE TO:

- reinforce positive behaviour
- be consistent
- have clearly established expectations
- ensure that rules and consequences are clearly known and understood by children, parents and staff through ongoing discussion and review
- have parents and school support for our strategies.

### IN OUR PROGRAM WE EXPECT THAT CHILDREN AND STAFF WILL MUTUALLY:

- respect each other
- accept and respect individual needs and differences
- share resources
- clean up after activities;
- promote a friendly and harmonious environment.

## **THEREFORE, WE WILL NOT ACCEPT:**

- fighting and “play fighting”
- kicking, pushing, hitting or any other form of aggressive behaviour
- swearing and spitting
- teasing and other forms of verbal harassment
- physical, sexual or racial harassment
- non-cooperation or non-compliance with reasonable request by staff.

The consequences of engaging in unacceptable behaviour and activities will be the implementation of the following strategies:

### **Step 1**

- ▶ Reminder of the program’s behavioural expectations.
- ▶ Instruction about responsible choices.

### **Step 2**

Time with a staff member to:

- ▶ Encourage child to think about his/her actions.
- ▶ Details recorded in a special book which parents will be asked to sign.

### **Step 3**

Involvement of school principal.

When three or more incidents have been recorded in any four week period, a letter will be sent to parents indicating that the next step for their child is temporary suspension. Negotiation regarding terms for re-enrolment will take place.

### **Step 4**

Termination of enrolment from current program.

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

The Director, or nominee, reserves the right to define unacceptable behaviour and to omit any step in the case of serious behaviour where the safety of children or adults is threatened, and proceed direct to Step 4.

## Grievance procedures for parents

- Parents will be provided with clear written guidelines detailing grievance procedures.
- Parents will be provided with information about the service's philosophy, policies and procedures.
- All confidential discussions with parents will take place in a quiet area away from others.
- Parents' names remain confidential. Parents will have the option of remaining anonymous in providing written information.

## Code of conduct for parents

It is the responsibility of each parent to be accountable for the following:

*Addressing issues of concern with the Director, with a Management Committee member or alternatively, all parents are welcome to attend the Management Committee meetings where issues can be raised.*

- Making an appointment to discuss issues with the Director at a mutually convenient time.
- Addressing the Director and staff of the centre, other parents and the children in a polite and courteous manner.
- When children of the centre have a disagreement and one or more of the parents are concerned about the incident, the parent must raise the issue with the **Director** and **NOT** with the child or the child's parents in question.  
**\*\*Note\*\*** If any person feels that they are being spoken to in a manner that is unacceptable to them, they should end the conversation immediately and suggest that the conversation be resumed when all parties have calmed down and when another person can also be present.
- Parents who breach the code of conduct expected of them whilst engaging with the service, may be exposed to appropriate consequences which may result in the suspension of their family's enrolment with the service. **The police may be contacted if parent conduct within the service is threatening or violent.**

**\*\*\* More indepth policies available for your inspection on request**

# SCHOOL MAP

