

Pascoe Vale Primary School

Outside School Hours Care

FAMILY HANDBOOK 2024



**Pascoe Vale Primary School
Outside School Hours Care**

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At PVPS Outside School Hours Care we acknowledge and pay our respects to the traditional custodians of the land, the Wurundjeri people of the Kulin nation and their elders past, present and emerging.

We will respect the land, animals, and the waterways from the roots of the earth to the tops of the trees.

Thank you for letting us learn and grown on your mother earth. We will try our best to protect it. We understand that if we look after the country then the country will look after us.

With honour, PVPS OSHC Team.

Contents

1. Introduction and Welcome.....	4
2. Philosophy, Objective & Rational	4
3. OSHC Service Aim	5
4. National Quality Framework (NQF)	5
5. Quality Improvement Plan (QIP)	5
6. Management Structure	6
7. OSHC Educators	6
8. Parent Involvement	6
9. Program Details	6
10. Session Schedule	6
11. Program and Activities	7
12. Food	8
13. Enrolment	8
14. Permanent Bookings	9
15. Casual Bookings	10
16. Priority of Access	11
17. Waitlist	11
18. Child Care Subsidy (CCS)	12
19. Fees	13
20. Payment of Fees	13
21. Enrolment Fee	13
22. Overdue Fees	13
23. Child Collection	14
24. Late Collection	14
25. Non-collection after school	14
26. Additional Authorised Contact	15
27. Change of Details	15
28. Explained Absences	15
29. Absences	16
30. OSHC Program Policies and NQF	16
31. Child Safe	16
32. Diversity and Inclusion	16
33. Children with Additional Needs	17
34. Feedback Procedure	17
35. Behaviour Guidance	17
36. Accident/Injuries	17
37. Infectious Disease	17
38. Coronavirus Safety Procedures.....	17
39. Medication	18
40. Anaphylaxis	18
41. Asthma	19
42. Immunisation Regulation	19
43. Sun Smart Policy	19
44. Review of Policies and Handbook	19

Introduction and Welcome

The information in this handbook is an overview of the Pascoe Vale Primary School (PVPS) Outside School Hours Care (OSHC) service Policy and Procedures Manual which provides more detailed information about what families and the community can expect of the PVPS OSHC service, and information about the philosophical and physical framework in which the procedures and practices of the PVPS OSHC service are developed.

This handbook is reviewed and updated annually. Families are expected to read this handbook as part of their introduction to the PVPS OSHC service and agree to this as part of their annual enrolment. The PVPS School Council ratify this handbook and welcome the opportunity to discuss any aspect with families.

At PVPS OSHC 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 operates in the PVPS Community Hub building. The children also currently have supervised access to other rooms within the school and other areas within the school grounds. PVPS OSHC has a firm commitment to ensure our service functions within the National Quality Framework. PVPS 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 Subsidy 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 13 61 50 or <https://www.humanservices.gov.au/customer/subjects/assistance-child-care-fees>

The PVPS OSHC family handbook was last reviewed in August 2023.

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. PVPS OSHC 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/guardians work, study or seek work, or for parents/guardians who wish for their children to have access to a range of activities or opportunities for them to play with primary school aged children using the program. Access to PVPS OSHC can either be on a permanent or pre booked casual basis.

3. Rationale

PVPS OSHC program provides a facility for the before and after school care for primary school aged children attending PVPS.

OSHC Service Aim

We aim to provide a safe and stimulating environment in which your child can play and relax 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. PVPS (and the PVPS OSHC service) is currently a Child Safe Standards School as per ministerial order No.807. We recognise that PVPS OSHC is made up of families from culturally and linguistically diverse backgrounds and families are encouraged to share their traditions and languages with the PVPS OSHC service.

PVPS OSHC is assessed as able to offer a maximum of 135 places to students of Pascoe Vale Primary School.

National Quality Framework (NQF)

The NQF aims to raise quality and drive continuous improvement in education and childcare services throughout Australia.

[Guide to the National Quality Framework \(acecqa.gov.au\)](http://acecqa.gov.au)

National Quality Standard (NQS)

The NQS sets a high national benchmark for early childhood education and care and outside school hours care services in Australia. The NQS includes 7 quality areas that are important outcomes for children:

- | | |
|-------------------------------------|---|
| 1) Educational program and practice | 5) Relationship with children |
| 2) Children's health and safety | 6) Collaborative partnerships with families and communities |
| 3) Physical Environment | 7) Leadership and service management. |
| 4) Staffing arrangements | |

Services are assessed and rated by their regulatory authority against the NQS and given a rating for each of the 7 quality areas and an overall rating based on these results. It provides a better understanding of a quality service, helping families to make informed decisions about the services providing education and care to their child.

