



Outside School Hours Care **Family Handbook**

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

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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 in the OSHC Administration Office and is available for viewing from the Service Coordinator by request.

This handbook is provided to families on enrolment and is regularly reviewed and updated in accordance with BEPS OSHC Service s policy review statement. Families are expected to read this handbook as part of their introduction 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 as the original custodians of this land.

BEPS OSHC is Australian Government approved to offer 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.
Curriculum 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

To provide quality care programs to primary-school-aged children at the Brunswick East Primary School Out of School Hours Care Service (BEPS OSHC) where we aim to provide a safe and stimulating environment in which children can play and relax before and after school and on pupil-free days. 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.

For Children:

- We value the rights, needs and interests of all children. Every child is special, every child is welcome.

- 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, encourage the development of positive self-identity and self-esteem, taking responsibility for one's own actions and guiding skill development with interpersonal relationships with others.
- We understand the importance of middle childhood and value the benefits of meaningful play and leisure, and provide collaborative, flexible child-centred programs where children have choice and become active participants in open-ended activities and experiences within a warm and welcoming atmosphere.
- We encourage respect for 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 the cultural safety of Aboriginal children and of children from culturally and/or linguistically diverse backgrounds. We promote the safety of children with a disability.
- Children are supported to become successful, competent and capable learners and we encourage children to have a voice.
- We have a commitment to child safety and the best interests of the child.

For parents, guardians and families:

- Collaboration is our guiding principle. We welcome, value and respect the opinions and wishes of all our parents, guardians and families. We encourage open communication and participation from all families.
- We aim to provide affordable and accessible quality care for all children and their parents, guardians and families in accordance with the Australian Government legislation and Regulations and the National Quality Standards for Outside School Hours Care.
- We respect the right to confidentiality and privacy.
- We keep families informed of industry changes and all relevant and up-to-date issues and practices through regular communication channels, such as one-on-one conversations (in person and on the telephone), email, the school newsletter and our website.

For Educators:

- Our educators work collaboratively together as a diverse multi-skilled team, with relevant qualifications and experience, and guided by professional standards in practice, interactions and relationships with each other, children, families and the community.
- Our educators develop and maintain warm, responsive, equitable and respectful relationships with the children. Educators are sensitive to the individual needs and rights of all the children and their parents, guardians and families.
- Our educators aim to provide and maintain a safe, secure and protective environment at all times.
- Our educators value and maintain an interactive approach with children and their parents, guardians and families.

- 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, emotional and cognitive development.
- Our educators are committed to critical reflective practice and continuous improvement.
- Our educators are committed to ongoing professional development as best practice and to enhance skills and knowledge.

For Community:

- We undertake a holistic and collaborative approach, encouraging open communication and participation between all members of the school community.
- We seek wide community involvement and maintain supportive network and resource links within the community.
- We value and respect diversity and tolerance within an inclusive environment, acknowledging each other's differences and similarities with acceptance and respect.
- We support and foster the schools values of fun, learning, friendliness, tolerance, respect, safety, trust and kindness.
- We promote respect for the environment, sustainability and respect for our natural resources.
- We value and respect Aboriginal and Torres Strait Islander cultures.

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 Standard.

The Australian Government Department of Education 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 monthly with the OSHC coordinator, assistant coordinator, Sub-committee members and the School Principal.

BEPS OSHC Staff

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: Dip)



Ranita Swamy (Rena) has worked at the OSHC service since 1996, and has been working in the childcare industry for the last 31 years. 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.

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: Dip)



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.

Carolyn Harrison (Educational Leader / Educator: VIT)



Carolyn (Harri) has worked at the OSHC service since 2009. She is a qualified primary school teacher and Artist. She has worked as a milliner and sold handmade hats and bags. She loves trying new art & craft projects and especially creating art with children.

Justine Jackson (Educational Leader / Educator: VIT)



Justine Jackson has worked at the OSHC service since 2012. She is a qualified Primary Steiner teacher and high school Arts teacher. She is a practicing Artist, who loves to explore every technique in painting. She has always been interested in education and the creative side of learning.

Glenda Bailey (Educator: Cert.3)



Glenda has worked at BEPS since 1977 when a group of mothers got together to provide care to children out of school hours. This year, Glenda celebrates her 40th year at BEPS, has loved every year and hopes to enjoy more to come. Glenda has a Certificate 4 in Outside School Hours Care.

Rustin Bulmer (Educator: Dip)



Rustin (Rusty) Bulmer has worked at the OSHC service since December 2007. He is a past student of BEPS and holds a Diploma of Children's Services. Rusty loves to run sports and physical activities for the children. Rusty also coaches sports the OSHC service.

Indiana Benjamin (Educator: Dip)



Indiana (Indi) Benjamin has worked at the OSHC service since January 2014. Indi is a past student of BEPS and holds a Diploma of Children's Services. Indi likes to run sports and physical activities for the children.

Hayfa Abdullatif (Educator: Dip)



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'.

Meg Tait (Educator: Cert 3)



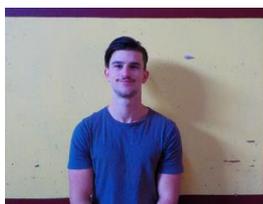
Meg Tait has worked at the OSHC service since 2015. She is a trained English teacher and an ex-parent of BEPS. Meg enjoys being with the children and making them feel confident about themselves. She enjoys reading, gardening, singing, making things, art&craft.

Paul Eves (Educator: Cert 3)



Paul Eves has worked at the OSHC service since the beginning of 2017. He holds a Cert 4 in Youth work & Community Services and is currently undertaking a Masters in Fine Art. He has worked as a youth worker for 10 years. Paul is a curious artist, who loves creating things using retro objects, video and sound. Paul loves to encourage others to create and express themselves.

