BRUNSWICK EAST PRIMARY OUT OF SCHOOL HOURS CARE INFORMATION FOR FAMILIES 2020

Brunswick East Primary Out of School Hours Care Service

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Welcome to the Brunswick East Primary Out of School Hours Care Service. We aim to provide a safe and stimulating environment in which your child can play and relax, before, after school and on Pupil-Free Days. We provide, within this setting, play-based, child-centered inclusive programs, which focus on developmental, social and recreational activities, which are appropriate to the needs of all children.

**Location:**

The program is located in the multi-purpose room up the stairs outside the school hall. The OSHC office is in the little room near the stage in the school hall. The children have supervised access to the OSHC room, hall, Art room, tinker lab, kitchen and school grounds.

**HOURS:**

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| --- | --- | --- |
| **Before School Care** | 7.30am-8.45am | Monday – Friday |
| **After School care** | 3.30pm-6.00pm | Monday – Friday |
| **Curriculum Days** | 8.00am- 6.00pm | Changes each year; check school calendar |

**Staffing:**

**Coordinator –** Ranita Swamy (Rena)

**Assistant Coordinator (Beforecare)**-Phyllis Emonson

**Educators–**Phyllis Emonson**,** Glenda Bailey, Rustin Bulmer, Carolyn (Harri) Harrison, Hayfa Abdullatif, Indiana Benjamin, Meg Tait, Ross Botoulos, Inass Shegaff, Aimee Kinlay, Leigh Fisher and Wil Zaghis.

The Before School Program is staffed by 2-3 people, depending on the numbers of children booked in, and is licensed to offer care for 106 places per morning.

The After School Program is staffed by 5-10 people and is licensed to offer care for 136 places maximum per afternoon. A minimum staff ratio of 1 staff member:15 children is maintained at all times.

## Online Enrolment into the Service

Children attend the program on a permanent full-time, part-time or casual basis. For your child to use the service for the first time, Families first need to enrol into the program, via the online Qikids Enrol My Family Lounge widget available on the OSHC page of the school’s website – School Website, OSHC page; <http://beps.vic.edu.au/oshc/>

and put in a waitlist application. Once this is processed, you will receive an offer which you will need to accept, you will then be prompted to finish an enrolment for your child/children. We recommend that if you intend to use the service on an irregular or emergency basis, you complete this online request/form so that you can access the program when necessary or in an emergency if places are available.

The online Enrolment form provides us with important information regarding the care of your child/ren, including; contact information, health information & medical needs, food allergies, access, cultural and religious background, languages spoken, details of people authorised by you to collect your child from the program and contact names in the event of an emergency. All information collected will be kept Private and Confidential. Enrolment forms are required to be updated and signed at the end of each year- and whenever changes are made - this is a legal requirement under the *Education and Care Services National Law* and *Regulations 2010*. All outstanding accounts will need to be paid in full in order to confirm a Re-enrolment booking for the following year.

## Bookings

As part of the online enrolment via MyFamily Lounge you will be able to request permanent sessions for your child or indicate possible casual usage. Bookings can be discussed with the Coordinator to ascertain availability.

Children can only attend if bookings have been made and confirmed prior to attendance, and an online waitlist request has been received and confirmed, and an online enrolment form, has been received by the Service. Last minute cancellations made in writing to the service are absolutely necessary to ensure the safety of the children and the smooth administration of the program.

It is the responsibility of the parent/carer to inform the program of casual bookings and cancellations, which can be made through MyFamily Lounge web application and App.

Fees will be charged for all unattended and cancelled bookings, unless the day can be re-sold as a casual spot. Two week’s notice must be given to notify of permanent ongoing cancellations to permanent places. Full Fees apply to cessation of care (not subject to the Child Care Subsidy). Please see Enrolment policies.

### **Fees& Payments**

# The current fee schedule is, with an incremental fee increase annually in Term 1.

|  |  |
| --- | --- |
| SESSION | **FEE** |
| Before Care | $16.00 |
| Aftercare | $20.00 |
| Curriculum Day | $38.50 |

The OSHC Service issues accounts weekly/fortnightly – emailed out to families. Families must ensure they keep their contact details up-to-date with the OSHC Service. Accounts are required to be paid on a regular fortnightly basis. The preferred mode of payment is by the *Qkr !* App which can be downloaded from the App store for IPhones, IPads and androids. Receipts will be issued out on receipt of payment or via email on receipt of Qkr! Transaction Reports.

**CCSS Child Care Fee Subsidy System**

You may be eligible for Government financial assistance called the Child Care Fee Subsidy. This is an assessment of your eligibility dependent upon your combined/single income and the level of activity you undertake. You must complete the online assessment process via the MyGov App. Once you have been assessed, and completed all the steps and your eligibility status confirmed, you must advise the Service of your details which you can upload via your My Family Lounge account; Customer reference numbers (CRN’s) for the children and claiming parent must be provided. It is important that you complete the assessment as soon as possible as subsidies apply from the date of application and the commencement date of your child at the service. It is the parent’s/carer’s responsibility to follow this up, and to then provide the correct information to the OSHC service. You can provide this information when you receive it via the MyFamily Lounge website. Delays in payment of subsidies will occur if the childcare subsidy application is incorrect, steps in the process have been missed, or incorrect details have been provided.

In order to assess any fee assistance they may be entitled for, all families are required to register with DHS/Centrelink online via the MyGov App, calling Centrelink; 136150, or in person, by visiting the nearest Centrelink office. This should preferably be completed prior to starting care.

