



# Pascoe Vale Primary School

## Outside School Hours Care

362 Gaffney Street  
Pascoe Vale 3044  
Director: Concetta Sergi  
Mobile: 0407 805 250  
Website: [OSHC – Pascoe Vale Primary School \(pvps.vic.edu.au\)](https://www.pvps.vic.edu.au)

### Welcome to Pascoe Vale Primary School Outside School Hours Care

Welcome to Pascoe Vale Primary School and thank you for your interest in registering your child into the Outside School Hours Care (OSHC) program. We aim to provide a safe and stimulating environment in which your child can learn through play and relax during both before and after school.

Pascoe Vale Primary School Council oversees and manages the OSHC program with fees and operating hours as follows:

<u>Fee details and session times</u>		<u>Permanent</u>	<u>Casual</u>
Before School Care	7.00am to 8.45am	\$20.00	\$24.00
After School Care	3.30pm to 6.00pm	\$24.00	\$28.00
Early Finish Days	2.30pm to 6.00pm	\$30.00	\$34.00
Last Day of Term 4	1.30pm to 5.00pm	\$30.00	\$34.00
Pupil Free Day School Care 7:30am to 5:30pm		N/A	\$70

**Admin fee for new enrolments \$15.00**  
**All fees listed are prior to application of the Child Care Subsidy rebates. For Terms & Conditions please refer to the PVPS OSHC Family Handbook, PVPS OSHC Cancellation and Refund Policy and PVPS OSHC Payment of Fees and Bookings Policy. [OSHC Policies – Pascoe Vale Primary School \(pvps.vic.edu.au\)](https://www.pvps.vic.edu.au)**

### Enrolment

**Prior** to using the program, families must complete the registration and enrolment process. Please ensure you submit the completed form and required documents to Pascoe Vale Primary School OSHC using My Family Lounge. You can register for a “My Family Lounge” account through the Pascoe Vale Primary School (PVPS) website under OSHC Bookings and Registrations. If you already have a “My Family Lounge” (MFL) account (even if it is with another service - please ensure you do not register for more than one MFL account), please use your current login and enrol for our service.

- Complete all areas of the enrolment form, including direct debit details (please note each child needs their own enrolment form)
- Ensure that you and your child's individual CRN's are listed if you intend to claim Child Care Subsidy.
- Please ensure you have uploaded:
  - o Immunisation History Statement; Court orders (if applicable); Medical action plans (if applicable)
- **SUBMIT** the form

Please note that the My Family Lounge software operates best on Microsoft Edge browser.

[Bookings and Registrations – Pascoe Vale Primary School \(pvps.vic.edu.au\)](https://www.pvps.vic.edu.au)

### Bookings

Once you have enrolled in the service bookings can be made through your “My Family Lounge” account, which you can easily login to via our school website. [Bookings and Registrations – Pascoe Vale Primary School \(pvps.vic.edu.au\)](https://www.pvps.vic.edu.au)

You will also need to download the “My Family Lounge” app for casual bookings and marking your child absent to service - <http://qikkids.wpengine.com/My-Family-Lounge/download-app>. (the app will not allow you to enrol or make permanent booking changes).

For permanent bookings please submit a ‘booking request’. For casual bookings only, you will only need to submit the enrolment form and once processed you will be able to access the ‘Casual Booking Calendar’ on the app. If you

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have a permanent booking, you will also automatically be registered also for casual bookings.

Permanent bookings: Book set days every week or fortnight that will carry on throughout the year. Permanent bookings can be altered any time as required with a minimum of two weeks written notice provided to OSHC Director. Please refer to the OSHC Family Handbook for how to alter your booking.

Casual bookings: Make a booking at any time online using the My Family Lounge Casual Booking Calendar, based upon your needs, however if the same day care is required, you should also call the OSHC program to notify them of the booking.

Late bookings: If your child is not booked in and attends the service without being booked in prior there is an \$8.00 administration fee charged in addition to the session fee.

Absences: Please note that all absences are charged at a full fee. We require you to mark your child absent via the My Family Lounge App. If your child is not attending their booking. If your child is not mark absent 1 hour prior to the session starting, there is an \$8.00 administration fee charged in addition to the session fee.

Refer to the PVPS OSHC Cancellation and Refund Policy and PVPS OSHC Payment of Fees and Bookings Policy. You can find a copy of these on the Pascoe Vale Primary School website under OSHC Policies - [OSHC Policies – Pascoe Vale Primary School \(pvps.vic.edu.au\)](https://www.pvps.vic.edu.au/oshc-policies)

Cancellations: 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 by putting your cancellation request in writing via email to the OSHC Director. To access a copy of this form - [OSHC Forms – Pascoe Vale Primary School \(pvps.vic.edu.au\)](https://www.pvps.vic.edu.au/oshc-forms)

Please refer to the PVPS OSHC Cancellation and Refund Policy and PVPS OSHC Payment of Fees and Bookings Policy. To find a copy of these please visit the PVPS website - [OSHC Policies – Pascoe Vale Primary School \(pvps.vic.edu.au\)](https://www.pvps.vic.edu.au/oshc-policies)

### **Child Care Subsidy 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

The CCS is 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.

