**Introduction**
Welcome to the Pascoe Vale Primary School Outside School Hours Care (OSHC) program. We aim to provide a safe and stimulating environment in which your child can play and relax both before and after school. We provide, within this setting, child centred inclusive programs, which focus on developmental, social and recreational activities that are appropriate to the needs of all children. The program is located in a classroom in the specialist building. The children also currently have supervised access to other rooms within the school and other areas within the school grounds.

Pascoe Vale Primary School OSHC has a firm commitment to ensure all our services function within the National Quality Framework (NQF). Pascoe Vale Primary School OSHC prides itself on its ability to offer a high quality service, with continuous improvement and open communication channels for staff, families, students, and outside agencies. As we cater for children with a range of needs and abilities or whose parents/guardians are working or studying, fee subsidy is available through the Commonwealth Government Child Care Benefit Scheme. We work cooperatively with the Department of Education and Training (DET) and Centrelink. Further information can be obtained by contacting Centrelink via phone on 136 150 or [https://www.humanservices.gov.au/customer/subjects/assistance-child-care-fees](https://www.humanservices.gov.au/customer/subjects/assistance-child-care-fees), [http://www.education.vic.gov.au](http://www.education.vic.gov.au).

Our family handbook was last reviewed in August 2016, and undergoes an annual review to ensure its relevance and currency.

**Philosophy/Objective & Rationale**

1. **Service Philosophy**
To provide a safe and stimulating environment in which primary school children can play and relax before and after school. The service will provide programs which focus on development, social and recreational activities appropriate to the needs of the children.

2. **Service Objective**
To provide a safe and stimulating environment in which children will be cared for while their parents work, study or seek work, or for parents/guardians who wish their children to have access to a range of activities and opportunities for them to play with children of their own age. Access to the programs at the service can either be on a permanent or pre booked casual basis.

3. **Rationale**
Pascoe Vale Primary School Outside School Hours Care Program provides a facility for the before and after schools hour care for Primary School aged children attending Pascoe Vale Primary School.

**National Quality Framework (NQF)**
The National Quality Framework aims to raise quality and drive continuous improvement in education and child care services throughout Australia. The National Quality Standard (NQS) is a key aspect of the NQF and sets a high, national benchmark for early childhood education and care, and outside school hours care services in Australia. It gives services and families a better understanding of a quality service, helping families to make informed decisions about the services providing education and care to their child. The NQS brings together the 7 key quality areas that are important to outcomes for children, [http://www.acecqa.gov.au/national-quality-framework/the-national-quality-standard](http://www.acecqa.gov.au/national-quality-framework/the-national-quality-standard).

The National Quality Standard comprises of seven quality areas:
1) Educational program and practice; 2) Children’s health and safety; 3) Physical Environment, 4) Staffing arrangements; 5) Relationship with children; 6) Collaborative partnerships with families and communities; and 7) Leadership and service management.

There are 18 standards with two or three standards in each quality area. Under each standard sit elements that describe the outcome of each standard. There are 58 elements in total. It is the intention of Pascoe Vale Primary School OSHC to work towards or exceed the National Quality Standard.

**Management Structure**
Pascoe Vale Primary School OSHC has a Committee of Management which is a subcommittee of Pascoe Vale Primary School Council. This subcommittee consists of the school principal, OSHC coordinators, OSHC and school staff, and parents. This sub committee meets eight times per year and reports to school council. Meetings and times are negotiated each year by the subcommittee. All parents and families that use the program are invited and also encouraged to be part of the subcommittee, where they will have the opportunity to provide direct feedback and provide input in the future planning and operation of the service.

Revised 17th August 2016

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**OSHC Services**
We aim to provide a safe and stimulating environment in which your child can play and relax during before and after school. We provide, within this setting, child centred inclusive programs, which focus on developmental, social and recreational activities, which are appropriate to the needs and abilities of all children. Pascoe Vale Primary School and the OSHC Service are currently working towards becoming a Child Safe Standards School as per ministerial order No.807. We recognise that Pascoe Vale Primary School OSHC is made up of families from culturally and linguistically diverse backgrounds and families are encouraged to share their traditions and languages with the OSHC service.

Pascoe Vale Primary School OSHC will offer a maximum of 75 places at the beginning of 2017.

**Parent Involvement**
All parents are invited to join the Pascoe Vale Primary School OSHC subcommittee which meets eight times per year. Parents are encouraged to participate in any fundraising events which OSHC are involved in. A suggestion box is set up for suggestions as well as questionnaires or surveys which may be sent out throughout the year for program feedback.

