



Outside School Hours Care **Family Handbook**

Brunswick East Primary School Outside School Hours Care (BEPS OSHC) Service.

195A Stewart Street, Brunswick East, VIC , 3057

Phone: (03) 9387 2631 / 0409 380 202

Email: ranita.swamy.r@edumail.vic.gov.au

Web: www.beps.vic.edu.au/osch/

Contents

Introduction	3
About this handbook	3
Welcome to BEPS OSHC Service	3
Service Philosophy	5
The Legal Framework	7
National Quality Framework	7
Australian Government Department of Education and Training	7
Australian Children’s Education and Care Quality Authority	7
Victorian Government Department of Education and Training	7
Moreland City Council	7
Governance and Management	7
Brunswick East Primary School Council	7
BEPS OSHC Service Sub-Committee	8
OSHC Coordinator	8
OSHC Educator	9
Participation of Families and Children	10
Partnerships and Communication	11
Equal opportunity and protection from discrimination	11
Inclusion and valuing diversity	11
Complaints	11
Record keeping and confidentiality	12
The Children’s Program	13
The OSHC Curriculum	13
Excursions and extra-curricular activities	14
Toys and equipment from home	15
Interactions with children	15
Behaviour guidance and support	15
Enrolment and Orientation	16
Enrolments	16
New preps – enrolment	17
Custody arrangements and court orders	17
Orientation	18
Bookings and Fee Payments	18
Child Care Subsidy System	18
Bookings and cancellations	18
Absences	20
Fees and fee setting	20

Accounts, statements, and payment options	20
Overdue fees	20
Late Pick-up fees	21
Delivery and Collection of Children	
Arrival and departure times	22
Attendance record	22
Authorisations required	23
Late collection	23
Health and Safety	
Providing a child-safe environment	23
Sun protection	24
Medical Conditions and Medication	24
Anaphylaxis	25
Asthma	26
Diabetes	26
Head lice	27
Immunisation	27
Infectious diseases	28
BEOS OSHC Service Policies and Procedures (list)	
Useful contacts	
Appendix	
How to Register with MyFamily Lounge	34
How to Pay OSHC via Qkr!	35
How to use Kiosk	36
Childcare Subsidy – How to	37
Area Map	39

Introduction

About this Handbook

The information in this handbook is an overview of Brunswick East Primary School Outside School Hours Care Service (BEPS OSHC Service) Policy and Procedures Manual which provides in depth information about what families and the community can expect of BEPS OSHC Service, and information about the philosophical and physical framework in which the procedures and practices of BEPS OSHC Service are developed. The Policy and Procedures manual is located on the OSHC page of the schools website, and in the main OSHC room and is available for viewing from the Service Coordinator by request. Copies can be emailed on Request.

This handbook is provided to families on enrolment and is annually reviewed and updated in accordance with BEPS OSHC Service's policy review statement. Families are expected to read this handbook as part of their induction to BEPS OSHC Service. Any questions or concerns about any of the following information, or for information on the translation of this handbook into community languages other than English should be directed to the Service Coordinator.

Upon enrolment, all families will be provided with access to a copy of the service policies and procedures in full (which are also available in the OSHC room, on request or on the OSHC page of the school website: <http://beps.vic.edu.au/oshc/>). This handbook provides summaries of the BEPS OSHC Service policies for families.

The Brunswick East Primary School Council authorise this handbook and welcome the opportunity to discuss any aspect with families.

Welcome to BEPS OSHC Service

Welcome to Brunswick East Primary School (BEPS) Outside School Hours Care (OSHC) Service — a community managed service established in 1991 to provide education and care for the children of local families outside of school hours.

BEPS OSHC is located at 195a Stewart Street, Brunswick East, operating on the Brunswick East Primary School grounds primarily in the multi-purpose building, with access to the wider school grounds. Our location within the inner suburbs of Melbourne ensures access to many community assets, including CERES (the Centre for Education, Research and Environmental Strategies), the Merri Creek which flows into the Yarra River, Triple-R radio station, several local parks and the Aboriginal Community Elder's Service aged care facility.

BEPS OSHC Service acknowledges the Wurundjeri people of the Kulin Nation as the traditional owners of the land on which the School is located, and in the spirit of reconciliation recognise the distinctive rights that Indigenous Australians hold, past, present and emerging as the original custodians of this land.

BEPS OSHC is an Australian Government approved Service offering funded places for children to provide education and care during the hours before and after-school, and curriculum days, and

provide family assistance through the Child Care Subsidy System.

Before School Care	The Before School Care OSHC Service operates from 7.30am to 8.45am each weekday during school terms for 41 weeks of the year. BEPS OSHC Service 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 BEPS OSHC Service.
After School Care	The After School Care OSHC Service operates from 3.30pm to 6.00pm each weekday during school terms. BEPS OSHC Service 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 BEPS OSHC Service.
Pupil Free Days	The Pupil Free Days OSHC Service operates from 8.00am to 6.00pm , once per term (or as otherwise planned, dependant on Brunswick East Primary School planning and time table). The service will email out an expression of interest at least 4 weeks prior to a Pupil Free day. If a minimum of 15 children are booked to attend, the OSHC service will operate on the Pupil Free Day. BEPS OSHC Service provides an extensive program of play based and recreational experiences for the children on.
Public Holidays	The OSHC Service is CLOSED on all gazetted Victorian Public Holidays, and over the Christmas period.
School Holidays	BEPS OSHC Service is CLOSED over Victorian School Term holidays. Families requiring care for their child/ren over school holidays periods are advised to contact Moreland City Council Primary School Holiday Programs to register. Moreland City Council regularly utilise the BEPS OSHC Service site over school term breaks to provide a school holiday program.

BEPS OSHC Service Philosophy

'BEPS OSHC respectfully acknowledges the Wurundjeri people of the Kulin Nation as the traditional owners of the land on which our service stands and pay respect to the ongoing living cultures of the First Peoples of Australia'

'To provide quality care programs to primary-school-aged childcare at the Brunswick East Primary School Out of School Hours Care Service (BEPS OSHC) where we aim to provide a safe, stimulating and fun environment in which children can play and relax. The service will provide inclusive child-centred programs underpinned by the learning frameworks, which focus on developmental, social and recreational activities and experiences appropriate to the needs of all the children.'

The principles of BEPS OSHC Philosophy are;

- We are a proudly community owned Service which values close relationships with our families and the children in our care. Together, we embody a sense of belonging, operating as an 'OSHC family' – providing ownership, safety, warmth, shelter, food, friendship, respect and fun.
- We promote health and wellbeing, encouraging the development of positive self-identity and self-esteem, taking responsibility for one's own actions and guiding skill development through interpersonal relationships. Children are supported to become successful, competent and capable learners and citizens, by encouraging them to have a voice and agency.
- We understand the importance of middle childhood and value the benefits of meaningful play and leisure; we provide collaborative, flexible child-centred educational programs where children have choice. They are active participants in open-ended, structured activities and experiences within a supportive warm and welcoming environment.
- We respect each other and the importance of developing equitable and respectful relationships, promoting inclusion and diversity within a non-biased and culturally competent environment. We promote cultural safety of Aboriginal and Torres St Islander children and of children from culturally and/or linguistically diverse backgrounds. We promote the safety of children with a disability. Every child is special, every child is welcome. We value the rights, needs and interests of all our children.
- We commit to child safety, wellbeing and working within the best interests of the child and their families. We support them to be confident citizens and have their voices heard to become child safe champions.
- Collaboration is our guiding principle. We welcome, value and respect the opinions of all our stakeholders; children, families, educators and community. We encourage open communication and participation from all community.

- Our Educators are guided by the frameworks, in particular *My Time, Our Place: Framework for School Age Care*, in developing our unique pedagogy, to provide challenging activities and experiences for all children to promote their intellectual, social, and emotional development in an environment of reflective practice and continuous improvement.

This philosophy statement links to the Brunswick East Primary School Vision and School Expectations. It provides the foundation for all BEPS OSHC activities, policies and procedures.