For further information on CCS eligibility and entitlement: [Family eligibility and entitlement - Department of Education, Australian Government](https://www.education.gov.au/family-eligibility-and-entitlement)

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](https://www.humanservices.gov.au/service-finder).

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

### **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. Click on 'add contact' and complete the information that's required.
6. Ensure you select the required authorisations e.g.: collection
7. Then make sure you select *Submit* (on the left-hand side of the screen)
8. If you have multiple children, you must repeat steps 3 to 7 for each child.

### **Communication with Families**

To keep families informed about important updates or reminders or more personal correspondence, I will send out emails from our OSHC email address – [oshc.pascoe.vale.ps@education.vic.gov.au](mailto:oshc.pascoe.vale.ps@education.vic.gov.au). Please ensure you have added this email address to your safe senders list, which will ensure you receive our correspondence.

We also use Class Dojo. Once your enrolment has been confirmed you will be added to the OSHC group for that year. We will be using this as a means of keeping families informed and involved in our service and community. We use this platform to post photos of student learning and activities, plus any important reminders or updates. Please note we will only be using this platform for information sharing at this stage and won't be using Class Dojo for direct messaging or communication. If you would like to contact our service directly, please do this via our email or OSHC phone number.

### **Payments & Invoicing**

PVPS OSHC families are required to complete and submit a Debtsuccess Authorisation section of the online enrolment form. In future when you require to update your bank details, this can be done via the My Family Lounge App. [My Family Lounge - Updating Direct Debit Payment Details \(gikkids.com.au\)](http://gikkids.com.au) Statements will be issued on a fortnightly basis at the end of the fortnight with fees being debited the following Wednesday. As this may be subject to change dependant on public holidays, the OSHC director will notify you if there is a change.

### **Food and Activities**

Food is provided during every session. PVPS OSHC is nut, meat, and egg free and does not serve any of these products. Breakfast is toast and/or cereal and juice or milk is available daily until 8:30am. Afternoon tea is served each day between approximately 3:30 - 4:15pm. The fortnightly snack menu changes but always includes a nutritious mixed fruit and vegetable platter daily. If you wish to provide snacks for your child, please ensure they are in their original packaging and adhere to our program food and safety standards. Water is always provided and available for children attending the program, please ensure your child brings their own water bottle. A family notice board is also kept in the program room which lists the current week's food menu, activities and more. If you would like an orientation through our service, please contact the OSHC Director to organise a suitable time.

### **Medical Conditions**

Parents/Guardians are responsible for providing updated individual medical management plans annually. The PVPS OSHC service requires a separate copy from the school, so please ensure you provide the service with a copy also. Anaphylaxis and Asthma medication that are supplied to PVPS will also be used by PVPS OSHC. It is the Parent/Guardian's responsibility to ensure that a current medical form has been completed. If a child requires medication whilst attending the program, a Parent/Guardian needs to hand a medication form to the PVPS OSHC Coordinator/Director along with the medication. Medications must be in the original container with expiry date and child's name clearly labelled. [Medical – Pascoe Vale Primary School \(pvps.vic.edu.au\)](http://pvps.vic.edu.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 UV is over 3, your child will require a hat and sunscreen to participate in any outdoor activities.

### **QK Kiosk**

On arrival, you'll need to sign your child in or out of the program. Please ensure that you always sign your child in or out on the tablets correctly. Please notify the OSHC Educator that you are a first-time user, and they will assist you with this process.

The process of using QK Kiosk is as follows:

1. Enter your phone number
2. Enter your 4-digit pin that you created when you first used QK Kiosk (OSHC staff can help you set up your PIN)
3. Select the child's name that you are signing in/out
4. Select sign in/out next to the child's name (please ensure you only sign the children in that are attending)
5. Select 'done' on the bottom right-hand corner.
  - **All Additional Authorised contacts have their own account, please make sure you use your own phone number. (Please do not provide QK Kiosk number and PIN to anyone else).**
  - **Under NO circumstances should a child be signing themselves in or out.**

### **Dropping off or collecting your child**

It is important that the following collection/drop off procedures

- Entry to PVPS OSHC is through the Community Hub building on Wilna Street. Upon arrival, you'll need a code to enter the gate to the program, this will be provided in your confirmation email once we have processed your child's enrolment.
- All children need to be signed in and out by an authorised person listed on their enrolment form. Parents/Guardians may provide notification of the name of an alternative person who will collect the child including details of their relationship to the child, by updating their child's OSHC enrolment. Identification must be presented upon collection if a new person is collecting the child
- We do not allow children to leave the service without being signed out by an authorised adult
- As the service closes at 6pm, children are required to be picked up before 6pm sharp. **A late pick up fee will be charged at the rate of \$20.00 for each child per each 15 minutes or part thereof.** If you are running late, please contact the service on the telephone number provided. Your child can only be picked up by the people authorised on the enrolment form.

### **How to contact us**

For all matters concerning OSHC enrolment, bookings, and accounts – please contact the OSHC Director via email on [oshc.pascoe.vale.ps@education.vic.gov.au](mailto:oshc.pascoe.vale.ps@education.vic.gov.au). To contact the OSHC Coordinator during session times regarding the direct care of your child on that day, please call on 0407 805 250.