



Brunswick North West Primary School
Outside School Hours Care

Parent Handbook

Version 2.1
Updated Dec 2017

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Version Control Table

Version	Date	Changes/Updates made
Original (version 1.1)	August 2010 (distributed to families August 2010)	
Version 1.2	September 2010	Added exclusion table for infectious diseases Changed DEECD contact number to Fitzroy Office 9412 5333
Version 1.3	February 2011	Updated Fee Schedule for 2011 Swapped Appendix B and C so fee schedule is at back and can more easily be updated Updated staff and number of licensed places
Version 1.4	December 2011	Updated Fee Schedule for 2012 Updated reference to new National Quality Framework and regulatory body ACECQA, commencing January 2012
Version 1.5	November 2012	Updated Fee Schedule for 2013 Updated references to new National Quality Framework and regulatory body ACECQA, now in place. Updated Service Philosophy. Updated booking/ cancellation times. Minor wording updates and clarifications.
Version 1.6	April 2013	Updated staff and coordinator details. Updated staff ratio requirements (only need 1 if less than 15). Clarification of Sunsmart policy re sun protection only needed if actual UV levels are 3 or above at any time of the year.
Version 1.7	October 2014	Updated logo. Updated staff details. Updated fee schedule for Term 4, 2014. Updated Before Care hours (from 7am).
Version 1.8	October 2014	Updated fee schedule for 2015
Version 1.9	November 2015	No change to fees from 2015, but updated to current at Jan 1 st 2016. Updated OSHC mobile number. Updated number of licensed places.
Version 2.0	October 2016	Updated fee schedule for 2017 and staff details
Version 2.1	December 2017	Updated Staff details. Updated number of licensed places. Updated enrolments, bookings and fees. Updated privacy Act Amendments.

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1 INTRODUCTION

Welcome to the Brunswick North West Primary School Outside School Hours Care (OSHC) Service. We hope that you and your child will be very happy during your association with us.

The OSHC Service was established in 1991 and operates on a not-for-profit basis. The OSHC Service has been established to cater for children with both parents working or studying, children with single parents working or studying and for children at risk of serious abuse or neglect. Other children are welcome if places are available. We aim to provide a welcoming and safe environment that is child-focused and fun and to provide opportunities for children to develop social, emotional, physical and creative skills through play.

This handbook has been designed to be a guide for you in helping you and your child settle into our service and for you to have an understanding of our policies. This handbook summarises many of the Service's policies that are outlined in more detail in the OSHC Policy and Procedure Manual, which is available electronically by email, can be downloaded on the BNWPS website and a hardcopy can be viewed or borrowed from the OSHC Office.

Please keep this handbook in a safe place so that you can use it as a reference for our OSHC policies.

The BNWPS OSHC Philosophy

PLAY*EXPLORE*CREATE*DISCOVER*CONNECT

Our aim is to create a warm, inviting atmosphere where children feel welcome and safe, a place where children can relax, have fun with their friends, make new friends and be empowered to shape and control their world; a place where they belong, a place that belongs to them. All children are treated with gentleness, honesty and respect: all staff model this and encourage children to treat others in this manner.

We strive to build trusting, collaborative partnerships with families, the school and services that work with children, acknowledging the family as the first and most important educator in a child's life. We aim for a consistent and compassionate approach where children are at the heart of every decision we make – the reason for our existence. We value these respectful relationships as the foundation of any rich and diverse learning community. We cultivate an atmosphere where all children and families are actively welcomed to join us in celebrating diversity of thought and culture.

We provide an OSHC experience that is challenging and stimulating, enabling children to develop life and relationship skills by being introduced to a range of opportunities and also being involved in the planning, implementation and evaluation of those activities and daily routines. We value that children learn through play, and our program invites children to actively engage in creative and cultural experiences as well as sport and imaginative free-play. We value the natural world and create opportunities for children to play in natural settings and develop respect for the earth and all creatures that inhabit it. We regard ourselves as citizens of both a local and a global community and strive to model ecologically sustainable practices in our routines, inspiring children to be active agents for sustainability, influencing quality of life now and for the future.

We are committed to life-long learning and fostering a love of learning and believe that educators are important role models. The BNWPS OSHC service is committed to the principle of continuous improvement and engages in an on-going cycle of critical reflection, evaluation and action.

Management Structure¹

The BNWPS School Council is the sponsor of the OSHC Service, and is responsible for the overall management of the Service. The OSHC Committee, which is a sub-committee of the School Council, actively manages the Service. The OSHC Committee is made up of a representative from the School Council, the OSHC Coordinator, a representative from the parent group, other interested parties and optionally, a member of the school teaching staff. The primary role of the OSHC Committee is to ensure that the OSHC Service operates under the required Government Regulations, Acts and legislation and meets the standards as required by other relevant authorities. The OSHC Committee has the responsibility to develop and implement the OSHC Policies and Procedures (ensuring consistency with BNWPS school policies), and to work in conjunction with the Coordinator, to ensure that these policies and procedures are being adhered to.

The BNWPS Principal works closely with School Council and the OSHC Committee, and is the direct day to day manager that the Coordinator (and staff when appropriate) should approach and report to.

The OSHC Coordinator is responsible for the day to day operation of the service and its programs and for many of the administration tasks. This position is overseen by the Principal (for day to day operations) and School Council.

Parent Involvement²

The role of the family in the OSHC Service is paramount to the success of the Service, its programs and outcomes for children. Your input is greatly valued and always welcomed.

Parents can help staff increase their understanding of the children and support them in their caring. This support can be fostered through day to day contact and communication between parents and staff.

