Experience the fun at Outside School Hours Care... here at school everyday!

- Sports
- Art and Craft
- Science activities
- Toys
- Games
- Cooking
- Drama
- Homework time

50% Tax Rebate too!

Parent Handbook
Welcome to OSHClub’s Outside School Hours Care (OSHC) program.

OSHClub provides high quality Before Care, After Care, Pupil Free Days and Vacation Care for kinder and primary aged children.

Our motto is “Happy Children Learning” and there are loads of structured and unstructured fun activities on offer at every session.

Helping us design the best possible programs are two of Australia’s leading experts in children’s services; Professor Brian Caldwell and Kathy Walker! So you can be sure you’ll get age appropriate activities that best suit your child’s development.

Our programs are great value too as most families get a childcare benefit discount (CCB) on their fees, and just about every family gets the 50% Tax Rebate as it’s not means tested! That’s half your money back for almost all families!

To top things off we ensure all of our foods are healthy, fresh and nutritious!

OSHClub is all about Happy Children Learning.

Goals

The program will:  
→ Provide a safe, caring and stimulating environment.
→ Provide a wide variety of experiences and activities that are developmentally appropriate for the middle childhood phase specifically highlighting the value of play.
→ Cater to the social, intellectual, physical, recreational and emotional needs and interests of all children.
→ Provide affordable quality care which is accessible by all children and their families including those from culturally and linguistically diverse backgrounds, low income families and those with special needs.
→ Ensure that the needs of parents are acknowledged and respected.
→ Provide friendly, warm, sensitive and co-operative staff.
→ Offer a caring environment that promotes positive attitudes, personal growth, high self esteem and respect for others.
> ACTIVITIES

Our programming provides children with a variety of choice. Children can choose to participate in the set activities, free play outside or the many play spaces including Construction area, Quiet area, Dress up area, Board games, Art/Craft area or the Homework area etc. The children will also have a choice of both indoor and outdoor activities (weather permitting).

Our OSHC activities and Curriculum have been developed by Professor Brian Caldwell focusing on the areas of play, discover, share and engage.

Our programmed activities include:

- Art/Craft
- Sport
- Drama
- Cooking
- Theme based activities
- Science

Plus much more!
All activities programmed for the coming week will be on display at the program and highlighted within the school newsletter.

> ACCIDENT PROCEDURES

We are very serious about our management of accidents and illnesses. At all times your child/ welfare is our major concern.
When a minor accident occurs at the program, a staff who is qualified in First Aid will:

→ Assess the injury.
→ Attend to the injured child and apply First Aid.
→ Check who has come into contact with the injured child’s blood or body fluids and require these people to wash any contaminated areas in warm soapy water. Clean up the spill using disposable gloves if bodily fluids are involved.
→ Contact the Parent/guardian (depending on the nature of the injury). If the parent/guardian is not contacted at the time of the accident if a minor injury, they will be informed about the incident when they arrive to collect the child.
→ Write full details about the incident and the treatment given in the minor accident report and ask the parent/guardian to sign when collecting the child to signify that they have been informed.
→ Notify the local licensing department of a serious incident.
→ Monitor the child until he/she has been picked up by their parent/guardian.

OSHClub reserves the right to contact an ambulance if we believe the child’s safety is at risk at any time.

> MEDICATION

For medication to be given to a child the parent/guardian must sign a Medication Authorisation Form stating the child’s name, type of medication, dosage and time to be taken. Once the medication has been given the form will be signed and witnessed by program staff members. Parents will be asked when picking up the child to also sign the medications administration form.
Staff will only administer medication if:

→ It is prescribed by a doctor.
→ It is an over the counter medicine that has been authorised by the child’s parent/guardian.
→ The parent has completed and signed the programs medication authorisation form.

No child will be given medication if the container does not contain information that states the child’s name, required dosage, time, date and storage requirements.

> POSITIVE GUIDANCE OF CHILDREN

OSHClub believes the management and guidance of children’s behaviour is a critical part of providing quality programs. We have a commitment to providing a safe, positive and stimulating environment, which encourages responsible and constructive behaviour from all children.