* Dept. of Human Services (Centrelink): 136150
* DEEWR Child Care Contact Centre: 1800 664 231
* MyChild Information Line: 13 36 84
* Child Care Access Hotline: 1800 670 305

**Absences and Non-Attendance of Children**

Families must advise the service if their child will not be attending the OSHC Service on their booked days, prior to the program operating. This can be done by leaving a message on the Beps online absence notification, leaving a message on the OSHC direct lines or mobile, sending an email to the Coordinator, or logging an absence via the My Family Lounge App if it is before 5.00pm of the day before the booked day. If families do not contact the service to let them know that their child will not be attending for the day, then a missing child will be reported and procedures followed for missing children – contacting emergency contacts and contacting police if no response is received by a certain time.

## Signing in and out

When dropping your child at the Before School Program, please ensure that they attend the OSHC room and that you sign in your child via the online *Qikkids Kiosk* on the Ipad.

When collecting your child from the After School Program, please sign your child out of the via the online *Qikkids Kiosk* on the Ipad.

Signing your child in and out of the programs is a legal requirement under the *Education and Care Services National Law* and *Regulations 2010*.

Children can only be picked up by those authorized on your enrolment form by the enrolling parent/guardian or with prior written consent that has been received by the Coordinator.

Children *must* be picked up by 6.00pm otherwise a late-penalty fine will be charged. Only people nominated by you on the registration form can collect your child unless you have provided written consent (which can be in the form of an email), addressed to the Co-ordinator, for an alternative/emergency arrangement.

## Educational Program of Activities, Experiences and Practice

The OSHC Team offer a varied, rich and inclusive program of play-based Activities and Experiences appropriate to the ages, needs and interests of all the children. The program is designed to be fun and stimulating, providing a number of structured and open-ended activities the children can choose from each day, including; art & craft, games, sport, drama, music, dance, indoor games, cooking, videos& DVD’s (on rainy days). The Programs focus, are child centered and mainly child-directed. Our OSHC Pedagogy is based on the following frameworks and the learning outcomes guiding care for children in childcare settings in Australia;

* *‘Framework for School Age Care in Australia; My Time, Our Place’*
* *‘Victorian Early Years Learning and Development Framework’*
* *‘The Early Years Learning Framework in Australia: Belonging, Being & Becoming’*

Information to families regarding important OSHC issues and a timetable of the weekly activities in the form of an OSHC newsletter are emailed out to families weekly usually every Thursday. Copies are also posted on the OSHC Noticeboards and the schools website.

## Food

A daily nutritious afternoon tea is provided to children on their arrival to the program. This consists of a daily choice of;

* spreads on salada biscuits: vegemite, jam, sliced cheese or plain
* cut mixed vegetables; carrots, red and green capsicum, cucumber and celery
* pita bread and dips
* olives
* cubed cheese
* mixed fruit in season; apples, pears, oranges
* a treat of the day; sweet biscuits; spring rolls & dim sims; sandwiches; soup; wedges & gems; sausage rolls; corn; quiches; fried rice and pasta.
* Breakfast, toast and spreads, are available in the morning on request.

Children with individual food requirements including allergies and intolerances will be catered for. Please discuss individual requirements with the coordinator prior to your child attending the service.

**Medical**

Families must inform the program of any medical conditions that your children may have. Correct Medical Management plans, signed by doctors and be provided and kept by the service and be updated annually. Medication must also be provided to the service and be in date and clearly labelled. Risk minimization plans must also be completed by the family. All medical documentation and medication must be provided to the service prior to the child attending care.

**Communication with Families**

Communication with Families is very important to us to ensure the quality of care we can provide to your children and occurs through a number of formal and informal channels;

* Daily informal chats with OSHC Staff & Coordinator
* Contact by phone or email to talk or request a meeting
* OSHC weekly newsletter emailed out to families
* OSHC Family Information noticeboards – OSHC room & Hall
* OSHC Children’s newsletter; term, annually
* Emails sent out to families
* Information pages posted next to sign in/out rolls.
* School Website, OSHC page; <http://beps.vic.edu.au/oshc/>

The main method of informing families of what is happening at the service is via the OSHC Newsletter emailed out to families every Thursday.

**Families must read the school & OSHC newsletter emailed weekly to stay informed of all important OSHC events, industry and Government compliance, weekly program planning and lots more**.

## OSHC Committee

A Sub-Committee of staff and parents oversees the program. It is vital that regular users of this service are involved in the OSHC Sub-Committee. This Sub-Committee meets once a month and reports to the School Council. Meetings have been held twice a term, at 6.00pm, however meeting times can be renegotiated every year with the current committee members.

**Grievance and Complaints**

All parents/guardians have a right to have their concerns heard by the OSHC Management team, and are encouraged to discuss any concerns with the Coordinator, Staff or Principal as they arise. All grievance and complaints will be dealt with in a timely, private and confidential manner.

**Policies and Procedures**

All OSHC Policies and procedures are available at the OSHC service and on the OSHC page of the schools website: School Website, OSHC page; <http://beps.vic.edu.au/oshc/>

**National Quality Standard Assessment & Continual Improvement**

BEPS OSHC is an approved service under the National Quality Framework for Outside School Hours Care. In 2019 we undertook our National Quality Standard Assessment and Reporting and received a ‘Meeting all Areas & Standards’ rating. We can continue to provide a high quality service to our children.

This document was compiled by:

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OSHC Coordinator

Last Updated: November 2019