You are welcome to discuss any aspect of your child's participation in OSHC with the program staff or Coordinator. Confidentiality will be ensured. For more formal or in depth discussions, an appointment with the Coordinator can be arranged on request.

Please also feel free to give us your feedback (both positive and negative) and suggestions by talking directly with the Coordinator or staff, or in writing via the Coordinator or school office. Feedback can also be provided via the OSHC suggestion box.

Parents may also become involved by:

- Joining or attending the OSHC Committee (Meetings are advertised in the School Newsletter and on the OSHC Noticeboard). The OSHC Committee meets twice a term, and parents are welcome to attend. New committee members are eagerly sought each year.
- Participating in OSHC surveys and informal evaluations of the service
- Donating books, games, dress ups, crafts and suitable recyclable materials (much appreciated!!)

We will ensure that parents are provided with regular OSHC information such as through the School Newsletter, the OSHC Noticeboard, Twitter, the OSHC Committee, school assembly announcements and your regular face to face contact with OSHC staff.

¹ BNWPS OSHC Policy 3.1

² BNWPS OSHC Policy 5.1, 5.2 and 5.6

Outside School Hours Care National Quality Framework³

The OSHC program operates under the National Quality Framework for Early Childhood Education and Care which is governed by the Australian Children's Education and Care Quality Authority (ACECQA). This framework includes:

- a national legislative framework that consists of the *Education and Care Services National Law* and *Education and Care Services National Regulations*
- a National Quality Standard
- an assessment and rating system
- a regulatory authority in each state and territory who will have primary responsibility for the approval, monitoring and quality assessment of services in their jurisdiction in accordance with the national legislative framework and in relation to the National Quality Standard
- ACECQA

The National Quality Standard is linked to national learning frameworks that recognise children learn from birth and outline practices to support and promote children's learning. For OSHC Services our learning framework is "My Time, Our Place: Framework for School Age Care in Australia ('Framework for School Age Care')".

Outside School Hours Care National Quality Standard⁴

The OSHC program will strive to meet the highest level of quality under the National Quality Standard. The National Quality Standard is a key aspect of the National Quality Framework for Early Childhood Education and Care which is governed by the Australian Children's Education and Care Quality Authority (ACECQA).

Evaluation of the OSHC Service⁵

The OSHC Service believes continual assessment and evaluation of the service by the OSHC Committee, parents, staff and children is an integral part of program planning. An annual evaluation of OSHC is conducted to allow families to have input into the future planning of the service and to assist in the accreditation process. Informal evaluations of the service are also conducted from time to time throughout the year.

Details of any evaluations are usually communicated through the School Newsletter, the OSHC notice board, OSHC notices or e-mails and school assembly announcements.

³ BNWPS OSHC Policy 3.11

⁴ BNWPS OSHC Policy 3.12

⁵ BNWPS OSHC Policy 6.10

2 ABOUT THE OSHC SERVICE

Venue Location and Contact Numbers

Location: Brunswick North West Primary School
Culloden Street, West Brunswick, VIC 3055

OSHC telephone: (03) 9386 4624 (school office)
0478 836 264 (OSHC mobile)

Fax: (03) 9386 9137

Email: ohsc.brunswick.nw.ps@edumail.vic.gov.au

Website: <http://www.brunswicknwps.vic.edu.au/>

Hours of Operation⁶

Before School Care

The Before School Care Service operates from 7:00am to 8:45am each weekday during school terms. A healthy and varied breakfast is provided each morning, to children arriving early in the session, as part of the service.

After School Care

The After School Care Service operates from 3:30pm to 6:00pm sharp each weekday during school terms. A nutritious snack is provided after school as part of the service. The service also provides an extensive program of creative and recreational experiences for the children. On days of early dismissal, such as the last day of term, the After School Care hours are extended, and a higher fee is charged for these sessions.

Both the After School Care and Before School Care Services are approved child care services and are funded by the Commonwealth Government to provide Child Care Benefit and Child Care Rebate to eligible families.

The service also operates on student free days if there is a high enough demand. Interest will be sought a few weeks prior to the day, so families can plan their care for these days.

Staff⁷

Our staff are all required to have a current Working With Children Check, and the relevant qualifications required for their position. Most regular staff are trained in anaphylaxis management, and have current first aid training. There will be at least one staff member on duty at all times who has current First Aid Level 2 training, asthma management and anaphylaxis management training. We encourage staff to participate in professional development and training.

The management and OSHC Committee will ensure that the workplace operates on the principles of fairness, equality, merit and team work in all aspects of employment. New staff will be provided with comprehensive induction.

⁶ BNWPS OSHC Policy 2.1

⁷ BNWPS OSHC Policy 7.1, 7.5 and 7.9

Current Regular Service Staff

OSHC Program Coordinator:
OSHC Assistant Coordinator:

Bernadetta Martella
Andrea Marshall

Staff Numbers

To comply with current staffing regulations, a ratio of at least one staff member to every 15 children will be adhered to at all times. Although no longer a legal requirement, we will most likely continue to have at least two staff member present at any time, even when the number of children drops below 15, unless the numbers are extremely low.

Number of Available Places

Currently the number of licensed and funded places are as follows:

Before School Care (BSC) – 160 available places each session
After School Care (ASC) Service - 160 available places each session

This means that only 160 (BSC) or 160 (ASC) children may be in attendance at any one time. Staff will be rostered according to expected booking numbers each day, so places may be capped at 30, 45, 60 or 75 depending on the number of staff rostered. Late bookings cannot always be accepted as we may have reached our cap for the day and may not be able to roster extra staff at late notice.