Sources:

<i>Education & Care Services National Regulations (2011) – Regulation 55</i>
<i>National Quality Standard for Early Childhood Education and Care & School Age Care (2010) – Elements 1.1.1 3 1 3, 4 2 1, 5.1.1, 5.1.3, 6.1.1, 6.1.3, 6.2.1, 6.3.3, & 7.2.1.</i>

The Legal Framework

The National Quality Framework

The National Quality Framework (NQF) consists of National Law and National Regulations, the National Quality Standards, and assessment and quality rating process, and national learning frameworks. Publications complimentary to the National Quality Framework, including the Education and Care Services National Law Act (2010) and Regulations (2011) are available at BEPS OSHC Service in the administration office for families to view on request.

BEPS OSHC Service has been assessed across the National Quality Standard consisting of seven quality areas, 18 standards and 58 elements, and has been rated overall as meeting all National Quality Standards.

The Australian Government Department of Education, Skills and Training

The Australian Government funds BEPS OSHC Service to operate an education and care service for school-age children under school age in connection with the compliance under the Family Assistance Legislation, for the purposes of the Child Care Subsidy System. More information online at: <https://www.education.gov.au/>

Australian Children’s Education and Care Quality Authority

The Australian Children’s Education & Care Quality Authority (ACECQA) is an independent statutory body responsible for guiding the implementation of the National Quality Framework nationally. More information online at: <https://www.acecqa.gov.au/>

Victorian Government Department of Education and Training

As the regulatory authority, the Victorian Government Department of Education and Training provides BEPS OSHC Service with approval to provide an education and care service for school-age children in connection with the compliance of a service under the National Law and the Regulations. More information online at: <https://www.education.vic.gov.au/>

Moreland City Council

Moreland City Council assists and supports BEPS OSHC Service to make sure that its food related practices complies with standards, codes and food safety requirements required by the Food Act. More information online at: <https://www.moreland.vic.gov.au/>

Governance and Management of BEPS OSHC

Brunswick East Primary School Council

The School Council is the approved provider of the OSHC Service. The School Council ensure that the day-to-day management of the service meets with the requirements and legislation set by State and Commonwealth Governments under the direction of a sub-committee made up of school, parents and staff representation.

BEPS OSHC Service Management Sub-Committee

The BEPS OSHC Service Management Sub-Committee provides the community with ownership of BEPS OSHC Service, and a voice to influence BEPS OSHC Service on behalf of the children and families that utilise BEPS OSHC Service. The Sub-committee encourages families to have input into policies and decisions that affect the care of their children, and to influence financial management decisions to ensure that all resources are used to maintain quality education and care.

The Sub-committee is made up of representatives from the Brunswick East Primary School Council body, the parent/family group, OSHC Service and other interested parties. Family members interested in joining the Sub-Committee are welcome to speak to the Service Coordinator for more information on meeting times and membership. Meetings are held twice per term with the OSHC coordinator, Sub-committee members and the School Principal.

BEPS OSHC Staff: The Educators

The BEPS OSHC Coordinator

The BEPS OSHC Service Coordinator (the Coordinator) manages the day-to-day operations of service delivery, and facilitates the relationship between the Sub-committee and the BEPS OSHC educators.

The Coordinator manages the service in a manner consistent with the philosophy of BEPS OSHC service and ethos of the School, responsive to the children's needs, and operating within budget constraints and maximising the utilisation of places.

The Coordinator has a qualification relevant to Outside School Hours Care that is approved by ACECQA, as well as a Working with Children Check card (WCCC), and health and safety related certificates including first aid, CPR, emergency asthma management, anaphylaxis, protective care and mandatory reporting and food handling/food safety supervisor certificates.

Ranita Swamy (Coordinator: Diploma in Children's Services)



Ranita Swamy (Rena) has worked at the OSHC service since 1996, and has been working in the childcare industry since 1986. She is a practising visual Artist and Educator. Rena has a number of qualifications including a Diploma of Children's Services and a Bachelor of Visual Arts. Rena has a strong dedication to the OSHC sector and commitment to providing high quality OSHC practices to all our stakeholders and continual learning.

BEPS OSHC Educators

BEPS OSHC educators work together to provide quality education and care for all children and families utilising the service. All BEPS OSHC Educators have a qualification relevant to Outside School Hours Care that is approved by ACECQA, as well as a Working with Children Check card, and health and safety related certificates including first aid, CPR, emergency asthma management, anaphylaxis, protective care and mandatory reporting and food handling/food safety supervisor certificates.

Phyllis Emonson (BSC Assistant Coordinator / Educator: Diploma in Children's Services)



Phyllis has worked at the OSHC service since 1990. She has a Diploma of Children's Services and a certificate qualification in working with children with additional needs. Phyllis loves working with children, and in particular supporting children with additional needs. Phyllis also runs the OSHC kitchen.

Kerryn Cilia (BSC Assistant Coordinator/Educator: Diploma in Children's Services)



Kerryn has worked at the OSHC service since Feb 2022. She has a Diploma of Children's Services and has worked as an OSHC Coordinator in another service for 25 years. Kerryn loves working with children, and in particular cooking and creating.

Hayfa Abdullatif (Educator: Diploma of Children's Services)



Hayfa Abdullatif has worked at the OSHC service since 2014 and has a Diploma of Children's Services. Hayfa's specialty is origami and paper craft. She loves the 'cheerful energy she gets from working with children'.

Hannah Payne (Cert 3 in Childcare)



Hannah has worked at BEPS OSHC since the beginning of 2020. She has a Certificate in Childcare. Hannah is been working in OSHC for some time now, and enjoys working with children particularly art & craft and BUSH OSHC.

Lucy Rodrigo (Bach. Of Psychology - current)



Lucy has been working at BEPS OSHC since mid 2021. Lucy is currently studying for her Bachelor of Psychology. Lucy has had a lot of experience working with children – she has coached gymnastics and cheer leading. She loves working with children.

Raffaella Pasturi (Bach. Of Primary Teaching)



Fay has been working at BEPS OSHC since November 2020. Fay has a primary teaching degree. Fay has worked for OSHC for a long time and also tutors children. Fay enjoys thinking up fun science and cooking activities with the children.

Isabella Sinclair (Bachelor of Psychology - current)



Isabella has been working at BEPS OSHC since March 2022. Isabella enjoys creating and making craft with the children.

Chandika De Silva (Education Support Cert 4)



Chandika has been working at BEPS OSHC since June 2022. Chandika enjoys working with children, cooking, playing sport, and guiding them to be good humans.

Angela Rakocevic (Bach of Psych)



Angela has been working at BEPS OSHC since Aug 2022. Angela enjoys working with children, exploring in BUSH OSHC, gardening and helping the children to explore their potential

Izzy Honig (Nursing)



Izzy has been working at BEPS OSHC since June 2022. Izzy enjoys working with children, cooking, playing sport, and guiding them to be good humans.

Jake Suriano



Jake has been working at BEPS OSHC since feb 2022. Jake enjoys working with children, playing sport, and art & Craft

Charlotte Crocos-Ward



Charlotte has been working at BEPS OSHC since Term 4, 2023. She loves working with children and helping them

Zac Marshman



Zac has been working at BEPS OSHC since Term 4 2023. Zac enjoys working with children, doing Mathematics, puzzles, , and playing sport and games.

Ulli Birve



Ulli has been working at BEPS OSHC since May 2023. Ulli enjoys working with children, doing art & craft

Participation of Families and Children

Partnerships and communication with children and families

BEPS OSHC Service aims to create a welcoming and culturally inclusive environment where all families are encouraged to participate in and contribute to children's learning and developmental experiences. BEPS OSHC Service uses each family's understanding of their child to support shared decision-making about each child's learning and development.

Families are welcome to participate in all aspects of the program through informal chats with staff members, Parent Feedback forms, policy development, becoming the OSHC Parent Representative on School Council or the OSHC Sub-committee of Management, or coming in and doing a special activity with the children.

Families can give verbal feedback to any staff member, leave written comments or suggestions on the clipboard located next to the sign-out book, or email the Coordinator.

BEPS OSHC Service is committed to providing feedback to families on their children's learning and information about how families can further advance children's learning and development at home and in the community.