Under the seven quality areas there are 15 standards and 40 elements that make up the NQS. It is the intention of PVPS OSHC to work towards or exceed the NQS.

[RevisedNQSHandoutA4.pdf \(acecqa.gov.au\)](#)

Quality Improvement Plan (QIP)

Ongoing self-assessment against the NQS drives continuous improvement and is essential to providing quality outcomes for children. Under the National Regulations, the approved provider must ensure a QIP is in place for each service. The purpose of the QIP is to help providers self-assess their performance in delivering quality education and care, and to plan future improvements. The QIP also helps regulatory authorities with the assessment of the service. The QIP does not have to be provided in any specific format, although must include the three required components outlined below.

A QIP must:

- include an assessment by the approved provider of the quality of the practices of the service against the NQS and the *Education and Care Services National Law Act 2010* (National Law), the *Education and Care Services National Regulations 2011* (National Regulations)
- identify areas that the approved provider considers may require improvement
- include a statement of philosophy for the service.

Developing the service's QIP can be a collaborative process which involves children, families, educators, staff members, management, and other interested parties, such as representatives of the community or agencies that work with the service to support the

inclusion of children.

The approved provider must review and revise the QIP at least annually, and at any time when directed by the regulatory authority. The provider must submit the most current copy of the QIP to the regulatory authority on request.

Management Structure

PVPS OSHC has a Committee of Management which is a subcommittee of the PVPS School Council. This subcommittee consists of the school Principal, OSHC Director, Coordinator and educators, and parents/guardians of students. This subcommittee meets approximately eight times per year and reports to the School Council. Meetings and times are negotiated each year by the subcommittee. All parents/guardians and families that use the program are invited to be part of the subcommittee, where they will have the opportunity to provide program feedback and have input in the future planning and operation of the service.

OSHC Educators

PVPS OSHC staffing requirements are in line with the NQF and we have been assessed as Exceeding in this quality area. All staff are fully qualified or are working towards completing qualifications as per the NQF guidelines. The PVPS OSHC 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 – Anne Naughton and Concetta Sergi

OSHC Director – Concetta Sergi

OSHC Coordinators and Educators – Fiona Lawlor, Holly Biasuzzo, Sophie Merola, Maisie Swann, Sarah Vincent, Jackson Bradshaw, Tim Conway, Angela Cotroneo, and Yasmin Taha.

NOTE: Staff changes may occur. The majority of our staff are studying degrees in education and additional staff will be employed/rostered as required. PVPS OSHC will employ casual Educators from Tradewind or Z Recruitment agencies.

Parent Involvement

All parents/guardians are invited to join the PVPS OSHC subcommittee. Parents/guardians are encouraged to participate in any fundraising events which PVPS OSHC are involved in.

All parents/guardians are encouraged to provide program feedback which will be carefully considered and discussed with the OSHC Subcommittee and, where necessary, School Council. PVPS OSHC user feedback is sought each year during review of the PVPS OSHC Family Handbook. It is an opportunity for program improvement and helps build stronger positive relationships with families.

Program Details

Pascoe Vale Primary School Outside School Hours Care PVPS Community Hub
362-364 Gaffney St, Pascoe Vale VIC 3044 (Wilna Street Entrance)
Phone: 0407 805 250 Email: oshc.pascoe.vale.ps@education.vic.gov.au

Session Schedule

7.00am – 8.30am: Children arrive and can help themselves to breakfast
Children participate in activities

8.35am: Roll call – Children announcements and sign out

8.45am: Children dismissed from PVPS OSHC

3.30pm-3.45pm: Children arrive at PVPS OSHC and signed in

3.30pm-4.00pm: Snack
 4:00pm-6.00pm: Outdoor and indoor activities
 Children collected and signed out by parent/guardian between 3:30pm-6:00pm

*After school care session times will change on days when school finish times change.

Curriculum Day (8:30am-5:30pm)

8:30-9:30am - Breakfast served
 8:30am-5:30pm – Various planned activities

PVPS OSHC is only licenced to operate within certain hours and non-compliance can result in the program’s loss of licence to operate. Please note late collection fees will apply for children collected after close of program.