For this reason, it is important to book in advance to ensure your child has a place when needed.

3 OUR PROGRAM AND ACTIVITIES

Programming and Ideas⁸

The OSHC Service is committed to nurturing and extending each child's social, physical, emotional and intellectual development in a child-friendly, supportive and fun environment. The OSHC Service will offer a planned, flexible and balanced program which will respond to children's interests, needs and stages of development. Children are encouraged to provide ideas and feedback so that we may continue to provide fun, interesting activities for all ages, abilities and backgrounds. Families are also encouraged to provide feedback and program suggestions. Families are also encouraged to share interesting aspects of their family or working lives, which would enrich the experiences of the children at the service.

Equity, Diversity and Inclusion⁹

The OSHC Service ensures that all children have equal access to all equipment, resources and play areas. Equal opportunity is actively promoted, and bias and prejudice are actively counteracted. The OSHC Service embraces diversity through its approach to programming which is sensitive to all cultures, religions and ethnic groups. Staff encourage children to respect and value each other. Staff are aware of the diverse family structures that are present within the service, and model an attitude of value and respect for all cultures and religious practices. Practices are reviewed to meet the individual needs of children where appropriate. Children's needs and interests are responded to in a culturally sensitive way.

Activities and Excursions¹⁰

A choice of outdoor/indoor and active/passive activities are made available for all children. The program of activities for the week will be on display on the OSHC notice board and may be advertised in the weekly school newsletter. The activities vary from term to term and children are encouraged to participate in these.

The OSHC Service may provide additional specialist age-appropriate activities as part of the planned program, which incur an additional cost. Parents will be advised in writing about these activities, where extra costs are involved, and a signed authority from parents will be required to give permission for their children to participate in these activities. Any extra fees will then be added to the family's account, and will not be eligible for any government subsidies.

The OSHC Service may occasionally offer excursions as part of the program, as they provide variety which adds to children's life experiences. Parents will be advised in writing about any planned excursions, and a signed authority from parents will be required to give permission for their children to participate in these excursions. Note: Excursions would usually apply to school holiday programs, and the service does not currently run a program on these days. If an excursion is planned for a Student Free Day, plenty of notice will be given.

Foundation Orientation Program¹¹

During Term 1, Foundation children (or new children to OSHC) attending After School Care, will be collected by a staff member from their classroom, until they feel confident to make their own way to the program. This process can be extended to meet individual children's needs. They will be linked with other children in the service if they don't know anyone else or assigned a buddy to help look after them and assist them in the routines of the program.

⁸ BNWPS OSHC Policy 6.1, 6.4 and 6.12

⁹ BNWPS OSHC Policy 6.13 and 6.15

¹⁰ BNWPS OSHC Policy 6.8 and 6.9

¹¹ BNWPS OSHC Policy 4.3

Nutrition¹²

The OSHC Service will provide children with a variety of healthy and nutritious food from the five food groups. For children arriving early in the session for Before School Care, breakfast will be served, and for After School Care, a healthy afternoon snack will be provided. Healthy eating habits will be encouraged, while recognizing that different children have different dietary needs and preferences.

Allergies and special dietary needs can be catered for. Please ensure that details regarding these are included in your child's enrolment form. In cases of severe allergies, food containing the specific allergens will be avoided, and parents may be requested to approve certain foods before they are served to their child, or parents may supply appropriate foods for their child if they prefer.

Water is available to drink at all times.

¹² BNWPS OSHC Policy 8.12

4 ENROLMENTS, BOOKINGS AND FEES

Definitions

Permanent Booking – a regular weekly or fortnightly booking made on an on-going basis, usually for at least one term. Charged at permanent rates.

Casual Booking – bookings that do not fit a regular pattern, and are booked as the need arises. Charged at casual rates. Casual bookings can be made up to two weeks in advance only.

Emergency/Late Notice Bookings – bookings that are made at late notice after 6pm the night before for Before School Care sessions and after 9.30am on the day for After School Care sessions. Charged at emergency rates.

Holding Fee (Absent With Notice Fee) – fee charged when child is absent from a permanently booked place, and notice of the absence is given by 9:30am on the day for ASC or by 6pm the day before for BSC. These absences are noted as “absent with notice” on statements.

Late Notification Fee (Absence Without Notice Fee) – fee charged when child is absent from a permanently booked place or casually booked place and notice of the absence is given after 9:30am on the day (ASC) or after 6pm the day prior (BSC). These absences are noted as “absent without notice” on statements. Parents who fail to notify OSHC by 3.30pm of their child or children’s absence at ASC will receive an email detailing the incident. Parents who repeatedly fail to contact OSHC of their child or children’s absence at an ASC session will be asked to attend a meeting with the coordinator.

Late Fee – fee charged to cover staff overtime when a child is collected after the ASC service has closed.

Administration fee - annual fee charged to each family to cover administration costs.

Enrolments¹³

All children must be enrolled before receiving care, and children must be re-enrolled on an annual basis. An annual enrolment fee will be charged per family. Parents requiring separate accounts will be required to pay the annual enrolment fee for each account. A completed enrolment form and the administration fee are required before children attend the service. Enrolments are completed by parents/carers online through the My Family Lounge (MFL) portal. New and existing Parents/Carers are emailed a link to access MFL. The enrolment form needs to contain details of the children and parents/carers, Centrelink reference numbers, parent and child dates of birth, emergency contacts, people authorised to collect the children, details of any allergies or medical conditions, any custody details, food preferences, etc. If details change, it is parents’ responsibility to inform the service to keep these up to date.