Equal Opportunity and Protection against Discrimination

Educators at BEPS OSHC Service are committed to ensuring the program provided is culturally Safe, sensitive and responsive to the needs of children and families from diverse, vulnerable and unique communities such as Aboriginal and Torres Strait Islander families, children and families with a disability/additional needs, refugees and families from culturally and linguistically diverse backgrounds.

BEPS OSHC Service will ensure that children, families and employees are treated respectfully and fairly regardless of their personal choices, characteristics and culture. Educators will ensure that all children have the opportunity to participate fully in all aspects of the program, encouraging all children to reach their full potential.

Inclusion and valuing diversity

Upon enrolment, it is important that families provide any specific information required to assist educators in planning for children, to ensure that the appropriate education, care and resources for that child can be organised and accommodated.

Inclusion and professional support agencies will be utilised (in consultation with the family) to maximise the inclusion of children into the service and where children require additional support and resources. In this instance, an Inclusion Professional may work with the educators to provide ongoing inclusive practice support.

BEPS OSHC Service is committed to ensuring that families are involved in, and fully informed about any strategies or professional support which is being planned for their child; that they give consent to any assessment or reports on their child, and have a right to copies of such documents; that they have the power to decide who will receive information about their child; and that they have the right to retain information that they do not wish to divulge which includes guaranteed confidentiality in all matters to do with their child.

Complaints

BEPS OSHC Service has developed grievance procedures to assist children and families who may need to raise a complaint. The following process for children and families are subject to the terms in the BEPS OSHC Service complaints policy when making, managing and dealing with complaints.

Complaints made by a child
<ul style="list-style-type: none">- If a child wishes to raise a complaint against another child at BEPS OSHC Service, they will be encouraged to talk to their primary educator/s about the issue. Educators will support children to manage their relationships and behaviors at BEPS OSHC Service in accordance with BEPS OSHC Service's policies on <i>Interactions and Relationships with Children</i>, and <i>Children's Behavior</i>.- If a child wishes to raise a complaint against an educator at BEPS OSHC Service, the child will

be encouraged to talk to another educator, or the Coordinator. Children are supported to discuss their experiences at BEPS OSHC Service with their families.

- If a child wishes to raise a complaint **against another family member or other adult**, the educator will assess the complaint and discuss any serious issue with the Coordinator who will advise on the resolution of this. For any serious allegations, refer to BEPS OSHC Service's policy on establishing a protective care environment.
- If a child has a concern about anything or anyone at BEPS OSHC Service, they are encouraged to discuss the issue with the educator they know best and feel most comfortable with.
- Educators support children to talk about things they like and things they don't like with their families.
- Families may need to assist children to communicate with educators about issues at BEPS OSHC Service, and a time to talk about these may be arranged during pick up or collection.

Complaints made by a family member

- If a family member wishes to raise a complaint **against a child or other family member** at BEPS OSHC Service, the child's educator will discuss the issue with the family member raising the complaint. The child or family member who the complaint is about will not be included in any conversation or confrontation by the family member, and in allegations of a serious nature the Coordinator will use professional discretion when assessing the other child and their family's involvement.
- If a family member wishes to raise a complaint **against an educator** at BEPS OSHC Service, this is to be communicated with the Coordinator only, and where possible be provided in writing.
- If a family member wishes to raise a complaint **against the Coordinator** at BEPS OSHC Service, the complaint must be provided in writing to the OSHC Management Sub-committee of School Council, outlining what the issue is and how the family member would like the issue rectified.
- If family members have any queries, concerns or issues regarding the care of the children or the management of BEPS OSHC Service, they are asked to address these concerns to the Coordinator. If this is deemed inappropriate, given the nature of the concern, or the parent feels their issue was not adequately addressed, any further communication should be directed to the School Principal and/or Brunswick East Primary School Council.
- All grievances and complaints received by the Coordinator will be discussed and a process followed with the OSHC Management Sub-committee of School Council and/or the School Principal.

Record Keeping and Confidentiality

BEPS OSHC understands that your privacy is important, and we are committed to full compliance with our obligations under Victorian Legislation. The information collected under our Commonwealth obligations, in terms of its nature, storage and principles of access, is subject to the *Privacy and Data Protection Act 2014 (Vic)* along with the *Health Records 2001 Act (Vic)*.

All the information the OSHC Service collects is essential in helping us provide a high level of individual care for each child, and also to enable the processing of payments. Some of the information we collect is to satisfy our legal obligation under the Education and Care Services National Law, including the maintenance of staff records. Information will not be disclosed to those not associated with BEPS OSHC Service including its educators, families and children, unless with written consent, or unless required to meet legislative and reporting requirements. This may include an inspection of the records or providing copies of information to the relevant authorities; i.e. DET, DHS/Child protection, the police.

BEPS OSHC Service is committed to ensuring families are fully informed regarding the collection, storage, use and disposal of their personal or health information and their access to that information.

The Children's Program

The OSHC Curriculum

BEPS OSHC Service is committed to nurturing and extending each child's social, physical, emotional, intellectual and cognitive development in a child-directed, inclusive, supportive and fun environment. The educational program is underpinned by the Australian Government's framework for school age care in Australia, *My Time, Our Place*.

The educational program at the OSHC Service is child-centred and allows children to experience a variety of materials and resources and to pursue their own interests and enquiry. The educational program is flexible and may change due to weather, time of day, as the year progresses, and also to encompass spontaneous events that may occur. Activities and experiences are program planned around individual children's developmental needs and cover a wide range of inside and outside activities. A number of clubs which focus on particular activities operate each afternoon and include; Sewing club, BUSH OSHC, Science Club, Cooking Club, Photography club, etc. Clubs change from term to term depending on the Educators and children's choices.

Children at BEPS OSHC Service have access to a range of areas across the school grounds outside of school hours including a dedicated OSHC room, art/music room, school hall, tinker lab, all outside areas, the Agora area and the school kitchen. To ensure compliance with legislative requirements, the

range of facilities expands as the service grows. BEPS OSHC Service provides a range of equipment and resources for all children to play with.

Environmental education	<p>BEPS OSHC service is part of the Australian Sustainable Schools Initiative, which is a partnership of the Australian Government and state and territory governments, and seeks to support schools and their communities to become sustainable.</p> <p>At BEPS OSHC service, children are educated about environmental protection and conservation to encourage them to adopt sustainable practices that they carry on through life.</p>
Health, Safety & Wellbeing education	<p>Educators at BEPS OSHC take an active approach in educating the children on health and safety issues. This includes activities such as:</p> <ul style="list-style-type: none"> – hygiene practices such as hand washing, nose blowing, coughing and sneezing, teeth brushing – fire safety, including matches and lighters, and what to do in the event of a fire – community safety and neighbourhood programs including traffic, strangers and waste – accident and injury prevention, and protective behaviours. – Child safety and protective care – Wellbeing and positive mental health – Respectful Relationships
Homework	<p>BEPS does not provide its students with homework. However, BEPS OSHC supports children’s learning, therefore if children wish to conduct research or educational work they are provided with the support, space and resources to assist them.</p>
Information and communication technologies / electronic equipment	<p>BEPS OSHC service is an extension of home and children’s leisure time. The service endeavours to reflect children’s interests; therefore, activities such as videos, television, computers, and electronic games will be offered in a balanced program of activities.</p> <p>The amount of time children can participate in screen experiences (television, video and films, computers and electronic games) will be limited.</p> <p>The content of programs and games is appropriate for all the children present and does not contain any physical or verbal violence or ridicule. These activities are limited to C and G ratings. Any PG-rated content will be assessed by the service and parents for appropriateness.</p>
Outdoor play and recreation	<p>The National Heart Foundation suggests that physical activity has been shown to help reduce the risk of heart disease, stroke, diabetes, cancer and bone disease. It has also been shown to improve mental health, self-esteem and body image, particularly in children and</p>

	adolescents. BEPS OSHC service encourages all children to participate in outdoor play and recreational activities on a daily basis and has a daily physical activities program in place. BEPS OSHC provides a wide variety of resources to promote a physical activities program to meet all the children’s developmental needs.
Reconciliation Action Plan	We are currently working with the school towards creating a Reconciliation Action Plan to educate and embed Aboriginal and Torres St Islander culture into our practices in a respectful and truthful way.
New Child Safety & Wellbeing Standards	We are working under the new child safe standards since July 1 2022, towards embedding a culture of Child Safety into all aspects of our service. We are working with all our stakeholders; children, staff, families and community towards making the standards compliant, transparent and accessible.