Pascoe Vale PS OSHC user feedback is sought each year during review of the Parent Information Booklet. It is an opportunity for program improvement and helps build stronger positive relationships with families.

**Staffing**
Pascoe Vale Primary School OSHC staffing requirements are in line with the National Quality Framework. All staff have appropriate or are working towards completing that qualification as per the National Quality Framework guidelines. Staffing ratio is 1:15 students. However we have elected to always have a minimum of 2 staff on at all sessions to ensure safety and quality of service.

**Nominated Supervisor** – Susan Smith & Anne Naughton
**Nominated Supervisor & Program Coordinator** – Concetta Sergi
**Assistants** – Nadia, Amanda, Zahra

NOTE: Staff changes can occur from time to time. Additional staff will be employed/rostered as required by OSHC numbers of attendance.

Pascoe Vale Primary School OSHC when required will employ agency staff members from anzuk*

**Hours of Operation**
Before School Care will operate from 7.00am to 8.45am each school day.

Pascoe Vale Primary School OSHC is only licenced to operate within these hours and therefore is not permitted to have children attend the program prior to 7.00am and non-compliance can result in programs loss of licence to operate.

After School Care will operate from 3.30pm to 6.00pm each school day. On the last day of terms 1, 2 & 3 the After School Care program will operate from 2.30pm to 6.00pm and on the last day of Term 4 it will operate from 1.30pm to 5.00pm.

Pascoe Vale Primary School OSHC is only licenced to operate within these hours and therefore is not permitted to have children attend the program after 6.00pm (5.00pm on last day of term 4) and non-compliance can result in programs loss of licence to operate.

**Program and Activities**
The Coordinator and Staff offer a varied and rich program of activities appropriate to the ages, needs and interests of the children. Pascoe Vale Primary School OSHC is designed to be fun and stimulating, providing a number of structured and open-ended activities that the children can choose from each day, including: art & craft, games, sport, environmental studies, music, dance, indoor games, cooking, movies etc. The activities are in line with AusVELS and The National Quality Standard to enhance learning and developmental outcomes for all students. The National Quality Standard is linked to national learning frameworks that recognise children learn from birth. It outlines practices that support and promote children’s learning. These are:
• Belonging, Being and Becoming: The Early Years Learning Framework for Australia (‘Early Years Learning Framework’)
• My Time, Our Place: Framework for School Age Care in Australia (‘Framework for School Age Care’).

There is also homework and reading areas for children that would like to participate and help offered each day at Pascoe Vale Primary School OSHC.

Fortnightly Food Menu and Activity Plan will be displayed on the Pascoe Vale Primary School website and on the OSHC notice board.

Program Details
Pascoe Vale Primary School Outside Hours School Care
362 Gaffney St, Pascoe Vale VIC 3044
(OSHC Entrance from Cumberland Road)
Phone: 0407 805 250
Email: ohsc.pascoe vale.ps@edumail.vic.gov.au

Session Schedule
Before School Care (7.00am-8.45am)
7.00am – 8.35am: Children arrive and breakfast is offered
Children participate in activities or homework
8.40am: Roll call – Children signed out and announcements
8.45am: Children dismissed from OSHC

After School Care (3.30pm – 6.00pm)
3.30pm-3.45pm: Children arrive at OSHC and signed in
3.45pm-4.45pm: Snack
4:45pm-6.00pm: Outdoor and Indoor Activity
Children collected and signed out by parent/guardian between 3:30pm-6:00pm

Food
Food is provided during every session. Pascoe Vale Primary School OSHC is nut, meat and egg free, and does not serve any of these products in order to avoid any cross-contamination and promote infection and allergy control. Children will not be able to bring any of these products into the service. For breakfast, toast and/or cereal and juice or milk is available daily.

Afternoon tea is provided to children each afternoon at approximately 4pm to 4:45pm. The fortnightly snack menu changes; but always includes a nutritious mixed fruit and vegetable platter daily.

*If any parents wish to provide snacks for their children to bring into the program, please ensure they are in their original packaging and adhere to our programs food and safety standards.

Child Care Benefit (CCB) and Child Care Rebate (CCR)
You may be eligible for Government Assistance called Child Care Benefit. This is dependent upon your income and the number of children you have attending OSHC.

You must complete the appropriate forms and register with Centrelink. Centrelink will advise the service of any adjustments to be made to the fees being paid. It is important that you complete the forms as soon as possible as Centrelink benefits only apply from the date of application. It is the parent/guardian’s responsibility to follow this up. All families are required to register with Centrelink in order to receive the 50% childcare rebate or claim a lump sum at the end of the financial year.