Priority of Access¹⁴

The OSHC Service has been established mainly to cater for children attending Brunswick North West Primary School, with both parents working or studying, or single parents working or studying. The OSHC Service is required to maintain a waiting list if demand exceeds supply, according to the Australian Government Priority of Access Guidelines. These guidelines give Priority 1 to children at risk of serious abuse or neglect, Priority 2 to children of single parents working or studying and children with

¹³ BNWPS OSHC Policy 4.1

¹⁴ BNWPS OSHC Policy 4.2

both parents working or studying and then Priority 3 to any other child. Other categories within these priorities also apply (for details refer to BNWPS OSHC Policy 4.2).

Families should be aware that if the service has no vacancies, and is providing care to a priority 3 child, the service may require that child to leave in order to provide a place for a higher priority child. Note: under these circumstances at least 14 days notice will be given.

Bookings and Cancellations¹⁵

Once a child is enrolled at the service, all permanent and casual bookings and cancellations must be made through the My Family Lounge App. All late emergency/late notice bookings must be made through the MFL App and an SMS sent to the OSHC mobile.

With any bookings, families should check as to the availability of places, and cannot assume there will always be a place, as strict child to staff ratios apply and maximum number of places needs to be adhered to.

All bookings and cancellations must be made by the child's parent or guardian. Children cannot just turn up without a booking, and cannot cancel a booking themselves. If either of these situations occur, the Service is required to contact the parents for authorisation.

If your child will not be attending a booked session of either before or after school care, families must cancel their sessions using the MFL App. Children who do not turn up to after school care will be followed up by checking with their teacher or the school office, making an announcement over the PA and then calling parents or emergency contacts. If no contact can be made, the Principal will be consulted to determine the next course of action. Note: Fees may apply if children do not attend a booked session (refer to Summary of Fees and Charges at **Appendix C** for details).

Parents and carers will be notified of children who are late arriving to an ASC session (after 3.40pm) without a valid reason. In the event that this becomes a repeat occurrence, parents and carers will be asked to attend a meeting with the coordinator to discuss how this impacts on the safety of their child and the safety of the service.

Temporary absences from permanent bookings:

If your child is away due to medical reasons, and you do not wish to be charged a holding fee for the session, a medical certificate must be provided.

If your child will be away due to a school commitment such as school camp, and you do not wish to be charged absent fees for the sessions, the service must be notified with at least 7 days notice. These sessions can then be cancelled with no out of pocket charge, otherwise standard absence fees apply, depending on the notice given.

If your family is going on an extended holiday during term time for more than 2 weeks, and does not wish to be charged any absent fees, you can cancel your bookings with at least 7 days notice, and rebook them on your return. However, you will be placed at the bottom of the waiting list (if a waiting list applies), and be subject to the priority of access guidelines when rebooking, and your place cannot be guaranteed on return.

Fees¹⁶

The OSHC Service aims to provide a quality service which is accessible and affordable to parents. The OSHC Service operates on a not-for-profit basis. Any surplus will be expended on equipment and

¹⁵ BNWPS OSHC Policy 4.4 and 4.5

¹⁶ BNWPS OSHC Policy 4.10 and 4.16

resources for the children's program, upgrades and service improvements as specified by the OSHC Committee.

Fees are set annually by the OSHC Committee and approved by School Council prior to the commencement of the school year. Fees are set to cover the cost of the service and to meet the projected budget for the service. The fees are subject to change at any time.

Please refer to the Summary of Fees and Charges at **Appendix C** for a list of current charges for booking and cancellation fees, late pick-up fees, and any discounts available. Extra costs may be involved for specialised activities, incursions or excursions. Parents will be advised in writing in advance and given an option as to whether they wish their child to participate.

Families will be charged fees fortnightly in arrears, with an invoice/statement issued fortnightly via email (preferable), or a printed copy will be sent home with your child if a hardcopy is preferred. Please ensure your e-mail address is current and any changes are updated promptly. Fees are due within 7 days of statements being issued (when charged in arrears). If the balance due is less than \$20, payment may be deferred until the next statement, however, all accounts must be paid in full (up to and including the last week of the term) by the end of each term. Payments in advance are welcome at any time.

Towards the end of each term, families will receive a statement which, along with fees charged in arrears, will include their current bookings up until the end of that term. Accounts will then be reconciled with actual usage on the following statement and at the end of term. You can choose to pay this amount in full, or continue to make payment in arrears, but you must ensure that the account is settled in full by the end of term.

Overdue accounts will be followed up and may result in your child being excluded from the service. Accounts that remain outstanding may be forwarded on to a debt collection agency. If your family is experiencing financial hardship, you should speak to the school's Business Manager or the Principal to discuss your options or arrange a payment plan.

Centrelink Rebates¹⁷

Both Before School Care and After School Care are approved child care services and are funded by the Commonwealth Government to provide Child Care Benefit (CCB) and Child Care Rebate (CCR) to eligible families.

To ascertain eligibility you must contact the Family Assistance Office (FAO), before your child starts using the program, to notify them that their child will be attending an out of school hours service, and ensure you have been assessed for CCB. You must also supply your Centrelink Reference Number (CRN) and date of birth, and your child's CRN and date of birth to the Service. These steps must be done, even if you wish to claim CCB and/or CCR as a lump sum at the end of the financial year. Until these steps are done, full fees must be paid to the service.

If you have a Prep child starting, you must also notify the FAO that they are now a school aged child.