Extra-curricular activities

Whenever an extra-curricular activity is to be undertaken, families will be given adequate prior notice before it actually takes place.

Consent to leave BEPS OSHC Service is essential as per the *Education and Care Services National Regulations*, and families must sign a consent form **prior** to the incursion or extra-curricular activity to enable their child to take part.

Any additional costs for excursions or in-house activities are determined prior to the experience and communicated to families. It is not always possible for BEPS OSHC Service to absorb such costs, so individual family and community circumstances will need to be considered.

The majority of BEPS OSHC Service’s planned experiences do not incur additional cost. However, should any *additional* cost be incurred by families, this will be billed separately to fees and charged to the family’s account. These additional costs are on top of the usual fee and are not accountable to Child Care Subsidy.

Toys and equipment from home

BEPS OSHC Service recognises that children sometimes bring their own toys to school and into BEPS OSHC Service. Children are responsible for these toys while at the service. Whilst children may be permitted to play with toys and equipment they bring into the service, children will be asked to keep any toy deemed to be a *war toy* in their bag while attending the service.

BEPS OSHC Service will not accept responsibility for toys and equipment brought into the service by children attending. Educators do not always have the provisions to ‘mind’ special items, and the BEPS insurance policy will not cover lost or damages items. For this reason, children are encouraged to keep items brought from home in their bags.

Interactions with Children

BEPS OSHC Service aims to create an environment in which children feel that they are valued members of their community, and in which their sense of belonging and wellbeing is supported. Educators will achieve this through providing consistent respectful and emotional support that will nurture the development of children's self-esteem and assist them to acquire the skills and understandings they need to interact positively with others.

BEPS OSHC Service is committed to providing positive guidance and support towards acceptable behaviour, maintaining the dignity and rights of children, families, educators, colleagues and the community at all times.

Behaviour Guidance and Support

All children have a right to feel safe in a supportive environment where a sense of belonging and wellbeing is fostered. BEPS OSHC Service supports children to make appropriate behaviour choices, to manage their own behaviour and to reflect and adjust their behaviour when it impacts on others.

The OSHC Service is committed to providing a safe, positive and stimulating environment that encourages responsible and constructive behaviour in all children. Educators provide children with ongoing support, guidance and opportunities to manage their own behaviour.

BEPS OSHC Service does not tolerate bullying. Educators will work with children and families to develop strategies that will encourage the dealing with and reporting of bullying incidents so that appropriate action can be taken for all involved towards a positive and restorative outcome.

Enrolment, Orientation and Custody Arrangements

Enrolment Procedures

BEPS OSHC Service supports equal opportunity principles and considers that where possible, it has an obligation to promote equal access to BEPS OSHC Service.

Enrolments at BEPS OSHC are welcome all year round and via the Qikkids Enrol My Family Lounge. If a place is not immediately available at the OSHC Service, the family may be put onto a waiting list. When a place becomes available, the family will receive a confirmation via the MyFamily Lounge App and registration and enrolment may proceed.

The re-enrolment process for the following year will start at the beginning of term 4. BEPS OSHC Service will send existing families re-enrolment notification to enrol for the following year online via the Qikkids Enrol My Family Lounge App available on the OSHC page of the school website;

<http://beps.vic.edu.au/oshc/> – this is the Round One offer. The Re-enrolment Process notification will be sent to all families currently using the program on a permanent basis. The online enrolment must be completed by the due date and must include the names and information of any new prep siblings commencing school the following year. This then allows us to plan our intake of new enrolments including preps during mid term 4.

Enrolment Forms must be updated annually or more frequently if/when a family's circumstances change, to ensure information is current and correct. A signed and printed enrolment form must be provided to the service whenever information is updated. It is the family's responsibility to ensure that all enrolment information for their child is current. Updates can be done online via the Qikkids Enrol My Family Lounge App.

Additional Procedures for Prep and New Enrolments

During mid term 4 the Program Coordinator attends 2 Prep orientations to talk about the program and to answer any questions families may have about the program's enrolment procedure. Families are provided with a 'Family Package' which consists of a copy of the Family Handbook/Information sheet, Online Enrolment details, Child Care Subsidy information and a Children's enrolment form. BEPS OSHC Service will also leave a quantity of these packages for families at the school office.

New families will be advised to register with DHS/Services Australia/Centrelink for Child Care Subsidy eligibility (see Service Policy on Payment of Fees and Bookings for more information) prior to starting care.

New incoming prep Families will be able to register online with MyFamily Lounge (on the OSHC page of the schools website; <http://beps/vic.edu.au/oshc/> and put in a waitlist application. As the new enrolments are received, at the end of November places are allocated in order of receipt and availability. During the last the week of November, families will be able to view their places in My Family Lounge for 2022 if they have received a place.

Family Custody Arrangements and Court Orders

Upon enrolment, families are responsible for informing the OSHC Coordinator of any custody and access arrangements regarding their children and must advise the OSHC Coordinator immediately of any subsequent alterations to these arrangements.

All relevant legal documentation must be shown to the OSHC Coordinator and a copy will be maintained in the child's enrolment record.

Court order records held at BEPS OSHC Service are maintained with confidentiality according to BEPS OSHC Service's Confidentiality Policy.

No child will be permitted to leave BEPS OSHC Service with anyone other than those authorized on the child's enrolment form, or by written authorisation from the custodial parent/guardian. See full service policy on arrival and departure of children.

Orientation Procedures

BEPS OSHC Service will provide options for orientation which may include:

- An orientation morning or afternoon meeting for new families to meet one another and the educators in a relaxed atmosphere outside service operating hours. Typically this occurs at prep information days hosted by Brunswick East Primary School.
- Inviting new families to visit BEPS OSHC Service with their child at times that suit them, together with the OSHC Coordinator, to familiarise families with BEPS OSHC Service prior to the child's attendance.
- Providing all new families with a conducted tour of the premises which will include introductions to other educators, children and families, and highlights specific policies and procedures that families need to know about BEPS OSHC Service.
- Ensuring each family has a copy of the BEPS OSHC Service Family Handbook and an opportunity to have any questions answered.
- Giving family members the opportunity to stay a while in the morning, or arrive early in the afternoon, to support their child during the settling in process.
- Ensuring all new families are encouraged to share information about their child and any concerns, doubts or anxieties they may have in regard to enrolling their child in the OSHC Service.

Payment of Fees and Bookings

Child Care Subsidy System (CCSS)

The Australian Government offers assistance to help with the cost of approved child care. Child Care Subsidy is paid directly to providers to reduce the fees you pay. The amount you can get depends on your family's income, the type of child care you use, the age of your child and the hours of recognised activities you and your partner do.

Additional Child Care Subsidy is extra support for some families. This includes grandparents and great grandparents, families moving from an income support payment to work and those experiencing temporary financial hardship.

You can claim these subsidies through your Centrelink online account via myGov.

To find out more go to servicesaustralia.gov.au/childcaresubsidy.

It is the responsibility of the enrolling parent/guardian to complete and lodge their Child Care Subsidy (CCS) application with Services Australia/Centrelink via MyGov. Preferably this is completed prior to the child attending the service to make sure that the correct subsidy is being received.

All OSHC fees are charged at the full rate and submitted via the Child Care Subsidy System (CCSS). Each family's eligibility for CCS is then calculated and BEPS OSHC Service is then forwarded these funds. Deductions may then be made to each individual family's accounts.

Any changes in a family's financial circumstances may result in cancellation of CCS. It is the family's responsibility to contact the Services Australia/Centrelink if they wish to dispute this or discuss it further.

BEPS OSHC Service is not responsible for the calculations or allocation of CCS to families. Families must liaise with Services Australia/Centrelink for all of these matters.