Before School Care (7.00am-8.45am)	The Before School Care OSHC service operates from 7.00am to 8.45am each weekday during school terms for 41 weeks of the year. PVPS OSHC provides an extensive program of play-based and recreational experiences for the children. A healthy, varied breakfast is also provided each morning as part of the PVPS OSHC service.
After School Care (3.30pm – 6.00pm) *	The After School Care OSHC service operates from 3.30pm to 6.00pm each weekday during school terms. PVPS OSHC provides an extensive program of play-based and recreational experiences for the children. A nutritious afternoon tea is also provided after-school as part of the PVPS OSHC service. *On the last day of terms 1, 2 & 3 the After School Care service 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.
Pupil Free Days/ Curriculum Days	The Pupil Free Day OSHC program operates from 8.30am to 5:30pm, once per term (or as otherwise planned, dependant on the PVPS planning timetable). The service will provide at least 4 weeks’ notice to the OSHC community prior to a Pupil Free Day. If a minimum of 45 children are booked to attend, the OSHC service will operate on the Pupil Free Day. This service provides an extensive program of play based and recreational experiences.
Public Holidays	The PVPS OSHC service is CLOSED on all gazetted Victorian Public Holidays, and over the Christmas period.
School Holidays	The PVPS OSHC service is CLOSED over Victorian School Term holidays. Families requiring care for their child/ren over school holiday periods are advised to contact local programs to register. There is several companies or local council programs that operate in the nearby community. TeamKids - https://teamkids.com.au/holiday-programs/ Merri-bek City Council - https://www.merri-bek.vic.gov.au/

Program and Activities

The PVPS OSHC Coordinator and Educators offer a varied and rich program of activities appropriate to the ages, needs and interests of the children. PVPS OSHC is designed to be fun and stimulating, providing several structured and open-ended activities that the children can choose from each day, including art & craft, games, sport, environmental studies, dance, indoor games, cooking, movies etc. The activities are in line with the Early Years Learning Framework (EYLF) and the NQS to enhance learning and developmental outcomes for all

students. The NQS 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').

Homework and reading areas can be arranged within the program for children that would like to participate, and help offered by PVPS OSHC Staff.

Fortnightly Food Menu and Activity Plans will be displayed on the OSHC notice board.

Food

Food is provided during every session. PVPS OSHC is nut, meat, and egg free. The program does not serve any of these products to avoid any cross-contamination or infection and promote allergy control.

For breakfast, toast and/or cereal and juice or milk is available daily. Afternoon tea is provided to children each afternoon at approximately 3:45pm to 4:15pm. The fortnightly snack menu changes, but always includes a nutritious mixed fruit and vegetable platter daily.

Water is always available for all children to help themselves to, throughout all sessions. Please ensure your child brings their own refillable water bottle to school.

*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 program's food and safety standards.

Enrolment

Children may attend PVPS OSHC on a permanent full-time, permanent part-time (fortnightly bookings available) or casual basis. For your child/ren to use the program, families first need to enrol into the program, by registering for a My Family Lounge (MFL) account (or logging into a MFL account you have previously created).

You will then be required to complete an enrolment form for each child by selecting the 'Start Enrolment' button. Please note this enrolment is only valid until the end of each year. If OSHC is required for the following year, it will need to be resubmitted by the due date which will be communicated to the OSHC community. Enrolment forms are renewed each year to ensure important information regarding the care of your child/ren is up to date.

The enrolment form provides PVPS OSHC 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/ren from the program and contact names in the event of an emergency, access, medical needs, languages spoken, food allergies, etc. All information collected is kept private and confidential. If your information changes throughout the year, please ensure you update the enrolment information and provide the correct details. Families must ensure they provide valid direct debit details and their child's immunisation history statement to PVPS OSHC with enrolment forms.

Once the enrolment form is completed, please type your name, and submit it to the PVPS OSHC Director via the PVPS OSHC enrolment system online (My Family Lounge). You must complete and submit an individual enrolment form for each child. PVPS OSHC will then process your

child's enrolment, you will hear from an OSHC administrator if we require more information and once your child's enrolment has been finalised.

For all new families to PVPS OSHC please ensure you read our 'Welcome to PVPS OSHC' document, this will provide you with all the important 'need to know' details about our service. During the enrolment process on the My Family Lounge portal, there is also an Enrolment Fee of \$15.00. Your child's enrolment will not be received and processed until this amount has been paid. Your enrolment will take time to process, please allow at least 5 working days for processing (not including any holiday period); this may be longer during Term 4 due to re-enrolments for the following year.

You will not be offered your booking request until your child's enrolment has been completed and processed.

For more information regarding operation the QK Enrol and My Family Lounge system please visit - <http://www.myfamilylounge.com.au/My-Family-Lounge/help-guide>.

For more information in regards to the enrolment record requirements for services under the National Law and the National Regulations:

https://www.education.vic.gov.au/childhood/providers/regulation/Pages/enrolment_record_s.aspx.