If you wish to claim Jobs, Education and Training Child Care Fee Assistance (JETCCFA), you must provide your eligibility letter from the FAO to the service. Until this is provided, fees with standard CCB deducted must be paid to the Service.

¹⁷ BNWPS OSHC Policy 4.8

Absences¹⁸

Each child is allowed up to 42 initial absence days from care (across all services attended) each financial year, and these absences are eligible for CCB/CCR. Once the first 42 absence days have been used CCB will only be payable for absences classed as Additional Absences (taken for reasons such as illness with medical certificate, exclusion due to non-immunisation, periods of local emergencies and shared custody arrangements). Refer to BNWPS OSHC Policy 4.9 for more information and details of supporting documentation requirements.

Only absences where a fee is charged count towards the 42 initial absence days (ie. holding fees and late notice fees). If a booking is cancelled and no fee is charged (such as cancellation of a casual booking in advance), then these do not count towards the 42 initial absences. The same applies to additional absences.

Parents will be advised on their statement when an initial absence is being claimed. The statement will also include the total of number of absences claimed for the financial year to date.

When a family is nearing 42 absences for the year, the administrator will endeavour to notify the family and remind them that additional absences can only be claimed for the reasons above, and if they are not for these reasons, then CCB/CCR will not apply.

Please call the Family Assistance Office (FAO), or speak to the OSHC Administrator for more detailed information regarding absences.

Drop off and Collection of Children¹⁹

Children must be signed into Before School Care and out of After School Care every day. Apart from the child's parents/guardians, only people specified as authorised persons on the child's enrolment form are allowed to collect the children, unless otherwise organised with the Coordinator. Authorised persons must be 18 years or over, and may be asked to provide proof of identification when collecting the child, if unknown to staff. On application an authorised pick up may be aged 16 or 17 years old. In this case a separate authorisation form is required to be signed. Please see the Coordinator or Administrator for details.

If no-one has come to collect the child by 6pm, the staff will endeavour to call parents and emergency contacts. If no contact can be made, the Principal will be notified for further direction, which may involve calling the police. Late collection fees apply.²⁰

All parents/guardians and authorised persons have access to the OSHC Service and their children at all times, unless relevant Court Orders are held by the service that specify otherwise.

¹⁸ BNWPS OSHC Policy 4.9

¹⁹ BNWPS OSHC Policy 4.7 and 5.4

²⁰ BNWPS OSHC Policy 4.6 and 4.12

5 OSHC SERVICE POLICIES

These policies provide a basis for how our OSHC Service operates. For more in-depth information, please refer to the OSHC Policy and Procedure Manual.

Protective Care of Children²¹

The OSHC Service is committed to the protection and safety of all children attending the service. The OSHC Service will act on behalf of children to protect their rights to safety and security in accordance with Children, Youth and Families Act 2005. Staff have a duty of care to keep children safe from harm. This is done by ensuring the venue is safe, ensuring children are appropriately supervised at all times, protecting children from strangers and intruders while at the service, and documenting and reporting any concerns regarding suspected child abuse or neglect, as required by current State Government regulations. All information regarding these matters is held confidential.

Privacy and Confidentiality²²

The OSHC Service is legally required to keep up to date records about staff, parents/guardians and children for the purposes of running a safe, reliable and high quality service, and to provide access to any eligible funding. The OSHC Service will comply with the Privacy Act 1988, and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 which governs the handling of personal information. Information collected and provided will only be used for the primary purpose of collection for the OSHC Service, and will not be disclosed to other families within the service or external persons, unless exemptions apply (eg law enforcement or in the interests of public health and safety).

All personal information collected is accurate and kept up to date, and is filed safely and securely, with access restricted to use only as required. Families are informed about the type of information collected regarding themselves and their children and the purpose of this, and their rights in accessing this information.

The BNWPS OSHC Privacy Statement is on display at the service and is also included at the back of this Handbook at **Appendix A**.

SunSmart Policy²³

As the BNWPS OSHC Service is a licensed Children's Service, we are obliged to follow the Cancer Council (Victoria) guidelines, in relation to sun protection, which are as follows:

Between **1st September to 30th April** (when the average UV levels reach 3 and above in Victoria), all children must wear a **suitable hat** (legionnaires or broad brimmed) and **apply sunscreen** when playing outdoors, when the actual UV levels are 3 or above. This applies to both before and after school care. If a child does not have a hat and sunscreen, they will be required to stay indoors or undercover. Children should also wear a suitable t-shirt that covers their shoulders.

If your child has any sensitivities or allergies to sunscreen, you may be required to provide your own to leave at the service.

Staff will also act as role models by wearing hats and sunscreen and seeking shade whenever possible. Families and visitors are also encouraged to follow these guidelines when participating in or attending service activities.

²¹ BNWPS OSHC Policy 5.5

²² BNWPS OSHC Policy 5.7

²³ BNWPS OSHC Policy 8.11

To help maintain healthy vitamin D levels, sun protection measures (hats and sunscreen) are not used from May until August, unless the UV Index level reaches 3 or above.

Food Handling and Hygiene²⁴

The OSHC Service will ensure all food is prepared, cooked, handled and stored under safe and hygienic conditions, to standards complying with state and local legislation and recommendations by health and safety authorities.

Staff will role model a high level of personal hygiene, and encourage children to follow personal hygiene practices.

Toys from Home²⁵

Children are encouraged to leave any toys, games and equipment brought from home in their bags. OSHC staff cannot take responsibility for any lost, damaged or stolen items and children are responsible for their own belongings.

Positive Guidance of Children²⁶

The OSHC Service is committed to developing a safe, secure, caring and stimulating environment, which enhances children's self-esteem and encourages them to interact positively and to respect and co-operate with others.