Family Assistance Office (Centrelink): 136 150
MyChild Information Hotline: 13 36 84
Child Care Access Hotline: 1800 670 305

Enrolling your Child into the OSHC Program
Children may attend Pascoe Vale Primary School OSHC on a permanent full-time, permanent part-time or casual basis. For your child/ren to use the program, families first need to enrol into the program, by registering and completing an enrolment form which can be accessed on Pascoe Vale Primary School website, under Outside School Hours Care in Parent section, and select bookings and
registrations dropdown box. We recommend that even if you intend to use Pascoe Vale Primary School OSHC on a very irregular or emergency basis only, that you register and enrol your child/ren so you can access the program when necessary or at last minute. The enrolment form provides us with important information regarding the care of your child/ren, including; health information, cultural and religious background, details of people authorised by you to collect your child from the program and contact names in the event of an emergency, access, medical needs, languages spoken, food allergies, etc. All information collected will be kept private and confidential. You will have online access to your enrolment information at all times through My Family Lounge (MFL), and therefore are to ensure important information regarding the care of your children is up-to-date at all times. [http://www.myfamilylounge.com.au/My-Family-Lounge/home](http://www.myfamilylounge.com.au/My-Family-Lounge/home).

Families must provide valid credit card details or direct debit details to Pascoe Vale Primary School OSHC and upload to enrolment forms, your enrolment will not be finalised until this has been provided and processed.

**Permanent/Emergency/Casual Bookings**

Children can only attend if bookings have been made and confirmed, and an enrolment form and credit card/direct debit details have been received by Pascoe Vale Primary School OSHC. Bookings and cancellations are absolutely necessary to ensure the safety of the children and the smooth administration of the program, and these can be made through My Family Lounge (MFL).

It is the responsibility of the parent/guardian to inform the Pascoe Vale Primary School OSHC of any on the day bookings and cancellations, even if the child has been sent home from school unwell. **No bookings or cancellations can be accepted by the school office and must be submitted online or via OSHC mobile.**

**Casual Bookings**

Casual bookings and cancellations are absolutely necessary to ensure the safety of the children and the smooth administration of the program, and these can be made through My Family Lounge (MFL). If required please contact the OSHC service mobile (0407 805 250). The school staff cannot make these bookings for you, so please do not contact the school office in regards to OSHC bookings.

A casual booking is a booking that occurs occasionally, it is not part of the permanent booking schedule for that child. The cost of a casual booking at Before Care is $20, and After Care is $24. For children to be accepted on a casual booking, OSHC registration and enrolment forms and valid Credit Card/Direct Debit details need to be completed and provided to Pascoe Vale Primary School OSHC prior to booking being made.

Children that are not picked up on time after school cannot attend Pascoe Vale Primary School OSHC program, unless they have already been enrolled or an arrangement has been made with Pascoe Vale Primary School Principal or OSHC Nominated Supervisor/Coordinator.

**Fees**

The current fee schedule per child is:

**Permanent bookings:**

- Before care 7:00am to 8:45am $16.00
- After care 3:30pm to 6:00pm $20.00

**Casual booking:**

- Before Care $20.00
- After Care $24.00

**Early Finish days**

*(End of term 1, 2 & 3):*

- 2:30pm to 6:00pm $26.00

**Final Day of Term 4**

- 1:30pm to 5:00pm $26.00

**Late pick up:**

Child collected after 6:00pm (5pm last day of Term 4) $20.00/per 15 minutes or part thereof.

*Program fees last reviewed in 2013, and can be subject to change.*
Payment of Fees
Families must provide valid credit card details or direct debit details to Pascoe Vale Primary School OSHC upon enrolment. Statements will be issued on a fortnightly basis at the end of the fortnight with fees being debited the following Wednesday.

Enrolment Fee
Currently there is no enrolment fee with Pascoe Vale Primary School OSHC.

Overdue Fees
In the event that a family is unable to meet the Direct Debit or Credit Card payment agreement, they will be notified immediately. When fees are 14 days overdue the child’s place at Pascoe Vale Primary School OSHC will be cancelled and debt recovery procedures will be implemented. This may result in your child losing their permanent place in the service, if numbers are at service capacity.

If your direct debit payment is dishonoured there is a fee of $11.00 that Ezidebit automatically charge to your account for their administration costs – this is done directly through Ezidebit and will not be reflected on your OSHC statement.