Bookings and Cancellations

Permanent bookings are ongoing bookings made for the same days every week, term by term for the year or until you formally cancel the permanent spot. This is a secure position for a child at all times on those days. If a child does not attend the program on their permanent days, a fee is still charged. Families will be charged fees weekly in arrears with an invoice issued on Fridays, and with fees to be paid for by the following Friday. Please note the following;

- To make a permanent booking, you can put in a request via the Qikkids Enrol My Family Lounge App, or contact the Service Coordinator who will advise you of availability.
- Days cannot be swapped.
- If a Permanent booking has been made for the OSHC program and you find your child/children no longer require it, the program must be notified before the program starts on the day. Families can either leave a notification via the Qikkids Enrol My Family Lounge App, leave a message on the answering machine, text message, email or write a note in the Booking Diary kept near the roll in the sign in/out area.

Cancelling Permanent Bookings requires two weeks written notice is necessary for all permanent and ongoing cancellations of permanent bookings. This includes families wishing to change permanent days. Temporary cancellation of permanent bookings stills requires written notification, however the cancelled days will still be charged the full fee, unless they can be re-sold to another family as a temporary casual spot (only available when the service is at capacity).

Casual bookings are made when a day or days are required ad-hoc, on a non-permanent basis. These bookings can be made at any time, but are subject to the availability of positions. If a child does not attend the program on their casual day, a fee will still be charged. Casual and emergency care booking fees must be paid for on the day of care.

- To make a casual booking, you can put in a booking via the Qikkids Enrol My Family Lounge App if places are available before 5.30pm of the day before care is required, or contact the Service Coordinator who will advise you of availability.
- Days cannot be swapped
- If a casual booking has been made for the OSHC program and you find your child/children no longer require it, the program must be notified before the program starts on the day. Families can either leave a message on the answering machine, text message, email or write a note in the Booking Diary kept near the roll in the sign in/out area.

Cancelling Casual Bookings requires written notice and will still be charged for unless two weeks written notice has been given prior to the child attending that day.

Absences from BEPS OSHC Service

Families must inform the OSHC service if their child will absent and not be attending the program. If the service has not been notified of a cancellation or absence for a child, the service will implement its Missing Child Policy.

- **CCS rates have increased** in line with the Consumer Price Index.
- **The 26-week rule has started.** Children who haven't used care at least once in the previous 26 weeks will no longer be eligible for CCS. Families can submit a new claim if their child recommences care.
- **Allowable absences have reset.** Children have 52 absences for the 2022–23 financial year.
- **Combined families can now get the higher CCS.** If your families have questions about the higher subsidy, direct them to Services Australia.

Families are entitled to 42 allowable absences days for each registered child in each financial year (this has been extended to 52 for the 22-23 financial year due to COVID increased absences) CCS is paid for these days provided that the child would normally have attended on that day, and fees have been charged. CCR will not be paid for absences due to cessation of care or where there are absences before a child stops care. Two weeks notice must be given for the ending of permanent bookings.

Additional absences can be claimed when the first 42 days have been used. Supporting documentation may be required for approval of additional absences. Additional absences are permitted in the following situations in accordance with Australian Government Guidelines.

- an illness (with a medical certificate)
- an outbreak of an infectious disease, when the child is not immunised
- any other absences due to sickness of the child, a parent or sibling, supported by medical certificates
- a parent being on a rotating shift or rostered day off
- a temporary closure of BEPS OSHC Service or a pupil free day
- shared custody arrangements due to a court order, consent order or parenting order
- attendance at preschool
- exceptional circumstances.
- COVID – 19 Pandemic

Families can notify the Service of an absence in the following ways;

- Email the service
- Text the OSHC mobile
- Leave a message on the OSHC direct line
- Log absence via the My Family Lounge App
- Log an absence via the schools compass system

Fees and Fee Setting

BEPS OSHC Service fees are as per the following table. Fees are subject to the childcare subsidy eligibility.

Before School Care	After School Care	Curriculum /Pupil Free Days	Late pick-up fee
\$20.00 Per session/per child	\$25.00 Per session/per child	\$75.00 full day care (Excursion/incursion extra cost)	\$10.50 for every 5 minutes after 6.00pm

Accounts, Statement and Fee Payment

Program statements/invoices are issued weekly for all families who have bookings (whether full-time or part-time) and fees owing with a payment due date printed at the front of the statement. The statements will cover the previous two –four weeks of care. The Statements are after usage, and are emailed to families.

A dated receipt, in accordance with Australian Government Guidelines, will be provided for each payment and will be emailed to families.

Fees must be paid by the due date, as stated at the bottom of your statement. Payment can be made in full. Part payments can also be made, weekly or fortnightly.

Payment options:

Payments are made via the Qkr! By Mastercard App. Download from the online App store on your Android phone or iPhone. iPad users can download the iPhone app. Register, find our school, register your children, add payment cards.

Overdue Fees

Families with overdue fees are encouraged to discuss with the Service Coordinator 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 be passed on to the School Principal and OSHC Committee of management to be followed up. Should the fees remain unpaid, this may result in a cancellation of care.

Late Pick-up Fees

A late pick-up fee will be charged to families whose children are not collected from BEPS OSHC Service by closing time 6.00pm;

\$10.50 per 5 minutes after 6.00pm.

When a family is continually and regularly late arriving at BEPS OSHC Service to collect their child, the OSHC Coordinator will discuss other child-care options with the family.

Late fees are not accountable to CCS, and will be charged to family statements.

Delivery and Collection of Children

Arrival and Departure Times

Educators and families or children may need to exchange information at arrival and departure times. If this exchange of information involves discussions about private or personal details, the discussion will take place in a private area in accordance with the BEPS OSHC Service Confidentiality Policy.

When departing from Before School Care, Prep children are walked to their classroom by an OSHC educator at 8.55am during Term 1. Other children are signed out of the program and find their own way to their classrooms.

Children who may need to leave Before School Care earlier because they are taking part in a school camp, school excursion or the school choir, and need to be at the meeting place before 9:00 am, will be accompanied by a staff member and handed over to the teacher in charge. Written permission must be provided by the family to the OSHC service prior to this activity occurring. In these instances, if children need to leave BSC or ASC early, the parent/guardian must always provide the OSHC service with written notice stating that their child needs to leave the program early and the reason why; e.g; music lessons, afterschool classes, school activities, expo's, 3 way conferences, Friday Market, Twilight Market, etc.

Parents/guardians with children in Years 2 to 6 can provide a letter that will cover the full year if attending regular activities within the school. All parents/guardians must also still remember to sign their child out on the roll for the earlier time.

Children in attendance at BEPS OSHC Service will not be permitted to leave the service alone. The service will not accept any requests made by families to allow their child to leave the program unaccompanied or by an unauthorised adult.

Attendance Record

Children must be signed in and out of the service at arrival and departure times by an authorised adult (ie parent, authorised family friend), with the exact time documented on the attendance record. This record is a legal document and must be completed for administrative compliance. Attendance records are kept via the online Qikkids Kiosk system – via the ipads. Families will need their phone numbers and a four digit PIN number to sign their children in and out of the programs. All authorised pick-ups will need to set up their own individual PINs.

If a child does not attend for any reason, the Coordinator will record the type of absence on the attendance record/ allowable absence record. A staff member will then sign the child as absent. The parent/guardian is required to verify the absence by authorising the missed attendance signing and providing the necessary documentation at a later date if required.

Families who do not complete the attendance records may not be eligible to claim CCS.

Authorisations Required

The names and contact numbers of all persons who are authorised to collect children from BEPS OSHC Service must be included on the online Enrolment Form. Families will be encouraged to name additional emergency contacts who they expect would be available and able to assist in an emergency. This could include a trusted neighbour if the family does not have relatives or friends to assist.

Any changes to these authorisations must be advised in writing to the OSHC service by the enrolling parent/guardian as soon as possible. BEPS OSHC Service will ask families to update their contact details, as well as those of any emergency contacts listed as they change.