Staff encourage positive behaviour and give clear, consistent guidelines to children regarding the service's expectations and code of conduct. Children are involved in developing behavioural guidelines and consequences of inappropriate behaviour for the service. Children and families are involved in the development of behavioural plans when behaviour consistently conflicts with the service's behavioural guidelines.

A child may be excluded from the service if all attempts to modify inappropriate behaviour fail or if their actions affect or endanger other children. In these circumstances the service will ensure that alternative care is discussed with the family.

Health and Safety²⁷

Your child's welfare is our primary concern, and we take the management of accidents and illness very seriously. Should your child become ill during their time at the OSHC program, our staff will contact the parents or nominated emergency as soon as possible. We will comfort and continue to monitor your child until your arrival. In the event of an accident, staff will undertake the appropriate action required such as the administration of first aid, and/or calling an ambulance, and contact the parents immediately thereafter.

Parents are required at enrolment to provide relevant details of their child's medical information to the service staff, so that the child can be cared for appropriately while attending the Service. Medical information should include any special needs of the child, allergies (including whether the child has been diagnosed at risk of anaphylaxis), asthma and other relevant medical conditions. Individual health management plans must be provided for children with serious medical conditions and long term health needs, and must be reviewed on an annual basis, or earlier if there is a change in condition.

For children at risk of anaphylaxis, an Anaphylaxis Action Plan must be provided along with the child's Adrenalin Autoinjector and other relevant medication if prescribed. A Risk Minimisation Plan will also be

²⁴ BNWPS OSHC Policy 8.4 and 8.13

²⁵ BNWPS OSHC Policy 6.18

²⁶ BNWPS OSHC Policy 6.2

²⁷ BNWPS OSHC Policy 8.1 to 8.19

developed with the family to help minimise the risk of exposure to the child's allergens while attending the Service.

In order to protect both the other children and staff, children with infectious diseases (as set out in Appendix B – Exclusion Table for Infectious Diseases) **MUST NOT** be sent to the OSHC program. If a child with an infectious disease attends the program, parents will be notified to collect their child.

If your child requires medication (including all prescription and over the counter drugs) whilst attending the program, parents must provide the Coordinator with written instructions authorising the administration of the medication. The medication must be clearly marked with the child's name, the name of the medication, the dosage and times and/or circumstances of administration and contained in the original container.

All medical details will be stored securely and kept confidential in accordance with the Privacy Policy.

To help ensure the safety of children, preventative measures and strategies are actively implemented to reduce the risk of accidents and remove hazards, but in the event of an emergency or major incident, emergency management and evacuation plans and procedures are in place. Emergency drills will be held at least once a term to ensure children and staff are familiar with evacuation procedures.

Grievances and Complaints Procedures²⁸

A suggestion box is provided for children and/or families to make comments or suggestions or bring up any ideas they have about the Service or its program. All suggestions will be addressed and responded to.

If at any time you have a complaint, issue or are unhappy with any aspect of the program, please feel free to initially discuss your concerns directly with the OSHC staff or the Coordinator. This can be done either in person or by phone, or an appointment can be made to discuss any issues more formally with the Coordinator. Grievances and complaints can also be made in writing or on a Grievance and Complaint Form and forwarded to the Coordinator. The Coordinator is the assigned contact person within the Service to handle any complaints, and all complaints and concerns will be acknowledged and addressed both promptly and respectfully. If you provide your name and contact details, the Coordinator will endeavour to respond to you within 48 hours (verbally or via e-mail) and/or in writing within 5 working days. Complaints will be referred to management and also to the Department (DEECD) if required.

If the complaint is regarding the Coordinator, the complaint should be forwarded directly to the Principal and/or the OSHC Committee or School Council.

Any complaints that cannot be resolved to the family's satisfaction will be referred to Management (Principal and/or the OSHC Committee or School Council), and if Management cannot resolve the complaint/issue it will be referred on to an appropriate independent body.

All complaints will be registered, logged and tracked, and the complainant will be advised on the progress of its outcome and final resolution. Complaints made in writing will be responded to in writing.

If the complaint is regarding a breach of the Children's Services Act or Regulations or a child's health, safety or well being has been compromised, then the Coordinator must notify the Department (DEECD) within 48 hours.

²⁸ BNWPS OSHC Policy 5.8

If you feel your complaint is not being handled satisfactorily, you may contact the Department directly and speak to a Children's Services Advisor at the DEECD (Children's Services) Northern Metropolitan Region Phone: (03) 9412 5333, or call the Licensed Children's Service Helpline on 1300 307 415.

OSHC Staff and children attending the Service should also use the above procedures for any complaints they have about the Service and their employment or involvement in the Service.

6 FURTHER INFORMATION

If you require any further information about the Service, please contact the Coordinator on 9386 4624. For more detailed information please refer to the OSHC Policy and Procedure Manual, which is available electronically via e-mail or on CD, or a hardcopy can be made available.

7 APPENDICES

Appendix List (Appendices are on the pages following)

Appendix A - BNWPS OSHC Privacy Statement

Appendix B - Exclusion Table for Infectious Diseases

Appendix C - OSHC Summary of Fees and Charges

Appendix A - BNWPS OSHC Privacy Statement

The BNWPS OSHC Service is subject to the thirteen Australian Privacy Principles (APPs) under the Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 in the handling of personal information. A summary of these principles as they relate to this service is shown below:

Australian Privacy Principle 1 - open and transparent management of personal information

Openness

The Service's Privacy policy will be available to anyone who requests it.