Ross Botoulas (Educator: Dip)



Ross Botoulas has worked at the OSHC service since the beginning of 2018. He is currently undertaking a Bachelor of Primary Education.

Bryony Blake (Educator: Dip)



Bryony Blake has worked at the OSHC service since the beginning of 2018. She is currently working towards her Masters in primary Teaching.

Inass Shegaf (Educator: Cert 3)



Inass Shegaf has worked at the OSHC service since the beginning of 2018. She holds a Cert 3 in Childcare and is currently undertaking a Bachelor of Science.

Rani Burns (Educator: Dip)



Rani Burns has worked at the OSHC service since mid of 2018. She is currently completing her Diploma of Childcare.

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 development 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 Parent Feedback forms, informal chats with staff members, becoming the OSHC Parent Representative on School Council, or coming in and doing a special activity.

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

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 sensitive and responsive to the needs of children and families from diverse communities such as Aboriginal and Torres Strait Islander families, children and families with a disability, refugees and families from culturally and linguistically diverse backgrounds.

BEPS OSHC Service will ensure that children, families and employees are treated fairly regardless of their personal characteristics. 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 and care for that child can be arranged.

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

- 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 *Interactions and Relationships with Children*, and *Children's Behavior*.
- 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.
- 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 Brunswick East Primary School Council.
- All grievances and complaints received by the Coordinator will be discussed 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 requirements. This may include an inspection of the records or providing copies of information.

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-friendly, 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 pursue their own interests. 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.

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 room, school hall, all outside areas, the pit 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 toys 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 and safety 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

	<ul style="list-style-type: none"> – 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.
Homework	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.
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	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 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.

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 damaged 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 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 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.

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 2019 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 the beginning of 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. 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 Enrolments

During mid term 4 the Program Co-ordinator 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.

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

BEPS OSHC Service will also leave a quantity of these packages for families at the school office.

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 term 4, all families receive an online acceptance confirmation informing them of their child / children's placement.

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)

It is the responsibility of the enrolling parent/guardian to complete and lodge their Child Care Subsidy (CCS) application with the Department of Human Services and Centrelink.

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 DHS/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 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. Two week's notice is required to change or cancel bookings.
- 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.

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 request via the Qikkids Enrol My Family Lounge App, or contact the Service Coordinator who will advise you of availability.
- Days cannot be swapped. Two week's notice is required to change or cancel bookings.
- 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.

Families are entitled to 42 absence days for each registered child in each financial year. 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.

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

- Email the service
- Text the OSHC mobile
- Log absence via the My Family Lounge App

Fees and Fee Setting

BEPS OSHC Service fees are as per the following table.

Before School Care	After School Care	Curriculum /Pupil Free Days
\$16.00	\$20.00	\$38.50 full day care
Per session/per child	Per session/per child	(Excursion/incursion extra cost)

Accounts, Statement and Fee Payment

Program statements/invoices are issued weekly for all families who have permanent bookings (whether full-time or part-time) 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 by via the Qkr! By Mastercard App. Download from the online App store on your Android phone or iphone. Ipad users can download 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 Collection Fees

A late collection fee will be charged to families whose children are not collected from BEPS OSHC Service by closing time at a rate of \$3.50 per five minutes (or part thereof) after 6pm.

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.

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 Collection policy, families who collect their child/children after closing time will be charged an additional fee at a rate

of \$3.50 per each five 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, 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.

BEPS OSHC Service aims to provide and maintain a healthy and safe 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 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, but 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 giving 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)	Diarrhoea	Hepatitis A
Campylobacter	Diphtheria	Herpes
Chickenpox	Hand, foot and mouth disease	Impetigo
Conjunctivitis	Haemophilus influenza type B (Hib)	Influenza & Influenza type illnesses

Leprosy	Poliomyelitis	Streptococcal infection (including scarlet fever)
Measles	Ringworm, scabies, pediculosis (head lice)	Tuberculosis
Meningitis (bacteria – other than meningococcal meningitis)	Rubella (German measals)	Typhoid fever (including paratyphoid fever)
Meningococcal infection	Salmonella, Shigella	Verotoxin producing Escherichia coli (VTEC)
Mumps	Severe Acute Respiratory Syndrome (SARS)	Worms (Intestinal)
Pertussis (whooping cough)		

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 Blood borne viruses Dealing with illness and infectious diseases Dealing with medical conditions and medication Diabetes

	<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>
The Children's Program	<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>
Information for families	<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>
Staff, students and volunteers	<p>Staff wages and conditions</p> <p>Educator review and performance appraisal</p> <p>Managing poor work performance and gross misconduct</p> <p>Mobile phones</p> <p>Participation of students and volunteers</p> <p>Staff communication protocol</p> <p>Staff meetings</p> <p>Staff recruitment and retention</p>

Useful Contacts

Brunswick East Primary School

Ph; 03 93873361

Fax: 03 93881949

www.beps.vic.edu.au

BEPS OSHC Service

Ph: 03 93872631

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

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

Janet Di Pilla - School Principal and OSHC Representative

Ph: 93873361

di.pilla.janet@edumail.vic.gov.au

Ranita Swamy - OSHC Coordinator

Ph: 0409380202

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

Jo Prior - OSHC Sub-committee of Management Representative

jomatt38@gmail.com

Dept of Education & Training (Regulatory Authority)

Ph; 1300307415

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

Dept Human Services/Centrelink

Ph; 136150

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

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 the Australian Government Department of Human Services website at www.humanservices.gov.au or call the Department of Human Services 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.