BRUNSWICK EAST PRIMARY OUT OF SCHOOL HOURS CARE INFORMATION FOR FAMILIES 2024

Brunswick East Primary Out of School Hours Care Service

195a Stewart St, East Brunswick, Vic, 3057

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*‘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 elders past and present,**and to the**ongoing living cultures of Aboriginal & Torres St Islander People ’*

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

**Location:**

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

**HOURS:**

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

**Staffing:**

**Coordinator –** Ranita Swamy (Rena)

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

**Educators–**Phyllis Emonson, Hayfa Abdullatif, Hannah Payne, Raffaella Pasturi, Lucy Rodrigo, Jake Suriano, Kerryn Cilia, Chandika DeSilva, Izzy Honig, Rory Steven and Angela Rakocevic.

The Before School Program is staffed by 2-3 people, depending on the number of children booked in, and is licensed to offer care for 136 places per morning.

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

## Online Enrolment into the Service

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

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

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

## Bookings

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

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

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

Fees will be charged for all unattended and cancelled bookings. Two week’s notice must be given to notify of permanent ongoing cancellations to permanent places. Full Fees apply to cessation of care (not subject to the Child Care Subsidy). Please see Enrolment policies.

### **Fees& Payments**

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

|  |  |
| --- | --- |
| SESSION | **FEE** |
| Before Care | $20.00 > |
| Aftercare | $25.00 |
| Curriculum Day | $38.50 |

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

**Child Care Fee Subsidy System (CCSS)**

You may be eligible for financial assistance called the Child Care Fee Subsidy (CCSS) from the Australian Government. The CCSS is an assessment of your eligibility dependent upon your combined/single income and the level of activity you undertake. In order to assess any fee assistance that you may be entitled for, all families are required to register with Services Australia/Centrelink online via the MyGov App, calling Centrelink; 136150, or in person, by visiting the nearest Centrelink office. You must complete the online assessment process via the MyGov App. Once you have been assessed, and completed all the steps and your eligibility status confirmed, you must advise the Service of your details which you can upload via your My Family Lounge account; Customer reference numbers (CRN’s) for the children and claiming parent must be provided. It is important that you complete the assessment as soon as possible as subsidies apply from the date of application and the commencement date of your child at the service. You have 7 days within which to apply for the childcare subsidy and the start of your child’s attended first day of bookings.

This should preferably be completed prior to starting care, and at least within a week of your child attending care. Once you have followed all the steps in putting in your application for the Childcare subsidy and have completed the enrolment form with MyFamily Lounge and have a confirmed place at the service: you will need to confirm your booking pattern in your MyGov account – you will not receive the subsidy until all steps are completed.

**It is the parent’s/carer’s responsibility to follow this up, and to then provide the correct information to the OSHC service.** Delays in payment of subsidies will occur if the childcare subsidy application is incorrect, steps in the process have been missed, or incorrect details have been provided.

* Services Australia (Centrelink) Families and Parents line: 136150

<https://www.servicesaustralia.gov.au/child-care-subsidy>

* MyGov Helpdesk; (w): https://my.gov.au (P) 132307

<https://my.gov.au/en/about/help/contact>

* MyGov login; (w): <https://www.centrelink.gov.au>

**Absences and Non-Attendance of Children**

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

<https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186>

## Signing in and out

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

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

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

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

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

## Educational Program of Activities, Experiences and Practice

The OSHC Team offer a varied, rich and inclusive program of play-based Activities and Experiences appropriate to the ages, needs and interests of all the children. The program is designed to be fun and stimulating, providing a number of structured and open-ended activities the children can choose from each day, including; art & craft, games, sport, drama, music, dance, indoor games, cooking, videos& DVD’s (on rainy days). The Programs focus, are child centered and mainly child-directed. Our OSHC Pedagogy is based on the following framework and the learning outcomes guiding care for children in childcare settings in Australia; *‘Framework for School Age Care in Australia; My Time, Our Place’ V.2.0:* [*https://www.acecqa.gov.au/sites/default/files/2023-01/MTOP-V2.0.pdf*](https://www.acecqa.gov.au/sites/default/files/2023-01/MTOP-V2.0.pdf)

Information to families regarding important OSHC issues and a timetable of the weekly activities in the form of an OSHC newsletter are emailed out to families weekly usually every Friday. Copies are also posted on the OSHC Noticeboards and the schools website; <https://beps.vic.edu.au/oshc/>

## Food

A daily nutritious breakfast is provided to the children during the beforecare program. Please let us know if you will be requiring cereals, so we can make sure we have that available. We provide;

* Cheese toasties
* Cereal
* Toast and spreads
* Pancakes
* Yoghurt & muesli

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

* spreads on salada biscuits: vegemite, jam, sliced cheese or plain
* cut mixed vegetables; carrots, red and green capsicum, cucumber and celery
* pita bread and dips
* olives
* cubed cheese
* mixed fruit in season; apples, pears, oranges
* Breakfast, toasties, toast and spreads, cereal (on request), pancakes are available in the morning.

Children with individual food requirements including allergies and intolerances will be catered for. The Enrolment form provides a space where you can indicate any particular needs/requirements. **Please discuss individual requirements with the coordinator prior to your child attending the service as we would like to make sure that your child has their individual needs catered for as best we can.**

**Medical**

Families must inform the program of any medical conditions that your children may have. The online enrolment form provides a space to note any requirements. Correct and up to date Medical management plans, signed by doctors are to be provided and kept by the service. Medical plans must be updated annually. Up to date Medication must also be provided to the service and be clearly labelled with the child’s name and date. Risk minimization plans must also be completed by the family, updated regularly, and when changes are made. **All medical documentation and medication must be provided to the service prior to the child attending care.**

**Communication with Families**

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

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

**Families must read the school & OSHC newsletter emailed weekly on Fridays to stay informed of all important OSHC events, industry and Government compliance, weekly program planning, changes to the program including new staff, curriculum days and lots more**. Please keep your email updated via MyFamily Lounge.

## OSHC Committee

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

**Grievance and Complaints**

We value family feedback and encourage families to communicate any issues they have as they arise - we will endeavour to respond and make changes, take on board suggestions, accommodate individual needs, and address issues/concerns that come up. We view this as a natural part of our program and working together collaboratively. All parents/guardians have a right to have their concerns heard by the OSHC Management team, and are encouraged to discuss any concerns with the Coordinator and staff as soon as an issue arises. If you are not satisfied with the response you can contact the school Principal. There is also a Parent representative on the OSHC Committee of management who can also respond to general queries. All grievance and complaints will be dealt with in a timely, private and confidential manner.

**Policies and Procedures**

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

**National Quality Standard Assessment & Continual Improvement**

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

**Commitment to Child Safety, Protection and Wellbeing**

BEPS OSHC is committed to safety and wellbeing of all children and young people. We want children to be safe, happy and empowered in our service. We support and respect all children, as well as educators, our staff and our volunteers. We are committed to the safety, participation and empowerment of all children and young people.

OSHC maintains a strong commitment to Child safety, protection and wellbeing. Educators undertake annual mandatory training. Educators focus on wellbeing as part of our program planning focus. We regularly run programs with the children on; body safety, children & young people’s voice and rights, inclusion & diversity, respectful relationships, and many more. We have policies and procedures in place – please go to the OSHC page of the schools website to view these.

**Collaborating with Families**

We welcome family input, and value family feedback. We encourage families to communicate their childs need to us. We have an QR code online survey – where you can provide any feedback to us.

This document was compiled by:

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OSHC Coordinator

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