If an individual asks, reasonable steps will be taken to let them know what sort of personal information the service holds, for what purpose it is held and how the service collects, uses and discloses that information

Australian Privacy Principle 2 - anonymity and pseudonymity

Anonymity

If it is lawful and practicable, individuals have the option of not identifying themselves when entering transactions with the service.

Australian Privacy Principle 3 - collection of solicited personal information

Collection

BNWPS OSHC Service will only collect information needed to operate the service effectively and provide a safe and stimulating program of care for your child, and to ensure any eligible funding can be claimed.

Australian Privacy Principle 4 - dealing with unsolicited personal information

Collection of unsolicited personal information

In the event that BNWPS OSHC receives personal information and did not solicit this information, BNWPS OSHC will treat this information as that obtained under Principle 3.

Australian Privacy Principle 5 - notification of the collection of personal information

Use and disclosure

Information provided will be used only for the primary purpose of collection, unless an exemption applies (for example, there are specified law enforcement or public health and public safety circumstances).

Australian Privacy Principle 6 - Use or disclosure of personal information

Sensitive information

Sensitive information will not be collected unless the individual has consented, it is required by law, or in other special specified circumstances eg relating to health services provision and individual or public health and safety.

Australian Privacy Principle 7 - Direct marketing

BNWPS OSHC Service will not disclose personal information about a child or family for the purposes of direct marketing (including to 3rd parties) with the strict exception being BNWPS OSHC operations and services.

Australian Privacy Principle 8 - Cross-border disclosure of personal information

Cross border data flows

Personal information will not be transferred overseas, unless requested by the individual or consent is given by the individual.

Australian Privacy Principle 9 - Adoption, use or disclosure of government related identifiers

Identifiers

The service will not adopt as its own, use or disclose any Australian Government identifier, unless the use or disclosure is necessary to fulfil its obligations to the agency.

Australian Privacy Principle 10 - Quality of personal information

Data quality

All reasonable steps will be taken to ensure that personal information collected, used or disclosed is accurate, complete and up-to-date.

Australian Privacy Principle 11 - Security of personal information

Data security

All personal information held by the service will be protected from misuse and loss, and from unauthorised access, modification or disclosure. Reasonable steps will be taken to destroy or permanently de-identify personal information if it is no longer needed by the service.

Australian Privacy Principle 12 - Access to personal information

Access and correction

Individuals have the right of access to their personal information held by the service, and on request, access will be given, unless particular circumstances apply that will limit this extent, such as emergency situations, law enforcement or other public interests.

Australian Privacy Principle 13 - Correction of personal information

If the BNWPS OSHC Service is satisfied that information held is inaccurate, out of date, incomplete, irrelevant or misleading; or an individual requests BNWPS OSHC to correct that information, then all steps (if any) will be taken to correct that information including updating information previously disclosed to another APP entity. BNWPS will provide written notice to an individual in the event the request could not be completed.

Information collected, used and disclosed by the BNWPS OSHC Service and how it is managed

Information collected and how it is used:

Online enrolment forms are necessary and legally required before a child can attend the service. Online enrolment forms are used to collect the relevant personal information required for the purposes of running a safe, reliable and high quality service. Information may also be collected by phone, e-mail or in writing.

Personal information includes, parent/carers full name, address, phone number, child's name address and phone number, and the name address and phone numbers of any other person authorised to collect the child or any authorised emergency contacts. Emergency contacts/authorised persons should be made aware that they have been nominated as such, and agree to their details being provided to the service. Family Court Orders setting out any access restrictions and parenting plans should be provided. Any changes to family arrangements should be notified as soon as possible.

Centrelink Reference Numbers and dates of birth are required to enable families to access CCB/CCR if eligible. This information is passed on to the relevant Government Department and Government privacy policies laws apply.

Health information is required so that staff can properly care for your child. This includes information about any medical conditions, disabilities or special needs your child may have, medication needed, any known allergies and contact details of your child's doctor. The Service depends on you to provide all relevant health information as withholding some of it may put your child's health at risk.

Children's background information (country of birth, aboriginality, language spoken at home) is collected to ensure that the appropriate resources are allocated to the service. Immunisation status is required to assist in managing health risks for children.

Dietary requests, cultural beliefs and customs, and any other relevant information or family requests are optional and are requested only to ensure that your child is cared for and provided for in a way appropriate to their customs, beliefs and preferences. Please only complete this information if you consent to us collecting this.

Data confidentiality:

Information may be exchanged between staff members as required in the normal course of work, but will be handled confidentially and will not be disclosed to any other family or external person, unless an exemption applies such as specific law enforcement or public health and public safety circumstances.

Data Security:

All personal information will be filed securely in a locked filing cabinet, and access will be restricted to staff working directly with the child.

Updating your child's records:

Please advise the OSHC Service if any of the details above change, in a timely manner.

Access to your child's records:

If you wish to access your child's records, please contact the OSHC Coordinator to arrange this.

If you have any concerns about the confidentiality of this information, please contact the OSHC Coordinator or the BNWPS Principal. Further information regarding the Privacy Act and the Australian Privacy Principles (APPs) can be found at <https://www.oaic.gov.au>

Appendix B – Exclusion Table for Infectious Diseases

Statutory Rule

A person in charge of a primary school or children's services centre must not allow a child to attend the primary school or children's services centre for the period or in the circumstances:

- (a) specified in column 2 of the Table in Schedule 7 if the person in charge has been informed that the child is infected with an infectious disease listed in column 1 of the Table in Schedule 7; or
- (b) specified in column 3 of the Table in Schedule 7 if the person in charge has been informed that the child has been in contact with a person who is infected with an infectious disease listed in column 1 of the Table in Schedule 7.

