## Family Handbook

### Revision Status

<table>
<thead>
<tr>
<th>Issue</th>
<th>Author</th>
<th>Amendment</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>08</td>
<td>SH</td>
<td>Revise Enrolment Form</td>
<td>October 01, 2010</td>
</tr>
<tr>
<td>09</td>
<td>SH</td>
<td>Revise Form and Fees</td>
<td>January 01, 2014</td>
</tr>
<tr>
<td>10</td>
<td>SH</td>
<td>Revise Fee Structure</td>
<td>January 01, 2015</td>
</tr>
<tr>
<td>11</td>
<td>SH</td>
<td>General Revision &amp; Fees</td>
<td>December 04, 2015</td>
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</tbody>
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**Revision Date:** 1st Jan 2015
Directors - Ruwayda Henri
Co-ordinator - Simon Bott
Assistants - 

Mavis Tan
Vandana Sivagnanam
Tejalben Adeshara

Junior Assistant - 

Telephone: Aftercare / Beforecare – 9764 4101

Administration - Selwyn Henri
Telephone / Facsimile: 9763 0136 (8:00am – 6:00pm)

Banking Details: Victorian Teachers Credit Union
BSB: 704-191
Account Number: 179677
Account Name: St Simons OSHC

Revision Date: 4th Dec 2015
Welcome Parents / Guardians and Children

We welcome you to our program and look forward to be of service to you. The OSHC program is privately run and in accordance and compliance with regulations as set out by Family and Community Services and the National Standards (Health and Community Services). Recognising the important contribution that parents can make to the program, there is in place a Consultative Parent Support Group to ensure that the ongoing needs of the OSH community are met.

Children are supervised in an informal atmosphere. A variety of activities are offered to them including a combination of art/craft, cooking, passive activities e.g.: music, reading stories, board games etc, and outdoor games when weather permits. Our program also has a television, electronic equipment as well as a range of other toys available for children to use. Television viewing and electronic games used are under strict supervision and for limited periods.

All children are provided with afternoon tea on arrival at the programme and those in before-care receive milk / fruit or toast in summer, hot chocolate / toast in winter. Pancakes, scones, muffins on special occasions

Program Philosophy

‘Children are the most precious gifts a community can possess.
Nurture the children for a happy future’

The aim of St. Simons Outside School Hours Care is:

* to ensure that all primary school children in the local community have a safe, caring and supervised environment in which to play and express themselves creatively when they are unable to be cared for by their parents or caregivers outside of normal school hours.
* To provide an anti-bias program and is inclusive of all children regardless of culture, language, ethnicity, system belief, gender, social standing and ability.
* To be accessible to all children including those with additional resource needs.
* To provide services through formalised enrolment.
* To offer a range of stimulating developmental, social and recreational activities and opportunities which are appropriate for the age levels of children attending care and which, as far as possible, differ from those available at school.
* To recruit staff with a variety of skills and qualifications.
* To maintain the appropriate staff/child ratio at all times.

Enrolments

Enrolment to the program is subject to the timely completion and return of the appropriate enrolment form. New enrolments forms are issued 1st week of December and should be completed and returned no later than 10th December. All applicants are categorised according to the following criteria:
1. Children whose parent(s) are working, seeking employment, studying or training.
2. Children who have a disability. Children whose parents have a continuing disability.
3. Children at risk of abuse or neglect.
4. Children of families not identified in the above groups.

Not all applications are successful in gaining placement. Priority of access is granted to children attending St. Simons Primary School and according to above criteria. Emergency / short-term place allocation will be decided upon by the Program Co-ordinator.

Please advise the co-ordinator of any changes to your status as soon as is possible. This is important. It is only with correct and current details that the co-ordinator can take the appropriate action in cases of emergency.

Hours of Operation

St Simons OSHC has been registered to operate during the hours indicated below:
Before-care: 07.15 am - 08.30 am Monday to Friday
After-care: 03.15 pm - 06.00 pm Monday to Friday

Revision Date: 4th Dec 2015
Children will not be accepted into Before-care before 7.15am. Arrivals prior to 8.00am for Vacation Care and Pupil Free Days are by arrangement only and subject to additional charges. We strongly encourage all parents to either collect or arrange collection of their children promptly at the end of the program. In the case of emergency, where a parent is unable to collect or arrange collection of their child/ren, PLEASE ADVISE THE CO-ORDINATOR. Late collection of children is subject to charges as outlined in the fee schedule. Persistent late collection could result in loss of your child's/children's place in the program.