Attendance
Once an enrolment and bookings have been completed and submitted with all required documents to Pascoe Vale Primary School OSHC, the family can then access the program. The family must wait for confirmation of enrolment and then will be able to use My Family Lounge and submit bookings and cancellations directly online. If any other arrangements need to be made please contact the OSHC Coordinator on 0407 805 250.

Child Collection
Children will not be released by Pascoe Vale Primary School OSHC to non-authorised persons. Authorised persons are those listed on the enrolment information provided, and authorised in writing by the child’s parents or guardian. This is to ensure safety and security of the child. Children will only be released to authorised adults over the age of 18 years old. Any person under the age of 18 is unable to collect or sign a child out of the program.

Parents/Guardians must inform the Pascoe Vale Primary School OSHC Coordinator directly if there are any changes to the person that is collecting their child. If the Pascoe Vale Primary School OSHC Coordinator has not received any authority from the Parent, then the child will not be released to that person under any circumstance.

Late Pick Up
A late pick up fee will be charged at the rate of $20 per child for each 15 minutes or part thereof strictly after 6:00pm (5:00pm on the last day of Term 4). This fee will be debited from your nominated account and will be shown on your next statement.

NOTE: To set your child’s mind at ease, please advise the Pascoe Vale Primary School OSHC Staff if you are running late by calling the OSHC service mobile phone.

Change of Details
It is most important that the Pascoe Vale Primary School OSHC has been provided at ALL times the current address and phone numbers of the child’s parents/guardians and emergency contact details. Notification is required immediately if there is a change.

Also, any changes to your child’s medical details must also be amended on your enrolment information immediately.

By using My Family Lounge you will have constant access to your child’s enrolment information and are therefore able to make adjustments/ updates at your convenience and when required.

Cancellations
If a parent/guardian has a booked their child/ren into Pascoe Vale Primary School OSHC and then needs to cancel a session, they are required to provide the service with a minimum of 24 hours notice. If 24 hours notice is not given, the full fee will be charged unless a medical certificate is provided in the case of illness/injury or unless the child has been sent home from school due to illness/injury.
Please note: **Cancellations for Monday morning bookings are to be submitted to the service by 6pm on the Friday prior for service fees not to apply.**

It is the parent/guardian’s responsibility to inform the Pascoe Vale Primary School OSHC Coordinator if their child/ren is not attending the program due to illness/injury or if the child/ren has been collected from school early due to illness/injury.

**OSHC Program Policies with National Quality Framework**

The following policies form the basis for how Pascoe Vale Primary School OSHC operates in line with National Quality Framework, the Australian Children’s Education & Care Quality Authority (ACECQA) Regulation 168 and the My Time, Our Place Framework. Please refer to the Pascoe Vale Primary School OSHC Policy Manual located in the school office for more in depth information. All policies have been prepared in accordance with Regulation 168, ratified by School Council and reviewed on a regular basis by Pascoe Vale Primary School Council.

**Diversity and Inclusion**

Pascoe Vale Primary School OSHC program will provide quality childcare before and after school for all children and families who use the program, regardless of culture, religion, gender or disability. Staff treat all children equally and work to include everyone in all aspects of the program. The Nominated Supervisor and Coordinator are responsible for ensuring that all 58 elements from the National Quality Standard are met.

- Each child is supported to participate in the program.
- Activities cater to the various needs of all children.
- Activities do not discriminate against any child/family or staff member.
- There are opportunities for children to share their knowledge, ideas, culture, abilities and interests.

**Children with Additional Needs**

Children with additional needs and disabilities are included in all dimensions of Pascoe Vale Primary School OSHC. It is the responsibility of the parent/guardian to ensure that all staff are equipped with the relevant information and resources regarding their child’s additional needs. Parents of children with additional needs should contact the School Principal on (03)9354 1611 prior to commencement within Pascoe Vale Primary School OSHC to discuss your child’s needs and how we can best accommodate your child.

**Feedback Procedure**

The Pascoe Vale Primary School OSHC Coordinator or Nominated Supervisor will respond to all verbal/written feedback from children and families. If an OSHC staff member receives the feedback they are required to inform the Coordinator or Nominated Supervisor. All written feedback is reviewed at the fortnightly/monthly Pascoe Vale Primary School OSHC meeting with OSHC Coordinator, Nominated Supervisor and Principal.

**Behaviour Guidance**

Behaviour expectations at Pascoe Vale Primary School OSHC will follow the same guidelines as the Pascoe Vale Primary School Code of Conduct, including consequence (please see OSHC notice board). When a child’s behaviour is unsatisfactory as per Code of Conduct, staff will investigate the cause and support the child to make more appropriate choices. Unsafe or intrusive behaviour including bullying, harassment, physical or verbal abuse will not be tolerated at Pascoe Vale Primary School OSHC.