The person in charge of a primary school or children's services centre, when directed to do so by the Secretary, must ensure that a child enrolled at the primary school or children's services centre who is not immunised against a vaccine preventable disease (VPD) specified by the Secretary in that direction, does not attend the school or centre until the Secretary directs that such attendance can be resumed. (Note—VPDs are marked in the table with an asterisk (*). Contact the Department on 1300 651 160 for further advice about exclusion and these diseases, or visit ideas.health.vic.gov.au)

Schedule 7 – Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases Cases and Contacts (Public Health and Wellbeing Regulations 2009)

In this Schedule, medical certificate means a certificate of a registered medical practitioner.

[1] Conditions	[2] Exclusion of cases	[3] Exclusion of Contacts
Amoebiasis (Entamoeba histolytica)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Campylobacter	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded
Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
Diarrhoea	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later	Exclude family/household contacts until cleared to return by the Secretary
Hand, Foot and Mouth disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until at least 4 days of appropriate antibiotic treatment has been completed	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness	Not excluded
Hepatitis B	Exclusion is not necessary	Not excluded
Hepatitis C	Exclusion is not necessary	Not excluded
Herpes (cold sores)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible	Not excluded
Human immuno-deficiency virus infection (HIV/AIDS virus)	Exclusion is not necessary	Not excluded
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded

[1] Conditions	[2] Exclusion of cases	[3] Exclusion of Contacts
Influenza and influenza like illnesses	Exclude until well	Not excluded unless considered necessary by the Secretary
Leprosy	Exclude until approval to return has been given by the Secretary	Not excluded
Measles*	Exclude for at least 4 days after onset of rash	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received NHIG within 144 hours of exposure, they may return to the facility
Meningitis (bacteria –other than meningococcal meningitis)	Exclude until well	Not excluded
Meningococcal infection*	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
Mumps*	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Pertussis* (Whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment
Poliomyelitis*	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced	Not excluded
Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
Salmonella, Shigella	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced	Not excluded unless considered necessary by the Secretary
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well	Not excluded
Tuberculosis	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious	Not excluded
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Secretary	Not excluded unless considered necessary by the Secretary
Verotoxin producing Escherichia coli (VTEC)	Exclude if required by the Secretary and only for the period specified by the Secretary	Not excluded
Worms (Intestinal)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded

Appendix C - OSHC Summary of Fees and Charges (current as of 1st January 2018)

Type of care	Fee charged	Cancellation fee charged	Cancellation fee charged	Discounts	Comments
After School Care (ASC)		Cancelled before 9:30am on the day	Cancelled after 9:30am on the day	Sibling discounts	
Permanent	\$18.00	\$9.00 Holding fee	\$15.00 Late notification fee	1-\$18, 2-\$17, 3+-\$16 each	Booked as regular booking in advance on booking form (7 days notice to change)
Casual	\$20.00	No charge	\$15.00 Late notification fee	1-\$20, 2-\$19, 3+-\$18 each	Casual non-regular booking, booked before 9:30am on the day
Emergency/late notice	\$23.00	No charge	No charge	n/a*	Booked after 9:30am on the day
Before School Care (BSC)		Cancelled before 6pm on day prior	Cancelled after 6pm on day prior		
Permanent	\$12.00	\$6.00 Holding fee	\$9.00 Late notification fee	1-\$12, 2-\$11.50, 3+-\$11 each	Booked as regular booking in advance on booking form (7 days notice to change)
Casual	\$13.50	No charge	\$9.00 Late notification fee	1-\$13.50, 2-\$13, 3+-\$12.50 each	Casual non-regular booking, booked before 6pm on day prior
Emergency/late notice	\$15.00	No charge	No charge	n/a*	Booked after 6pm on day prior
Additional Charges					
Late Pick-up Fees	\$2.00 per minute			n/a	Charged for every minute past 6pm (not eligible for CCB/CCR)
Annual Administration Fee	\$20.00			n/a	(not eligible for CCB/CCR)
Last day of term (Terms 1, 2, 3)	\$24.00	\$9.00 Holding fee	\$15.00 Late notification fee	1-\$24, 2-\$23, 3+-\$22 each	Session time: 2:30pm – 6:00pm (eligible for CCB/CCR)
Last day of year	\$29.00	\$9.00 Holding fee	\$15.00 Late notification fee	1-\$29, 2-\$28, 3+-\$27 each	Session time: 1:30pm – 6:00pm (eligible for CCB/CCR)
Student Free Days	\$60.00	No charge (if more than 5 days)	\$35 (if less than 5 days)	n/a	Session time: 7:30am – 6:00pm (eligible for CCB/CCR)

Sibling discounts apply to fees charged only, and not cancellations fees.

*No sibling discounts available for late notice bookings, as they can greatly affect staffing/catering requirements at short notice.

Cancellations fees charged (holding fee and late notification fees) will be classed as initial absences for Centrelink purposes and will be eligible for CCB and CCR. Centrelink allow up to 42 initial absences, after that CCB/CCR will not apply (except for certain circumstances which would then be classed as additional absences). Please call Centrelink for further information regarding this. Longer sessions such as the last day of term, or last day of the year will be charged a flat rate as indicated above (ie casual and emergency bookings will not incur an additional cost). However, bookings must still be made, and cancellation fees apply for all bookings made, and then cancelled as indicated. This is necessary to cover the additional staff costs for these sessions. Sibling discounts are as indicated.