Authorised persons must be aged 18 years or over to be accepted by BEPS OSHC Service as an authorised person for a child to leave BEPS OSHC Service with.

If the family arranges for an additional authorised person to collect their child from the OSHC Service, they must contact the OSHC Coordinator, or the responsible person present for the session of care the child will be attending, to advise of this arrangement prior to the collection of the child, and confirm who will collect the child. This must also be accompanied by written authorisation.

Children will only be released to authorised persons on the date/s nominated by the family on the enrolment form or with additional written authorisation.

Acceptance and Refusal of Authorisations

The OSHC service may require additional written authorisation from parents and/or authorised adults in relation to specific items or instances that are not or cannot be addressed during enrolment. In some circumstances, authorisations may be refused. BEPS OSHC Service exercises the right of refusal if written or verbal authorisations do not comply with the service's policies.

Late Collection

Families must ensure they are at the OSHC Service prior to closing time to collect their children. Educators may need time to give families information about their child's day, and educators also have evening commitments of their own they wish to fulfil, including family responsibilities. We ask families to endeavour to collect their children before closing time, allowing educators time to lock up BEPS OSHC Service and leave on time.

Upon enrolment, all families will be provided with access to a copy of the service policies and procedures (which are also available in the OSHC room, on request or on the OSHC page of the school website: <http://beps.vic.edu.au/oshc/>). In accordance with the service's Late pick-up policy, families who collect their child/children after closing time will be charged an additional fee at a rate of \$10.50 per 5 minutes after 6.00pm. This fee is set to cover staff wages after hours and insurance.

If parents/guardians are delayed, they should try to organise for an emergency contact listed on their Enrolment Form to pick up their child before 6.00pm.

Families are also requested to contact the program to notify the OSHC Coordinator if they are going to be late, so educators can reassure the child (some children become upset if they are the last one left).

Health and safety

Providing a Child-Safe and Protective Care Environment

The BEPS OSHC Service has a commitment to promoting and protecting the interests and safety of all children towards providing a culture of Safety for all children, including promoting the cultural safety of Aboriginal children, promoting the cultural safety of children from culturally and linguistically diverse backgrounds and promoting the safety of children with disabilities as outlined under the new Child Safe Standards.

BEPS OSHC Service aims to provide and maintain a healthy, safe and equitable environment in which all children may play in and explore their world free from harm. The service has an ongoing commitment to child safety, wellbeing and protection by providing a child safe environment to children attending the program.

The service believes that the best way to ensure children's protection is to establish an environment and a culture of safety that minimises risks. As such, the service aims to create a safe environment and sets out clear safeguards for educators to follow in order to minimise the risk of children being harmed in any way while in the care of the service. The health and welfare of all children in care is paramount. The service will support children's rights to safety and security in accordance with legal and regulatory requirements and OSHC educators take on a duty of care to ensure that all children are protected and safe from harm.

Sun Protection

BEPS OSHC service's Sun Protection Policy has been developed in accordance with Cancer Council's SunSmart policy for Outside School Hours Care Services. This policy ensures sun protection and a balance of the ultraviolet radiation (UV) exposure that is important for children, families and staff at the OSHC Service. Active implementation of this policy aims to protect all children attending the OSHC Service from skin damage caused by the harmful (UV) rays of the sun. It is to be implemented throughout the year (usually in Terms 1 and 4), however with particular emphasis from the **1st September through to the 1st of May.**

The OSHC Service will require children to wear hats that protect their face, neck and ears whenever they are outside, i.e. legionnaire or broad brimmed hats (see the general information section of the OSHC Service's Sun protection policy or ask staff for description of these). To do this the children will need to carry a hat in their school bag at all times. This hat should have their name clearly printed on it so that it can be returned to them if they lose it. Children who do not have an appropriate hat with them will be asked to play in an area protected from the sun.

Families must provide signed authority for the purposes of applying sunscreen to their child, or provide their own personal choice of sunscreen with accompanying authority for self-application.

Medical Conditions and Medication

BEPS OSHC service promotes all aspects of children's health, ensuring that their individual health requirements are met where possible. Educators support children's physical and emotional health so they feel safe in the knowledge that their wellbeing and individual health care needs will be met when they are not well.

Educators at BEPS OSHC Service are not medically trained and therefore cannot diagnose appropriate treatment. Consequently, educators will not perform the following:

- administering medications to children without written parental/guardian authority
- administering non-prescribed medications that are required for more than one day without written medical authority
- administering any treatments without first receiving appropriate professional training
- providing education and care to children who require a care regime that uses medical procedures, before they are appropriately and professionally trained, and feel confident and comfortable with that training and the process for administering any required medication
- providing education and care to a child with special health needs without an individual medical plan and a **Risk Minimisation Plan** being completed on enrolment of the child
- accepting a child for education and care without their prescribed medication.

Whenever possible, medication should be administered by parents or guardians at home. However, this will not always be feasible. Therefore, to ensure children's safety and welfare, the administration of medication at BEPS OSHC Service will be strictly monitored:

- Parents/guardians should consider whether their child who requires medication is well enough to be at BEPS OSHC Service, and to keep the child at home if unwell.
- If children are receiving medication at home, but not at BEPS OSHC Service, the parent/guardian should advise the educator about the nature of the medication and its purpose, and any possible side effects it may have for the child.
- Only prescribed medications or medications accompanied by an **Action Plan** or an **explanatory letter from the child's doctor** will be administered by educators for any period longer than one day.

For the administration of medication:

- Families are required to fill out the Medication Authorisation form before educators will give any medication to a child.
- A separate entry must be made in full if there are two or more medications to be given on the same day, including two doses of the same medication.

- Parents/guardians are responsible for verbally informing educators that medication is required during the day.
- Educators cannot administer any medication that is not in its original container, does not have the child's name on it or is past its expiry date.
- Any medications must be given directly to an OSHC educator who will check the family has completed an Authority to Administer Medication Form. Medication will then be stored in the appropriate place.

Anaphylaxis

Families of a child at risk of anaphylaxis are required to:

- read and be familiar with the BEPS OSHC Service Anaphylaxis Policy (provided on enrolment or on diagnosis)
- inform educators, either upon enrolment or upon diagnosis, of their child's allergies
- provide educators with an Anaphylaxis Action Plan signed by the child's registered medical practitioner and written consent to use the adrenaline auto-injector in line with this action plan (refer to service's policy on Dealing with Medical Conditions & Medication). The action plan and written consent to administer the adrenaline auto-injector will be provided by the family at the time of enrolment, or upon diagnosis
- complete the OSHC service's Anaphylaxis risk minimization plan
- provide educators with a complete current adrenaline auto-injector kit
- regularly check the adrenaline auto-injector expiry date
- assist educators by offering information and answering any questions regarding their child's allergies
- notify the Coordinator and educators of any changes to their child's allergy status and provide a new Anaphylaxis Action Plan in accordance with these changes
- communicate all relevant information and concerns to educators, for example, any matter relating to the health of the child
- comply with the service's policy that no child who has been prescribed an adrenaline auto-injector is permitted to attend the service without that adrenaline auto-injector.

Asthma

Families of a child that has asthma child are required to:

- read and be familiar with the BEPS OSHC Service Asthma Policy (provided on enrolment or on diagnosis)
- inform educators, either upon enrolment or upon diagnosis, of their child's condition

- provide educators with an Asthma Action Plan signed by the child’s registered medical practitioner and written consent to use asthma medication in line with this action plan, in accordance with the Service’s Dealing with Medical Conditions & Medication Policy.
- complete the OSHC service’s Asthma risk minimization plan
- provide educators with a complete current asthma management medication kit
- regularly check the asthma medication expiry date
- assist educators by offering information and answering any questions regarding their child’s condition
- notify the Coordinator and educators of any changes to their child’s medical status and provide a new Asthma Action Plan in accordance with these changes
- communicate all relevant information and concerns to educators, for example, any matter relating to the health of the child
- comply with the service’s policy that no child who has been prescribed asthma medication is permitted to attend the service without such medication.