**Accident/Injuries**

Appropriate first aid will be applied to any child that has an accident or injury. All staff at Pascoe Vale Primary School OSHC are trained in first aid as per the National Quality Framework Guidelines. Staff will document and keep a record of accidents/injuries. Any injury or accident will be reported to the parent/guardian when they collect their child or a phone call will be made to the parent to inform them. Serious injuries and all head injuries are to be reported to the parent/guardian as soon as possible by telephone. If assessed as appropriate/required by the OSHC Coordinator/Staff, they reserve the right to call an Ambulance for any had injury prior to discussing with the child’s parent/guardian.
Pascoe Vale Primary School OSHC reserves the right not to accept a child whilst suffering from any infectious disease or illness under Regulations 13 and 14 of the Health (Infectious Diseases) Regulations 2001 – Schedule 6. This is in order to support infection control and promote the health & safety of the other children and individuals within the program.


**Medication**

It is the parent/guardian’s responsibility to ensure that a current medical form has been completed; all information on the form is correct and attached to the child’s enrolment form or provided to OSHC Coordinator upon enrolment.

If a child requires medication whilst attending the program, a parent/guardian needs to hand medication to the OSHC Coordinator along with the medication form instructing the correct dosage and times medication is to be administered. Medications must be in their original container, with the expiry date and the child’s name clearly labelled.

Staff will not administer any medication if it has passed its expiry date. Medication will be administered by one staff member and checked by a second staff member who will both sign the form.

**Anaphylaxis**

Parent/guardians are responsible for providing an updated individual Anaphylaxis Management Plan signed by a medical practitioner and an updated Epipen if their child is at risk of anaphylaxis. It is the parent/guardian’s responsibility to ensure that Pascoe Vale Primary School OSHC has been provided with or has access to their child’s Epipen.

Anaphylaxis management plans **must** be signed within the last 12 months of enrolment commencing and the management plans must be updated annually or whenever changes occur to the child’s management plan or medical condition. The management plan should include an outline of the prescribed anaphylaxis medication to be administered, should the child have a reaction.

Parent/guardians with a child at risk of anaphylaxis should be given a copy of Pascoe Vale Primary Schools Anaphylaxis policy on enrolment or commencement to the Pascoe Vale Primary School OSHC program. The OSHC Coordinator will be responsible for the ongoing management of the Risk Minimisation Plan and Communication Plan with regards to children at risk of Anaphylaxis.

Parents/Guardians are most welcome to discuss any concerns about Anaphylaxis with the OSHC Coordinator.

**Asthma**

Parent/guardians are responsible for providing an updated individual Asthma Management Plan and an up to date inhaler if their child is at risk of asthma.

Asthma management plans **must** be signed within the last 12 months of enrolment commencing and the management plans must be updated annually or whenever changes occur to the child’s management plan. The management plan should include an outline of the prescribed medication to be administered, should the child have an asthma attack. Parent/guardians with a child with asthma should be given a copy of Pascoe Vale Primary Schools Asthma policy on enrolment or commencement to the Pascoe Vale Primary School OSHC program. The OSHC Coordinator will be responsible for the ongoing management of the Risk Minimisation Plan and Communication Plan with regards to children at risk of Asthma. Parents/guardians are most welcome to discuss any concerns about Asthma with the OSHC Coordinator.

**Sun Smart Policy**

As part of the Pascoe Vale Primary School SunSmart Policy all children attending OSHC must have an appropriate wide brim or bucket hat. Hats are to be worn every year from the beginning of September to end of April, or wherever the UV levels reach 3 or above.

Sunscreen SPF 30+ or higher will be provided by Pascoe Vale Primary School OSHC, although if your child/ren has specific needs in regards to sunscreen (e.g. allergies or sensitivities), then that child must provide their own sunscreen.

Children that do not have an appropriate hat or sunscreen will only be allowed to play under shaded areas during the Sun Smart months and may need to remain inside the OSHC building if the UV Index is considered to be too high.

Revised 17th August 2016

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Review of Policies and Handbook
The Pascoe Vale Primary School OSHC Family Handbook will be reviewed annually; the OSHC subcommittee and School Council will conduct the review. Parent/Guardian feedback is welcome at any time with regards to information that should be included or amended in this Handbook.

The OSHC Policy Manual will be reviewed annually and we recommend parents/guardians refer to this manual for more comprehensive information pertaining to the Pascoe Vale Primary School OSHC program.