Permanent Bookings

During the enrolment of your child/ren you are asked to either nominate permanent sessions for your child/ren or indicate possible casual usage only. For a permanent booking, children can only attend the service if parents/guardians have submitted a booking request and received the booking offer that they have both accepted and confirmed. All families must ensure they have submitted their child's completed enrolment form to PVPS OSHC, and allow time for processing, prior to using the service.

Bookings and cancellations are necessary to ensure the safety of the children and the smooth administration of the program. It is the responsibility of the parent/guardian to inform the PVPS OSHC Director of bookings and cancellations, even if the child has been sent home from school unwell. If the parent hasn't notified the service of their child being absent via marking them as Absent on the My Family Lounge App at least 1-hour prior to the session commencing, then this will incur an additional administration fee of \$8.00 per child per session.

No bookings or cancellations can be accepted by the school office or PVPS OSHC Staff directly. Please read in conjunction with relevant PVPS OSHC Policies.

To REQUEST a permanent/recurring booking for a child please follow the below listed steps:

- Log onto the My Family Lounge enrolment system.
https://www.pvps.vic.edu.au/?page_id=1496
- Go to the section that says *Booking Request*
- Select *New Request*
- Select the days/sessions for which you would like care
- Select the *request* button
- Wait for the OSHC Director to make you a booking offer
- Please note the booking request is not finalised until you receive the booking offer via automated email and then accept and confirm the booking offer. You'll have 3 days to accept and confirm the offer, before it expires.

To CHANGE a permanent/recurring booking please follow the below listed steps:

- Log onto the My Family Lounge enrolment system.
https://www.pvps.vic.edu.au/?page_id=1496
- Go to the section that has your child's *Current Bookings*.
- Select *Edit* (next to the booking that you wish to change, usually the one that doesn't have an end date)
- Edit the *preferred start date* for when you want the change to happen/begin
- Then unselect the days you don't want care (keeping ALL the days you DO want ticked)
- Select the *request* button
- Wait for the OSHC Director to make you a booking offer. You'll receive this offer via automated email.
- Please note the booking request is not finalised until you receive the booking offer and then accept and confirm the booking offer via the enrolment system.

Please note: There is a minimum of two weeks notice required if you are no longer requiring care on a day(s) included in your original booking. If your child does not attend in the two weeks immediately following the change, you are still required to pay for these sessions at a full fee and you can manually edit your child's attendances via the My Family Lounge casual booking calendar.

To END a permanent booking please follow the below listed steps:

- To cancel your child's permanent booking, you must submit a request to the OSHC Director in writing. This can be done by completing a Cancel Permanent Booking Form and emailing it to the OSHC Director or emailing a cancellation request to the OSHC Director.
To access a copy of a Cancel Permanent Booking Form - [OSHC Forms – Pascoe Vale Primary School \(pvps.vic.edu.au\)](#)

Please note: There is a minimum of two weeks cancellation notice required. If your child does not attend in the two weeks immediately following the cancellation, you are still required to pay for these sessions at a full fee and you can manually edit your child's attendances via the My Family Lounge casual booking calendar.

For information regarding the My Family Lounge system please visit - <http://www.myfamilylounge.com.au/My-Family-Lounge/help-guide>

Please refer to the relevant PVPS OSHC Policies for more information.

Casual Bookings

Casual bookings can be made by using the Casual Booking Calendar on the My Family Lounge web browser or phone app. **The PVPS OSHC or PVPS staff cannot make these bookings for you.** 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 \$24, and After Care is \$28.

For children to be accepted on a casual booking, enrolment forms and valid Credit Card or Direct Debit details need to be provided to PVPS OSHC at a minimum of 5 business days prior (not including school holidays). If you have not heard back within 3 days please make contact with the Administration team via email oshc.pascoe.vale.ps@education.vic.gov.au.

My Family Lounge (App) - For your convenience, download the My Family Lounge App where you are able to manage and secure casual bookings and absent days for your child.

<http://www.myfamilylounge.com.au/My-Family-Lounge/download-app>. Please note you will only be able to mark your child absent or book casually using the MFL app, this is a requirement to ensure you don't incur additional administration fees.

For further information on making a casual booking or marking your child as absent please click on the link [Casual Booking Management - Guardian Guide \(qikkids.com.au\)](http://www.myfamilylounge.com.au/My-Family-Lounge/help-guide) or <http://www.myfamilylounge.com.au/My-Family-Lounge/help-guide>.