Diabetes

Families of a child who has diabetes are required to:

- read and be familiar with the BEPS OSHC Service Diabetes Policy (provided on enrolment or on diagnosis)
- inform educators, either on enrolment or on diagnosis, of their child’s diabetes
- provide educators with a diabetes action plan and written consent to administer treatment strategies identified in the action plan
- provide educators with a complete ‘hypo kit’
- regularly check the content and expiry date of the hypo kit and any medication
- assist educators by offering information and answering any questions regarding their child’s diabetes, including history
- notify the OSHC Coordinator and educators of any changes to their child’s status and provide a new diabetes action plan in accordance with these changes
- communicate all relevant information and concerns to educators, for example, any matter relating to the health of the child
- advise BEPS OSHC service of their child’s food plan for diabetes
- be responsible for supplying BEPS OSHC service with the food and drink needed by their child, where required.

Head Lice

Pediculosis Capitis, or head lice, is an ongoing problem at BEPS OSHC service, like any other school or children's education and care service. Head lice are easily spread and can cause great discomfort for the person carrying them.

BEPS OSHC service acknowledges the importance of early identification and treatment of head lice to ensure the wellbeing, health and safety of children, families, educators and the community at large, in accordance with the *Public Health and Wellbeing Act 2009*.

In the event of head lice being detected, families will need to arrange for immediate collection and subsequent treatment of their child from attendance until the day following treatment. Children with head lice must be excluded from BEPS OSHC service until the day after appropriate treatment has commenced, as per Schedule 7 of the *Public Health and Wellbeing Regulations 2009 – the Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases Cases and Contacts*.

Immunisation

All children's immunisations need to be up to date and a copy of their record must be given to BEPS OSHC service on enrolment. A list of immunisation from "Staying Healthy in Childcare" recommended by The National Health and Medical Research Council for children up to the age of 15 is available at the OSHC administration office. If your child or children have not been immunised for these infectious diseases they will have to be excluded if we have any reports of these illnesses.

Infectious Diseases Cases requiring exclusion from BEPS OSHC Service

Amoebiasis (Entamoeba histolytica)

Chickenpox

Diarrhoea

Campylobacter

Conjunctivitis

Diphtheria

Hand, foot and mouth disease	Meningitis (bacteria – other than meningococcal meningitis)	Severe Acute Respiratory Syndrome (SARS)
Haemophilus influenza type B (Hib)	Meningococcal infection	Streptococcal infection (including scarlet fever)
Hepatitis A	Mumps	Tuberculosis
Herpes	Pertussis (whooping cough)	Typhoid fever (including paratyphoid fever)
Impetigo	Poliomyelitis	Verotoxin producing Escherichia coli (VTEC)
Influenza & Influenza type illnesses	Ringworm, scabies, pediculosis (head lice)	Worms (Intestinal)
Leprosy	Rubella (German measals)	
Measles	Salmonella, Shigella	

BEPS OSHC Service policies and procedures

The following policies are available in full in the BEPS OSHC Service Policy and Procedures Manual, the BEPS Emergency Management Manual, and the BEPS OSHC Service Occupational Health and Safety Manual.

Philosophy & Ethics	<ul style="list-style-type: none"> Code of professional conduct Environmental responsibility and sustainability Equal opportunity and protection from discrimination Inclusion and valuing diversity Philosophy
Management & Administration	<ul style="list-style-type: none"> Complaints Determining the responsible person present Financial management General service information, governance and management Insurance Marketing and service promotion Record keeping and confidentiality
Health & Safety	<ul style="list-style-type: none"> Anaphylaxis Asthma

	<p>Blood borne viruses</p> <p>Dealing with illness and infectious diseases</p> <p>Dealing with medical conditions and medication</p> <p>Diabetes</p> <p>Emergencies and evacuation</p> <p>Hand-washing and hygiene</p> <p>Head lice</p> <p>Incident, injury, trauma and the administration of first aid</p> <p>Managing chemicals and hazardous materials</p> <p>Nutrition, food and beverages and dietary requirements</p> <p>Occupational health and safety</p> <p>Smoke free environment</p> <p>Water safety</p>
<p>The Children’s Program</p>	<p>Children’s behaviour</p> <p>Children’s wellbeing</p> <p>Curriculum</p> <p>Educational equipment and toys</p> <p>Establishing a protective care environment</p> <p>Excursions</p> <p>Interactions with children</p> <p>Providing a child-safe environment</p>
<p>Information for families</p>	<p>Acceptance and refusal of authorisations</p> <p>Delivery and collection of children</p> <p>Enrolment and orientation</p> <p>Partnerships with families</p> <p>Payment of fees and bookings</p> <p>Late Pick-up Policy</p>
<p>Staff, students and volunteers</p>	<p>Staff wages and conditions</p> <p>Educator review and performance appraisal</p> <p>Managing poor work performance and gross misconduct</p>

	Mobile phones Participation of students and volunteers Staff communication protocol Staff meetings Staff recruitment and retention
--	--

Useful Contacts

Brunswick East Primary School

Ph; 03 93873361

Fax: 03 93881949

www.beps.vic.edu.au

BEPS OSHC Service

Ph: 03 93872631

Mob: 0409380202

Ranita.Swamy@education.vic.gov.au

<http://beps.vic.edu.au/oshc/>

Janet Di Pilla - School Principal and OSHC Representative

Ph: 93873361

Janet.Dipilla@education@vic.gov.au

Ranita Swamy - OSHC Coordinator

Ph: 0409380202

Ranita.Swamy@education.vic.gov.au

Vicki Bucher - OSHC Sub-committee of Management Representative

vickibucher@hotmail.com

Dept of Education & Training (Regulatory Authority)

Ph; 1300307415

licensed.childrens.services@edumail.vic.gov.au

Services Australia/Centrelink

Ph; 136150

www.humanservices.gov.au/individuals/subjects/assistance-child-care-fees

servicesaustralia.gov.au

dese.gov.au/early-childhood

Moreland City Council

90 Bell Street, Coburg VIC

Ph: (03) 9240 1111

<http://www.moreland.vic.gov.au/home.html>

Nurse on Call – 24 hour Victorian Government Health Advice & Information

Ph: 1300606024

Raising Children Network Website - Parenting information for children 0-8 years

raisingchildren.net.au

Royal Children’s Hospital Safety Centre – Child health & safety resource centre

Ph: 93456429

<http://www.rch.org.au/safetycentre>

For enquiries in relation to Australian Government payments, including, Child Care Subsidy and how they relate to your family’s situation, please visit:

- servicesaustralia.gov.au

- DESE: dese.gov.au/early-childhood

- or call Centrelink on 13 61 50.

Quality Child Care Information - For enquiries about the child care quality standards, please visit the Australian Children’s Education and Care Quality Authority website at www.acecqa.gov.au or phone 1300 4 ACECQA (1300 422 327).

For enquiries about the national law and breaches of legislation, including complaints, please visit the Victorian Government Department of Education and Training, North Western Regional Office, at Level 2, 189 Urquart Street, Coburg VIC 3058, or phone 1300 307 415, online at <http://www.education.vic.gov.au/childhood/parents/Pages/default.aspx>

If you require more information, support or resources for health or community services, please speak with educators at Brunswick East Primary School Outside School Hours Care Service who will be more than happy to assist.

Appendix

MyFamily Lounge – How to register

Dear Families,

We are very excited to inform you that our service has subscribed to a fantastic online Booking and Waitlist management program called QK Enrol. This program will give you access to manage your own account information, where you will have the ability to make bookings requests and allow you to complete and submit an online enrolment form for your child. You can do this and much, much more all within a parent portal called 'My Family Lounge'.

You will also have the flexibility of booking in casual days and report absences for your child straight from your phone with just a few taps by downloading the My Family Lounge APP!

What can I do in My Family Lounge?

- As a NEW family you can easily register your child's details and manage your account information
- You can submit a waitlist request for your child to secure a permanent spot
- Request change of the days your child is currently booked in for when placed
- You can easily provide detailed information about your child to our service such as medical information, diet requirements, emergency contact details and more! All this information is simply added into the online enrolment form and submitted to the service.

What can I do in My Family Lounge App?