Registers
An attendance and medication register is provided for parents to use. It is our policy that child/ren are signed INTO Before-care, OUT of After-care and IN and OUT of PFD and Vacation Care. Only a Parent/Guardian or emergency contact as stated on the enrolment form can collect and sign out children from the program. Permission MUST be forwarded to the co-ordinator prior to anyone else collecting your child/ren. In emergency, should you nominate someone who is under 18 years old to collect your child/ren then a letter of permission needs to be supplied.

If for any reason your child/ren is unable to attend on a day that they have been booked in, please notify the Co-ordinator. This avoids the time lost in the Co-ordinator trying to locate your child/ren.

Legal requirements prevent staff from administering any medication, including Panadol, to children without prior notification from parent or guardian. The medication register may be used to advise the Co-ordinator of any medication needs including dosage and times. Please ensure that all medication containers are clearly labelled with child's name, and handed to the Co-ordinator for safekeeping.

Accident, illness and Safety
We strive to provide a safe and happy environment for the children that attend our program. In order to achieve this we have nominated the following areas to be used by children during their attendance:

- Lower Common Room
- Oval and playground

No child is allowed outside of these areas without being accompanied by a staff member.

All accidents will be reported in the Incident and Accident record book. Where necessary, in the case of an accident, a parent or guardian will be contacted. A signature will be required in the record book for anything other than minor injuries.

In order to provide as safe an environment as we can, we ask that families comply with our request to provide medical information on their children, as needed, on the enrolment form and during enrolment interview process. We live in a world that is contaminated with potential allergens and anaphylactic children must learn to avoid specific triggers. Our service does not endorse the implementation of blanket food bans or attempts to prohibit the entry of food substances into the service. However, as part of an effective management plan St Simons OSHC requests that parents AVOID bringing PEANUT OR TREE NUT PRODUCTS INTO THE SERVICE AT ANY TIME.

A parent/guardian or nominated emergency person will be contacted in the case of illness. A doctor will be contacted if deemed necessary.

The school’s Sun-smart policy will be adhered to by our OSHC program. During Terms 1 & 4 it is compulsory that your child/ren wear a wide brimmed hat or legionnaire styled cap to access outside play areas. A peak cap or baseball styled cap is not considered to be appropriate.

Parking
Parking is subject to the following conditions:
Beforecare - parents are permitted to park in the lower basketball court, provided it is safe to do so. It is considered dangerous to remain parked in this area after 8.00 am.

Aftercare - parents are permitted to park in the lower basketball court, provided it is safe to do so.

Wellington Road entrance is out of bounds to parents of children attending all programs. This is a Vic Roads regulation. Parents parking in this area are subject to fines.

**Fees and Payments Schedule**

For the safety of our staff and those using the program we would like to discourage cash payments. The preferred method of paying your account is by Credit Card. Simply complete the Credit Card Authorisation on the enrolment form. Cheque payments and Direct Deposits are also acceptable.

1. All families with permanent bookings next year need to set up an account with the centre and maintain a balance of no less than $100.00 in that account. This will serve as a bond and will be refunded once you cancel all your permanent bookings. An initial charge of $100.00 will be charged to your card to ensure that you are in credit at commencement. If you prefer to pay via Cheque or Direct Deposit, then return your enrolment forms together with the initial payment.

2. Statements will be issued on a fortnightly basis and are due for payment within the week of issue. Failure to settle your account in the specified period will result in a Late Payment Penalty being applied to your account. After 2 successive Late Payment Penalties your child/ren will be excluded from the program until your account is settled. Families experiencing difficulty making payments can speak to the coordinator about alternate options.

3. Cheque payments and receipts showing confirmation of transaction for payments paid by direct deposit should be placed in the fees slot located in the OSHC rooms. **PLEASE IDENTIFY ON WHOSE BEHALF PAYMENT IS MADE.**

St. Simons OSHC banking details are as follows -

- **BSB:** 704-191
- **Account Number:** 179677
- **Bank:** Victoria Teachers Credit Union
- **Account Name:** St Simons OSHC

4. Families using the program for Casual/Emergency Bookings will need to pay, for care used, on the day. You will be asked to provide your Credit Card details when making the booking. If you do not have a credit card or do not want to pay via this method then you will need to set up an account with the centre, as above.