Please read in conjunction with: PVPS OSHC - Payment of Fees and Bookings Policy. To find a copy of the relevant OSHC policies please visit the PVPS website - [OSHC Policies – Pascoe Vale Primary School \(pvps.vic.edu.au\)](http://www.pvps.vic.edu.au)

Priority of Access

In determining priority of access, PVPS OSHC is bound by and will adhere to the Federal Government guidelines. The guidelines outline the following priority groups:

Priority 1 - a child at risk of serious abuse or neglect

Priority 2 - a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*.

Priority 3 - any other child.

Within these main categories, priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or whose partner is on income support
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents.

All families, when enrolling into the Service via the online enrolment system, are requested to advise if there are any special considerations regarding their enrolment. Status cannot be assessed unless this is completed and supporting documentation is returned by the due date. This form requires families to identify and provide evidence of their Priority of Access status as outlined by the guidelines set down by Department of Education. Families may be required to provide further evidence of their status.

PVPS OSHC will document all families' details; Priority of Access status, together with time and date of receipt of enrolment forms, and/or Acceptance letters if applicable. This information will be used to determine placement within the Service.

Families will receive notification via email from the OSHC Director if they are unsuccessful in gaining a place at PVPS OSHC and will automatically be placed on the Waitlist.

Please read in conjunction with: PVPS OSHC - Waitlist and Priority Of Access Policy. To find a copy of the relevant OSHC policies please visit the PVPS website - [OSHC Policies – Pascoe Vale Primary School \(pvps.vic.edu.au\)](http://www.pvps.vic.edu.au)

Waiting List

PVPS OSHC will maintain a waiting list. Waiting lists will be maintained for permanent places when the program has reached maximum capacity for a particular session. Families will be placed on a waiting list for each day they have requested (if they have chosen this option), when the program has reached maximum bookings for permanent places.

Families will receive notification via email from the OSHC Director that they have been placed on a waiting list. Families will be contacted when places become available. Please note that families can still book their children in casually (via the Casual Booking Calendar – My Family Lounge mobile app) while waiting on receiving a permanent place; casual places are dependent on availability.

Please read in conjunction with: PVPS OSHC - Waitlist and Priority of Access Policy. [OSHC Policies – Pascoe Vale Primary School \(pvps.vic.edu.au\)](#)

Child Care Subsidy (CCS)

The CCS is the main way the Australian Government helps families with childcare fees. Providers must be approved by the department to receive CCS on behalf of families.

CCS Eligibility

Some basic requirements must be satisfied for an individual to be eligible to receive the CCS for a child. These include:

- the age of the child (must be aged 13 or under and not attending secondary school, except in certain circumstances where an individual may be eligible for a child who does not meet these criteria, such as children with a disability or medical condition in certain circumstances)
- the child meeting immunisation requirements
- the individual, or their partner, meeting the residency requirements listed in the legislation.

In addition, to be eligible for the CSS the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved childcare provider, and not be part of a compulsory education program.

CCS entitlement

There are three factors that determine a family's level of CCS:

- Combined annual family income
- Activity level of both parents
- Service type – type of childcare service and whether the child attends school

For further information on CCS eligibility and entitlement: [Family eligibility and entitlement - Department of Education, Australian Government](#)

The CCS is generally paid directly to service providers to be passed on to families as a fee reduction. Families make a co-contribution to their childcare fees and pay to the provider the difference between the fee charged and the subsidy amount.

There is also targeted additional fee assistance for vulnerable families -

<https://www.education.gov.au/early-childhood/additional-child-care-subsidy>

Families can get an estimate of what they may be entitled to by entering their details into the [Department of Human Services Payment and Service Finder](#).

Centrelink – Family Assistance: <https://www.humanservices.gov.au/individuals/families>

Fees

The current fee schedule per child is:

Permanent bookings:	
Before school care 7:00am to 8:45am	\$20.00
After school care 3:30pm to 6:00pm	\$24.00
Casual booking:	
Before school care 7:00am to 8:45am	\$24.00
After school care 3:30pm to 6:00pm	\$28.00
Early Finish days:	
End of term 1, 2 & 3 2:30pm to 6:00pm	\$30.00/\$34.00 Casual
Final Day of Term 4 1:30pm to 5:00pm	\$30.00/\$34.00 Casual
Curriculum Days:	
7:30am to 5:30pm	\$70.00 per day
Late Collection:	
Child collected after 6:00pm (5:00pm last day of Term 4) will incur additional charges of \$20.00 per 15 minutes or part thereof.	

***Program session fees were reviewed and increased for 2023.**

Payment of Fees

PVPS OSHC families are required to enter their direct debit details and complete the Debitsuccess Authorisation form online. The My Family Lounge online portal will direct you to this form at the end of your child's enrolment form (if you have more than one child at the service, you'll only ever have to enter this information once). If this option is not coming up it may be because you haven't selected 'Pascoe Vale Primary School OSHC' as the service at the top of the enrolment form.