Behaviour management strategies will always respect the child’s self esteem and rights, whilst at the same time being appropriate to the individual child’s stage of development. Staff within programs will provide a consistent approach to the guidance of children’s behaviour.
BULLYING

OSHClub treats bullying very seriously and will work closely with the school to stamp out any unacceptable behavior. Bullying is the inappropriate use of power by an individual or group, with an intent to injure either physically or emotionally. It is usually deliberate and repetitive.

The bullying may be physical or psychological (verbal and non-verbal).

Types of bullying:
- Physically, bullying includes pushing, hitting, punching, kicking or any other action causing hurt or injury.
- Verbal bullying includes insults, taunts, threats, and name calling.
- Psychological bullying includes physical intimidation and ostracism.
- Interference with, or damage to personal property, may be included as bullying.

Expectations

All students have the right to be free from bullying. Any form of bullying is contrary to the OSHClub philosophy and will not be tolerated. A student has the right to seek assistance as soon as he/she feels threatened. Bullying is regarded as a serious offence, and therefore, permanent exclusion from the program may result.

CHILD PROTECTION

OSHClub has a responsibility to all children attending the program to defend their right to care and protect them against abuse and neglect. Management will ensure that all staff are aware of responsibilities in relation to child abuse and neglect, and have clear directions to follow when reporting to authorities. The program has a detailed policy which reflects our procedures. This is located at the sign in/sign out table. For further information on child protection please speak to the OSHClub staff or phone Child Protection Emergency Services 131 278 or Parent help line on 132 289.

CUSTODY ORDERS

In circumstances where custody orders exist, details must be provided in the form of a court order before the child attends the program. Details must include who has access and a list of all persons who have restricted access to the enrolled child. For more detail on the program procedure please refer to the OSHClub Policy Manual.

GRIEVANCE/COMPLAINTS FOR CHILDREN AND FAMILIES

All children and families using a OSHClub service have access to grievance procedures when they deem that they have been treated unfairly or unreasonably. OSHClub management and OSHC coordinators are expected to make every effort to achieve a resolution of any grievance in a confidential manner.

The grievance procedure for OSHClub is aligned with school procedures and is outlined below:
- OSHClub Management will arrange a meeting with the parents to ensure the matter is discussed and finalised with all parties.
- At the request of any party, the matter may be included as an agenda item at the next parent reference group meeting.
- If the grievance cannot be resolved, an independent party will be called to mediate the situation.
- All grievances will be handled in a confidential manner.

LEGISLATED REQUIREMENTS

OSHClub manages its program in accordance with the guidelines of the Victorian, New South Wales, Queensland, Western Australian and Australian Capital Territory Licensing Regulations. We are also continually improving the quality of our programs through the guidance of the Outside School Hours. Care Quality Assurance (OSHCQA) system. Further information regarding Quality Assurance can be provided by the OSHC staff or found at the National Child Care Accreditation Council website on http://www.ncac.gov.au/

CONFIDENTIALITY

OSHClub uses enrolment forms to collect personal information for the purpose of service enrolment and statistical recording. The information may be shared with funding agencies and administrators for operational purposes only. The information will not be disclosed to any other party except as required by law. You are able to amend or correct information online or by request to OSHClub staff.

ISSUES OR CONCERNS

Please feel free to discuss your child’s participation in the program with the OSHClub staff. We look forward to hearing your feedback as we continue to develop and improve the program to meet the community needs.

If at anytime you are unhappy with the program or would like to discuss a matter please feel free to contact the program coordinator. You can also contact OSHClub management on (03) 8564 9000 or from outside Victoria on 1800 460 870.
ENROLLING IN THE PROGRAM

Enrolment is easy. All you need to do is complete our enrolment form online at www.oshclub.com.au. You will have the option of booking either as a permanent or casual user.

Permanent bookings – You can book set days every week that will carry on throughout the year. These days can be altered if your circumstances change. Simply login online.

Casual bookings – you can make a booking at any time online based upon your needs, however, if same day care is required you should contact the program coordinator.

An online enrolment form must be completed before your child/ren can attend the program. If your family details change please ensure you change them online at www.oshclub.com.au so that your records and bookings are up to date.

CHILD CARE BENEFIT (CCB) AND THE CHILD CARE TAX REBATE (50%) (CCTR)

It is important that all families register with the Family Assistance Office before they attend the program to receive their entitlement for discounts on our fees. Registration is not time consuming or stressful. Simply contact the Family Assistance Office on 13 61 50 for details on how to register.