5. Below is a schedule of current charges and may change without prior notice:

<table>
<thead>
<tr>
<th>Care Component</th>
<th>Operating Hours</th>
<th>Permanent (Discounted) Fee</th>
<th>Casual (Full) Fee</th>
<th>CCB and CCR Adjusted Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before Care</td>
<td>7:15am - 8:45am</td>
<td>$13.85</td>
<td>$16.45</td>
<td>$6.13 - $8.28</td>
</tr>
<tr>
<td>After Care</td>
<td>Normal Session 3:15pm - 6:00pm</td>
<td>$20.50</td>
<td>$23.50</td>
<td>$6.42 - $11.75</td>
</tr>
<tr>
<td></td>
<td>Early Finish 1:15pm - 3:30pm</td>
<td>$39.00</td>
<td>$42.25</td>
<td>$13.83 - $21.13</td>
</tr>
<tr>
<td>Vacation Care</td>
<td>8:00am - 6:00pm</td>
<td>$46.50</td>
<td>$51.50</td>
<td>$7.18 - $25.75</td>
</tr>
<tr>
<td>Emergency AM</td>
<td>8:00am - 1:00pm</td>
<td>$36.00</td>
<td>$36.00</td>
<td>$11.88 - $18.00</td>
</tr>
<tr>
<td>Emergency PM</td>
<td>1:00pm - 6:00pm</td>
<td>$36.00</td>
<td>$36.00</td>
<td>$11.88 - $18.00</td>
</tr>
<tr>
<td>Excursion</td>
<td></td>
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**General Fees**

- Casual Before/After Care late cancellation - $10.00 per child per session cancelled
- Vacation Care late cancellation - $20.00 per child per session cancelled.
- Late Payment Penalty - $20.00 per week
- Annual Registration Fee - $20.00 per child
- Late Collection Fee - $25.00 for first 10 minutes and $2.50 per minute thereafter
- Holding Fee - $10.00 per child per day
- Statement/Invoice reissue - $20.00 per invoice
Bookings
Fees for permanent bookings are discounted but do have some conditions applied. One of the conditions is that fees are still due, even if your child is absent. Bookings can be cancelled by providing one week's notice and new booking made if needed. If your child is likely to be away for an extended period (3 weeks or longer) you have the option of cancelling your booking, provided the proper amount of notice is given, and making a new booking when you need to recommence. Please note that once you cancel your booking your child's place it is put up for the next person on the waitlist. We do not reserve your place until you return. If you do not want to lose your place you may elect to pay the Holding Fee for each day you want to reserve, until your return.

Casual bookings, once confirmed, can be cancelled by notifying us no less than 24hrs prior to the day that care is booked. Less than 24hrs notice will see a Late Cancellation Fee being applied to your account. No show will be considered as an absence and full fees still being due.

Bookings for Pupil Free Days and Vacation Care will only be confirmed once fees have been paid in full. Early Bird bookings not confirmed by the cut-off date will revert to a Standard Booking and Full Fee applicable and is subject to availability.

Changes to Vacation Care and Pupil Free Day Bookings made after the early bird booking cut-off date but before the last day of the school term will incur a cancellation fee. There are no refunds for changed or cancelled Vacation Care Bookings after the last day of the school term.

Child Care Benefit
All families are eligible to receive some level of assistance through CCB. You will need to apply for assistance by registering with Centrelink. To register, please call 136150. Once registered we will need the following information:

- Primary parent name and CRN
- Primary parent's date of birth
- Child/ren names and CRN
- Child/ren date of birth.

Primary parent is the parent registered with Centrelink as claiming CCB. Please ensure that the information is the same as provided to Centrelink. Please notify the Director of any siblings attending other Childcare Centres.

In addition to the CCB discount all families using our centre are eligible to receive 50% of their out of pocket expenses for their children's care, from Centrelink every quarter. This is paid directly to the family, is not means tested but is limited.

Behaviour Management
All children, attending this Service, have the right to belong, feel welcome, and treated with respect. St. Simons OSHC programme will adhere to the school discipline policy, following similar steps in informing parents if a problem arises. In order to make the programme a safe and happy place, we have developed the following management plan.

Rules / Responsibility

* Children are to come directly to Aftercare once dismissed from the classroom.
* Children should seek staff permission before leaving the safe area (allocated play areas)
  * Are to play in allocated play areas and use equipment appropriately
  * Use appropriate language at all times.
  * Respect other people’s personal space and feelings and belongings.
  * Follow Staff directions promptly.
  * Replace equipment and games and keep areas clean.
  * Go to the toilet with a partner.
  * Keep away from carpark, out of bounds areas
* Climbing trees, poles, fences or walls is out of bounds

Discipline is consistently guiding, encouraging and instructing children within a framework of rules, rights and responsibilities
If a child chooses to break a rule, the following steps will be enforced:-
1st Time: The child will be given a warning and appropriate behaviour discussed.
2nd Time: The child will be given time out according to the severity of the behaviour.
3rd Time: The child will be removed from the group until the parent arrives.

Where the safety of a child or others is in jeopardy or if a child is severely disruptive parents/guardians will be contacted to collect the child from the program.

Step 1: The child will be removed from the group until the parent arrives.
Step 2: Exclusion from the Programme will be discussed with the parents and re-entry will be negotiated.