To update your direct debit details, please download the 'My Family Lounge' App – from here you will be able to update your card/bank details. Statements will be issued on a fortnightly basis at the end of the fortnight, with fees being debited the following Wednesday. This may be subject to change dependant on public holidays. The OSHC Director will notify you if there is a change.

Enrolment Fee

All new PVPS OSHC enrolments will be charged a \$15.00 administration fee per registration. This amount will be charged upon processing of your enrolment and is non-refundable.

Overdue Fees

Families with overdue fees will be encouraged by the PVPS OSHC Director to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay, including the option of a payment plan. If there is no settlement of the account after two requests, the account will then be suspended and handed to the PVPS Principal to be followed up. Families who use the program on a casual basis are also required to keep their accounts up to date.

Should payment arrangements or plans not be kept, the following procedure will apply:

i. After payments are two weeks overdue

A written reminder/email will be forwarded to the family member nominated on the enrolment form as the person responsible for the payment of fees.

ii. After payments are four weeks overdue

A letter will be issued advising that the place may be cancelled if the account should become six weeks overdue. This letter will be followed up with a phone call from the OSHC Director.

iii. After payments are six weeks overdue

If no arrangements to pay have been made or kept, the place will be cancelled. A letter to the family member nominated on the enrolment form as the person responsible for the payment of fees, will be sent from the OSHC Director and PVPS Principal advising the family of this.

If your direct debit payment is dishonoured there is a fee that Debitsuccess automatically charge to your account for their administration costs – this is done directly through Debitsuccess and will not be reflected on your PVPS OSHC statement. This amount is non-refundable.

Child Collection

Children will **not** be released by PVPS OSHC to non-authorised persons. Authorised persons are those listed on the enrolment form or authorised in writing by the child's parents/guardian, and must be adults over the age of 18. This is to ensure the safety and security of the child. **Any person under the age of 18 is unable to collect or sign a child out of the program.**

A Parent/Guardian must inform the PVPS OSHC Director in writing if there are any changes to the person that is collecting their child. If the PVPS OSHC Director has not received any **written** authority from the child's Parent/Guardian, then the child **will not** be released to that person.

Example of written authority:

I give permission for (Name and DOB) to collect (Child's name) from PVPS OSHC on (Date).

- Please ensure this person brings photo ID with them.
- The OSHC staff will sign the child out on your behalf as the person collecting the child will not have a QK Kiosk login, since they are not Authorised persons listed on the enrolment form.

Please note: Under no circumstances should you provide anyone else with your log in details. All sign in and out records are time and date stamped and list who has collected the child. Every authorised contact that can collect a child must have their own log in.

Late Collection

A late collection fee will be charged at the rate of \$20 per child for each 15 minutes or part thereof 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 PVPS OSHC Coordinator if you are running late. You must contact the OSHC Coordinator on 0407 805 250.

Please read in conjunction with relevant PVPS OSHC Policies.

Non-collection after school

If your child is not collected from school within 15 minutes of the school day ending, your child is then required to attend PVPS OSHC.

Children without OSHC booking

Where a child is enrolled in the program, and the parents have not booked their child in yet their child is required to attend as they have not been collected from school, the OSHC staff will need to book the child/ren in on the family's behalf. This will incur an additional administration fee of

\$8.00, which will be applied to the account in addition to the usual casual booking fee, per child, per session.

Children without OSHC enrolment

PVPS students cannot attend PVPS OSHC program, unless they are enrolled at PVPS OSHC, or an arrangement has been made with the PVPS Principal or PVPS OSHC Director. Under circumstances where a child has not been enrolled into the program yet is required to attend as they have not been collected from school, the child/ren's family will be charged an administration fee of \$48.00 per child, per session. This fee is non-refundable and will not be eligible for any claims through CCS.

Additional Authorised Contact

An authorised contact is someone with permission to act on behalf of the child's parent/guardian in the event where the parent is not able to do so. There are different circumstances that a person can be authorised for, e.g. medical, collection and emergency. The child's parent/guardian can pick what they want a particular person to be authorised for. A parent/guardian of a child must provide written permission for someone to become an authorised contact for their child. Please note if you are submitting a new authorised contact for collection of your child, please allow at least two working days for the OSHC Director to process this.