Many families ARE eligible for Child Care Benefit (CCB) and the Child Care Tax Rebate (50%) which is applied AFTER the CCB discount!

Child Care Benefit (CCB)

All families claiming Child Care Benefit (CCB) for approved child care must have their income assessed by the FAO, as CCB is a payment based on family income. Families on the lowest incomes receive the highest rate of assistance. The CCB rate is gradually reduced as assessed family income increases, to the point where families receive a zero amount.

Child Care Tax Rebate (CCTR 50%)

Most families are eligible for the tax rebate and will receive 50% of all out of pocket costs from attending the program. CCTR is not means tested and will be paid directly into nominated bank account quarterly.

Call the Family Assistance Office on 13 61 50

THE FIRST DAY/ORIENTATION

OSHClub has developed strategies to make the transition to the Outside School Hours Care Program as comfortable as possible for new children.

It is very important that you have completed an online enrolment form and communicated to the coordinator the day you would like to start.

The Coordinator will ensure your child has arrived at the program and introduce them to the other children and staff. Your child will be monitored closely to ensure s/he is relaxed, participating and having fun.

On your arrival please ensure that you sign your child in or out at our sign in/out desk. Please notify the coordinator if you are a first time user of the program, and the coordinator will show you where things are located, introduce you to the staff and answer any queries you may have.

NEW KINDER/PREPS TO OUR PROGRAMS

To assist new kinder/prep children to settle into the Outside School Hours Care Program, OSHClub has developed support specific to these children including:

→ All kinder/preps to be picked up and dropped off to and from their classroom.
→ Activities are developed that accommodate the needs of younger children.
→ A staff member is assigned the responsibility of ensuring kinder/preps are well catered for, happy and participating during the program.
→ Parents will receive verbal reports when picking up their child on how their child is going.
→ Parents are welcome to approach the co-ordinator at any time with any questions or concerns.

> PROCEDURES FOR COLLECTING CHILDREN

It is important that the following collection/drop off procedures are adhered to at all times.

→ All children must be signed in and out by an authorised person/s only.

→ OSHClub will only release children to authorised person/s listed on enrolment form unless a parent/guardian has provided prior written documentation outlining the name of the person, their relationship to the child, the time the child will be picked up. The document must be signed by the parent (Authorised person/s must be 16 years or over).

→ No child will be permitted to leave the venue to walk home.

> LATE PICK UPS

If a parent/guardian is late, then a $2.00 fee per minute will be charged to cover the extra costs for this time.

Three late collections in one year may lead to exclusion from the program.

> FAMILY INPUT INTO THE PROGRAM

OSHClub welcomes the input of all parents/guardians and children into programming ideas through:

→ Evaluation surveys which will be emailed to all families who use the program.

→ Evaluation surveys which will be available to all children who use the program.

→ Parents being given an opportunity to become part of the parent reference group.

→ Parents communicating feedback directly to the program coordinator.

→ Parents communicating feedback directly to OSHClub management.

> STAFFING

Great staff is the key to any high quality OSHC program. At all times OSHClub Pty Ltd complies with the Regulations when appointing staff and meeting staff to child ratios.

→ We follow the ratio of 1 staff to 15 children (1:12 WA or 1:10 with Kindergarten children) at all times with a minimum of two staff in attendance at the program (unless approval has been given by the Australian Government for a single staff model).

→ On excursions during holiday programs we have a 1 to 8 staff to child ratio.

→ Our coordinators have undergone a successful Working with Children Check, anaphylaxis training, first aid level 2 and food safety level 2 training.

→ All staff have appropriate training as required by legislation.

> FOOD

Healthy and nutritious snacks are one of the most important components of our programs. We provide a breakfast before school and a light snack after school. Menus are displayed within the service to inform you and your children of food to be served for the week.

Examples of food may include:

<table>
<thead>
<tr>
<th>After care</th>
<th>Before Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fresh Fruit and Vegetables</td>
<td>Dips</td>
</tr>
<tr>
<td>Sandwiches</td>
<td>Sultanas</td>
</tr>
<tr>
<td>Yoghurt</td>
<td>Cheese</td>
</tr>
<tr>
<td>Pita breads</td>
<td>Soups</td>
</tr>
</tbody>
</table>

With regular discussions with parents/guardians, OSHClub endeavours to cater for children with special dietary requirements.