- Book in casual days for your child straight from your phone
- Access an online calendar where you can see live availability within our centre
- Manage bookings for one or more children from a single log in
- Record your child as 'absent' in advance for a permanent session
- Cancel a 'casual day' where the session is no longer required
- A cancellation Fee will apply if cancelled within a NO REFUND period
- Activate notification Alerts!

How do I log in?

Once your details have been registered with the My Family Lounge, you will receive a welcome email where you will be prompted to complete your registration and set up a password. You will have 7 days to set up your password to validate your account. If your account expires or you have forgotten your password, simply enter in your email address and select '**forgotten password**' to recover your account. If you are experiencing issues accessing your account please contact the service for assistance. Once you have validated your account, you are ready to book!

The 'My Family Lounge' App can be downloaded from Google Play or App Store. Enter your email address and password, then you can start to request casual days or mark your child as absent when required.

Your My Family Lounge log in details will travel with you for life as you move childcare services that use the My Family Lounge. You are able to log in anywhere, anytime as long as you have access to the internet. For a better understanding of how My Family Lounge works, please visit www.myfamilylounge.com.au

We are thrilled to be able to provide you with an easier and more efficient way of managing your child's bookings at our service.

How to pay OSHC

For quicker, hassle-free canteen and school payments, try *Qkr!* today



Introducing *Qkr!* (pronounced 'quicker') by MasterCard: the easy-to-use phone app that gives you the flexibility to place orders at a time and place that suits you. *Qkr!*:

- Saves you time by letting you order and pay for school items directly from your phone;
- Reduces the need for your child to bring cash to school;
- Reduces the time school staff spend on administrative tasks



Getting started is easy - try it yourself today

Step 1 Download Qkr!

on your Android phone or iPhone. iPad users can download iPhone app



Step 2 Register

Select your Country of Residence as 'Australia' and follow the steps to register

Step 3 Find our school

Scan the QR code or search for our school name. Our school will also appear in "Locations Nearby" if you are within 4kms of the school

Step 4 Register your children

When first accessing your school menu, you will be prompted to register your child. This allows you to make school orders on their behalf.

Scan QR code provided by your school



If within 4kms of the school, you can select from "Locations Nearby"

Or search for our school name



BEPS

Now you're ready to order and pay for meals and other items...

Qikkids Kiosk Sign in/out

BEPS OSHC Service use a parent digital Sign in/out system called '**QK Kiosk**'. The digital Sign in/out system will save you time signing your child in quickly and conveniently at the touch of a button using your **phone number** and unique **PIN Code**

How do I sign my child in using the kiosk system?

1. Insert your phone number using the kiosk touch screen
2. Sign in with PIN code 0000 then set up your own unique PIN and confirm new PIN
3. Now your log in details are set
4. Next, sign your child/ren in by selecting the child and select **Drop Off**
5. Repeat same process signing your child out by selecting **Pickup**

Can family members or friends drop off or pick up child?

Yes, If they are authorized by you on the enrolment form to pick-up/drop off. They will need to set up their own log on details using their phone number and unique PIN.

Benefits of using the digital Kiosk Sign in/out system

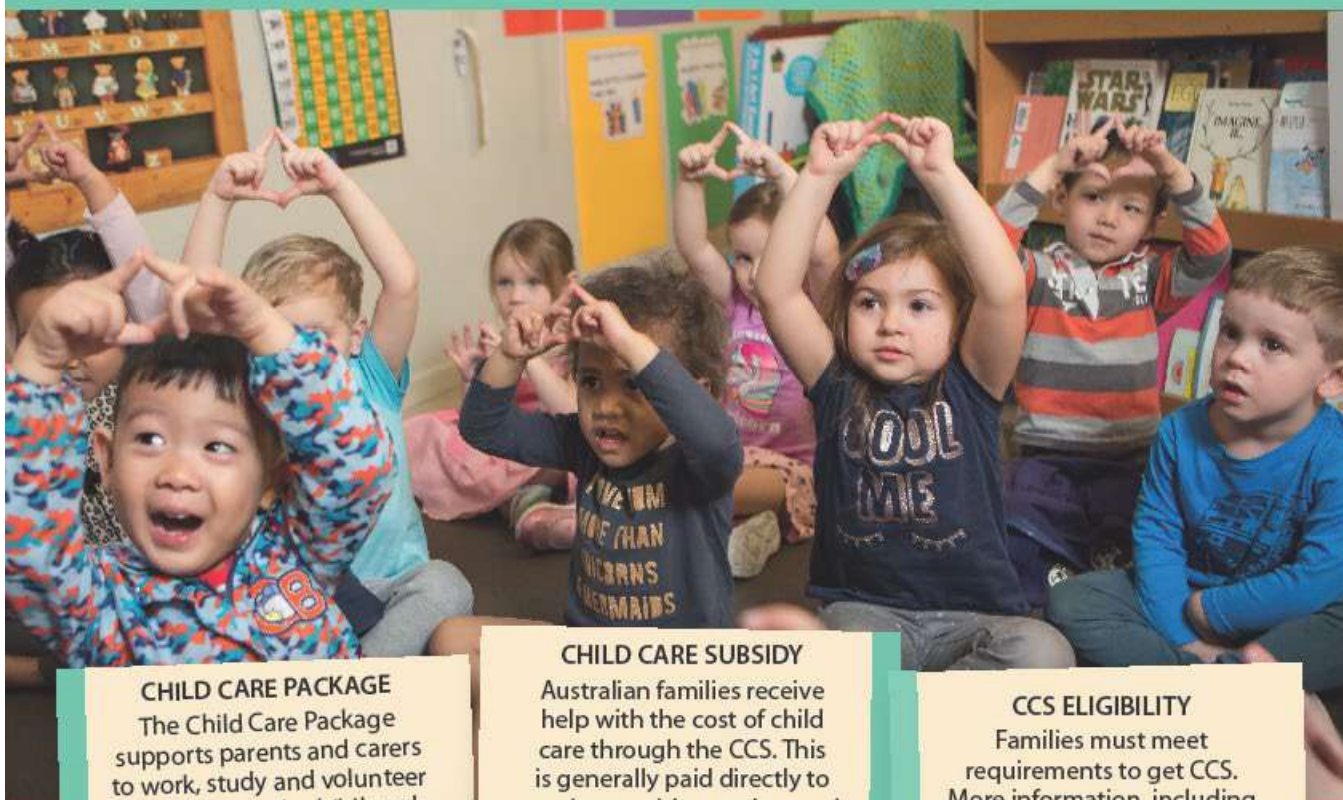
- Families signing children in and out on the daily rolls
- Input **Drop off** and **Pick up** times
- Families must confirm missed attendances (signed in/out by staff member) and record absences
- Persons authorized to pick their child up will need to also set-up a unique PIN
- View individual messages to families



Australian Government
Department of Education,
Skills and Employment

Child Care Package

More support for more families



CHILD CARE PACKAGE

The Child Care Package supports parents and carers to work, study and volunteer and makes early childhood education more affordable and accessible. The Child Care Package comprises the Child Care Subsidy (CCS) and Child Care Safety Net.

AMOUNT OF CCS

Three factors determine how much CCS a family receives. They are combined annual family income, activity level, and type of child care used.

CHILD CARE SUBSIDY

Australian families receive help with the cost of child care through the CCS. This is generally paid directly to service providers and passed on to families as a fee reduction. CCS aims to provide greater assistance to low and middle-income families.

CHILD CARE SAFETY NET

The safety net gives families and services extra support if they are vulnerable and disadvantaged or located in a regional or remote community.

CCS ELIGIBILITY

Families must meet requirements to get CCS. More information, including how much families receive, is available on the Services Australia website.

EXTRA SUPPORT

Additional support under the safety net includes the Additional Child Care Subsidy, Community Child Care Fund, Inclusion Support Program, and other support and resources.

For more information, go to dese.gov.au/early-childhood

Area Map of OSHC

1. Evacuation diagram

Building Name:	Brunswick East Primary School Level 1- OSHC Room, Hall & Art room, Tinker Lab	Date Evacuation Diagram Validated:	7/11/2019
----------------	--	------------------------------------	------------------

Level 1