To add an authorised contact –

1. **Log onto your My Family Lounge Account (not the app) [Bookings and Registrations – Pascoe Vale Primary School \(pvps.vic.edu.au\)](https://www.pvps.vic.edu.au/Bookings-and-Registrations)**
2. **On the Enrolment Management screen, select 'add contact' to enter new details and save**
3. **Then click on 'view enrolment' (near child's name)**
4. **Scroll down to *Additional contacts***
5. **Ensure you select the required authorisations for the new contact e.g.: collection**
6. **Then make sure you select *Submit* (on the left-hand side of the screen)**
7. **If you have multiple children, you must repeat steps 3 to 7 for each child.**

Change of Details

It is very important that the PVPS OSHC Director always has on hand 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. Any changes to your child/ren's medical details must also be amended on your online enrolment forms.

Explained Absences

If a parent/guardian has booked their child/ren into the PVPS OSHC program and needs to cancel the session, to avoid being charged they must meet the criteria of an 'Explained Absence'. Otherwise, the full fee will be charged unless a medical certificate is provided in the case of illness/injury.

Families get a maximum of two explained absences per child, per term. Where the entire session fee is removed. This must be applied for via email to the OSHC Director in the week prior or the week of the session, ensuring a minimum of 48 hours' notice is provided prior to the session commencement.

Cancellations for Monday morning bookings are to be submitted to the PVPS OSHC Director by 4pm on the Friday prior for service fees not to apply.

It is the parent/guardian's responsibility to inform the PVPS OSHC Director 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.

If you do not list your child as 'absent' via the My Family Lounge App at least 1-hour prior to the session commencing, this will incur an additional administration fee of \$8.00, which will be applied to the account in addition to the usual booking fee.

Please read in conjunction with relevant PVPS OSHC Policies.

Absences

All absences will be charged at the full cost for both permanent and casual places once the child has been booked into a session, unless the families have applied for an Explained Absence or have provided the service with a medical certificate.

Families should mark their child as absent on the My Family Lounge App to advise PVPS OSHC of their child's inability to attend as soon as this is known and prior to the booked session of care. This also creates space for other families to book their child in on a casual basis.

OSHC Program Policies and the NQF

The following policies form the basis for how PVPS OSHC operates in line with NQF, the Australian Children's Education & Care Quality Authority (ACECQA) Regulation 168 and the My Time, Our Place Framework.

Please refer to the PVPS OSHC Policy Manual located in the school/OSHC office for more in-depth information. All policies have been prepared in accordance with Regulation 168, ratified by the PVPS School Council and are reviewed on a regular basis by the School Council.

Child Safe

The safety of all students is a high priority for all staff at PVPS. As part of our commitment to the physical and mental health of the students in our school community, we are fully involved in meeting our Duty of Care for your children.

CHILD SAFETY COMMITMENT

- Pascoe Vale Primary School is committed to the safety and wellbeing of all children and young people. This will be the primary focus of our care and decision-making.
- Pascoe Vale Primary School has zero tolerance for child abuse.
- Pascoe Vale Primary School is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives. Particular attention is paid to the cultural safety of Aboriginal and Torres Strait Islander children, children from culturally and/or linguistically diverse backgrounds, vulnerable children, as well as to the safety of children with a disability.
- Every person involved in Pascoe Vale Primary School has a responsibility to understand the important and specific role they play individually and collectively, to ensure that the wellbeing and safety of all children and young people is at the forefront of all they do and every decision they make.

Lisa Audino, Assistant Principal (Welfare) is the Child Safety Officer. If you need any support, please feel free to contact her on 9354 1611. [School Policies and Child Safe – Pascoe Vale Primary School \(pvps.vic.edu.au\)](https://www.pvps.vic.edu.au)

Diversity and Inclusion

The PVPS OSHC program will provide a high quality of care 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 all children in all aspects of the program. The Nominated Supervisor, Director and Coordinator are responsible for ensuring that all 40 elements of the NQS 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 PVPS 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 PVPS OSHC Director prior to commencement with PVPS OSHC to discuss the child's needs and how we can best accommodate your child.

Feedback Procedure

The PVPS OSHC Director or Nominated Supervisor will respond to all verbal/written feedback from children and families. If a staff member receives the feedback, they are required to inform the Director or Nominated Supervisor.

All written feedback is reviewed at a fortnightly/monthly PVPS OSHC meeting with OSHC Director, Principal and Business Manager and/or reviewed by the OSHC subcommittee.

Behaviour Guidance

Behaviour expectations at PVPS OSHC will follow the same guidelines as the PVPS Code of Conduct, including relevant policies and procedures. When a child's behaviour is unsatisfactory as per the 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 PVPS OSHC.

The safety and wellbeing of all children within PVPS OSHC is paramount.