**Continuous Misbehaviour:**
If a child continually misbehaves, the Co-ordinator will consult with the parent of the child.
If, after this consultation, problems still occur, there will be further consultation between the Co-ordinator, the parent and the St Simons OSHC Director.
If behavioural problems are still evident, a decision will be made whether suspension from the programme is the appropriate action. If so, suspension will be in effect.
Suspension of a child from the Programme is considered only as a last resort.

Please discuss these rules with your child, demonstrating that both parents and staff are working towards a safe and enjoyable experience at St Simons OSHC program.

We hope that the positive caring experience that your child has at our OSHC Service will be treasured for many years.

**Anti-Bullying Policy**
It is our belief that all children should feel safe and valued while in the care of St Simons OSHC. We aim to deliver a clear message that bullying or harassing behaviour is not acceptable in any form in our centre. Bullying is a pattern of behaviour by one person or more towards another which is designed to hurt, injure, embarrass, upset, or discomfort that person. It can be:

- physical aggression;
- the use of put-down comments, insults or gestures;
- name-calling;
- damage to the person's property;
- deliberate exclusion from activities;
- the setting-up of humiliating experiences.

Children are expected to:
- Play safely and not to be involved in any form of bullying or harassment
- Report bullying incidents, directed to themselves or others
- Co-operate with other students and staff.

Parents are asked to:
- Discuss this issue with their children
- Encourage co-operative behaviour in their children
- Encourage their children to tell a member of staff should they be involved or witness any negative playground or classroom behaviour
- Not encourage their children to retaliate should the child be bullied or harassed
- Encourage independence in their children
- Report any incidents, which cause unhappiness in either the classroom or the playground to the school.

**Grievances and complaints**
It is recognized that from time to time individual children / parents may have grievances which need to be resolved in the interest of good relationships. It is our objective to ensure that grievances are resolved by negotiation and discussion between the parties. St Simons OSHC will ensure that all family complaints and grievances are acknowledged, recorded and addressed.
Staff will be aware of, and practice proper complaint protocols. The families are encouraged to discuss with the Senior Staff any complaints or concerns they have about the program or staff. In the first instance, the child/parent shall attempt to resolve the grievance/complaint with the supervisor. If the grievance is unresolved, the matter shall be referred to senior management. Families have the right to have an unresolved grievance heard through all levels of management.

"Children are like precious gifts, some take longer to unwrap"

**PRIVACY POLICY - COLLECTION STATEMENT**

We believe your privacy is important.

We have put in place a Privacy Policy which illustrates how we will collect, use, disclose, manage and transfer personal information including health information. This policy is available on request.

Our service is, in some of its activities, bound by privacy legislation. If we need to collect health information we are subject to the Health Records Act (Vic). If we have collected information as a service provider to the state government, we are covered by the Information Privacy Act (Vic). Otherwise, for all other transactions involving personal information, we are not covered by privacy legislation, and our Privacy Policy may not apply.

If you are unsure about this, please contact the Director or Co-ordinator.

**Purpose for which information is collected.**

The reasons for which we generally collect personal information are:

<table>
<thead>
<tr>
<th>Personal and Health information collected in relation to:</th>
<th>Primary purpose for which information will be used:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children and Parents/Guardians</td>
<td>To enable us to provide for the education and care of the child attending the service and to enable us to manage and administer the services as we are required.</td>
</tr>
<tr>
<td>Management Committee</td>
<td>For management of the program</td>
</tr>
<tr>
<td>Job applicants, employees, contractors, volunteers and students</td>
<td>To assess and (if necessary) to engage the employees, contractors, volunteers or students, as the case may be. To administer the individuals employment, contracts or placement of students and volunteers.</td>
</tr>
</tbody>
</table>

You should be aware that under relevant privacy legislation, other uses and disclosures of personal information are permitted, as set out in that legislation.

**Disclosure of personal information, including health information.**

We may disclose some personal information, including health information, held about an individual to:

- Government departments or agencies as part of our legal and funding obligations;
- Local Government in relation to enrolment details for planning purposes;
- Organisations providing services related to employee entitlements and employment;
- Anyone to whom the individual authorises us to disclose information.

**Laws that require us to collect specific information.**

The Children’s Services Regulations 1998, Children’s Services Act 1996, Incorporations Act 1981 and employment related laws and agreements require us to collect specific information. Failure to provide the required information could affect:

- A child’s enrolment at the service;
- An employee’s employment;
- The Committee’s ability to function as an incorporated association.

**Access to information.**

Individuals on whom we hold personal or health information are able to gain access to this information in accordance with applicable legislation. The procedure for doing this is set out in our Privacy Policy, which is available on request.

For information on the Privacy Policy please contact the Director or Co-ordinator.