Statement of Values and School Philosophy -

[School Policies and Child Safe – Pascoe Vale Primary School \(pvps.vic.edu.au\)](http://pvps.vic.edu.au)

Accident/Injuries

Appropriate first aid will be applied to any child that has an accident or injury. All staff at PVPS OSHC are trained in first aid in accordance with the NQF Guidelines. Staff will document and keep a record of accidents/injuries. Any injuries or accidents will be reported to the parent/guardian when they collect their child at the end of the session. Serious injuries and all head injuries will be reported to the parent/guardian as soon as possible by telephone. If assessed as appropriate/required by the PVPS OSHC Director or staff, they reserve the right to call an Ambulance for any serious injury prior to discussing with the child's parent/guardian.

Infectious Disease

PVPS 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 to support infection control and promote the health & safety of the other children and individuals within the program.

Coronavirus Safety Procedures

COVID minimisation practices for PVPS OSHC will be consistent with those followed during school hours. The measures put in place will be following the directives provided by the Department of Education and Training. During a lockdown, care provisions will be made for students that meet the criteria as specified by the Government. The OSHC Director will send out specific information at the time to all OSHC families.

Specifically, for OSHC, parents are reminded not to enter the Community Hub to pick-up or drop off their child. There will be a dedicated Educator at the entrance to the Community Hub who will assist with this process. Please also adhere to safety guidelines during drop off and collection of your child (e.g., maintaining physical distancing).

As a service we are committed to maintaining a safe environment for all Educators and Students. A summary of good hygiene and cleaning practices that will be followed in PVPS OSHC include:

- Not attending the service if experiencing covid related symptoms
- Washing hands thoroughly with soap
- Using hand sanitiser
- Sanitising shared equipment
- Coughing or sneezing into our elbows
- Not sharing food or drinks
- Educators using gloves and wearing a mask when preparing food
- Educators maintaining physical distance from each other (1.5m).

Procedures may change to align with current government advice.

Medication

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

If a child requires medication whilst attending the program, a parent/guardian needs to hand medication to the PVPS OSHC Director or Coordinator along with the signed 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.

PVPS OSHC 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, and both will sign the form. [Administration-of-medication-policy-Feb-2022.pdf \(pvps.vic.edu.au\)](https://www.pvps.vic.edu.au/files/2022/02/Administration-of-medication-policy-Feb-2022.pdf)

Anaphylaxis

Parent/guardians are responsible for providing an updated individual Anaphylaxis Management Plan signed by a medical practitioner and their child's own Adrenalin Injector Pen if their child is at risk of anaphylaxis. It is the parent/guardian's responsibility to ensure that PVPS OSHC has been provided with or has access to their child's Adrenalin Injector Pen.

Anaphylaxis management plans must be signed within 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 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 PVPS's Anaphylaxis policy on enrolment or commencement to the PVPS OSHC program. The PVPS OSHC Director 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 PVPS OSHC Director or Coordinator. [Anaphylaxis-policy-2023.pdf \(pvps.vic.edu.au\)](#)

Asthma

Parent/guardians are responsible for providing an updated individual Asthma Management Plan and up to date asthma medication 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 PVPS's Asthma policy on enrolment or commencement with the PVPS OSHC program. The PVPS OSHC Director 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 PVPS OSHC Director or Coordinator. [Asthma-policy-2023.pdf \(pvps.vic.edu.au\)](#)

Immunisation Regulations

From 1 January 2016, early childhood education and care services have been required to meet the requirements of the *Public Health and Wellbeing Act 2008*, also known as the 'No Jab, No Play' laws. To finalise an enrolment for a child in a service, an Immunisation Status Certificate must be provided to the service that shows that the child is:

- up to date with vaccinations for their age; or
- on a vaccine catch-up schedule; or
- has a medical condition preventing them from being fully vaccinated.

Children experiencing vulnerability and disadvantage are eligible to enrol in a service under a grace period, without having provided proof of up-to-date immunisation.

More information about these requirements is available at: [No jab, no play \(health.vic.gov.au\)](#)

Sun Smart Policy

In accordance with the PVPS SunSmart Policy all children attending PVPS OSHC must have an appropriate wide brim or bucket hat. Hats are to be worn every year from mid-August until end April.

Sunscreen SPF 30+ or higher will be provided by PVPS OSHC, although if your child/ren has specific needs regarding 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 outside during the Sun Smart months. If the UV rating is over 3, your child will require a hat and sunscreen to participate in any outdoor activities.

Review of Policies and Handbook

The PVPS OSHC Family Handbook will be reviewed annually; the PVPS 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 PVPS OSHC Policy Manual will be reviewed regularly, as recommended, and we advise parents/guardians to refer to this manual for more comprehensive information pertaining to the PVPS OSHC program.