

**Lake Boga Primary School OSHC Handbook**

*‘Be the best that we can be’*

8 Williams Road, Lake Boga 3584

Approved Provider: Marty Gray (Principal LBPS)

School Phone Number: 5036 9000

**Contact Details**

OSHC Coordinator: Neenu Varghese

Service Number: 0456804425

Email Address: [Neenu.varghese@education.vic.gov.au](mailto:Neenu.varghese@education.vic.gov.au)

**Service Hours of Operation:**

Monday, Tuesday, Wednesday and Thursday 3.20pm to 6pm

**A Big Welcome:**

Welcome to Lake Boga Primary School OSHC and thank-you for your interest in registering your child into our program. This Handbook has been provided to give you an overview of our service, including our philosophy, operational information and communication on policies. If you have any questions, please do not hesitate to contact our OSHC coordinator Neenu who will be able to assist. We look forward to providing the Lake Boga community with a high quality OSHC service, which meets the needs of all of our stakeholders.

**Lake Boga Primary School OSHC Philosophy Statement**

Lake Boga Primary School OSHC has been established with the aim of providing High Quality Education and Care within the requirements of the National Quality Framework, National Law and the My Time, Our Place Framework, meeting the needs of children and families within our school and the wider Lake Boga community.

As a part of the Lake Boga Educational Hub, we believe in building an inclusive learning community and are committed to ensuring the unique values and beliefs of each child and family are recognised and respected without discrimination or bias. We appreciate the diversity of the school community, with every child given the opportunity to succeed regardless of their circumstance, cultural background or ability. We recognise the traditional custodians of the land in which our service operates, the Wamba Wamba people, and promise to continue fostering respect for all indigenous cultures.

A profound partnership built upon collaboration, respect and strong communication forms basis for the continuity of care between Lake Boga Primary School, OSHC and the families accessing our service. We believe an integrated curriculum prevents children from visualising the world as fragmented and therefore provide an open and welcoming environment where all families are encouraged to participate in and contribute to the learning and development of our service.

Striving for active engagement, children’s interests, instincts and inquiries are utilised as the driving force of our programs at Lake Boga PS OSHC with educators aiming to facilitate meaningful connections through authentic and dynamic opportunities. The multifaceted educational environment provided endeavours to inspire and drive this curiosity in learning, whilst offering choice of participation in a range of spontaneous play and leisure activities. With children being viewed as capable learners and decision makers, educators collaborate to extend life skills and develop dispositions towards citizenship.

Through implementing community participation in our programs, children are enriched in social experience and develop understanding of wider society. We endeavour to guide student knowledge, appreciation and respect of the natural environment, emphasising the interdependence between people, plants, animals and land. With the utilisation of the schools vegetable gardens, orchard and chook yards providing children with the opportunity to develop skills in sustainable practice and social responsibility.

Driven by our commitment to continuous quality improvement, educators engage in critically reflective practice and continually seek to build their own professional knowledge. Having high expectations of both the children within our programs and ourselves as educators means our philosophy is perpetually evolving to meet the current needs, values, beliefs, teaching strategies and best practice principles of our service.

To be the best that we can be.

**Our Program**

Our ‘program’ includes all the interactions, experiences, activities, routines and events, planned and unplanned, that occur on a day to day basis. Our aim is to work collaboratively with the children to provide play and leisure activities and experiences that are meaningful to them and support their well-being, learning and development in an environment that allows them ‘time’ and ‘space’ to explore, discover, build relationships, solve problems, create, construct, improvise and imagine.

On occasion your child may be photographed participating within the day to day activities we provide at Lake Boga Primary School OSHC. These photos may be used within the service on walls, development of child profiles or within service documentation etc. as part of our programming process. The children take great pride in having their day to day experiences at our program documented this way. Photos taken for use in any other project such as service marketing materials or to put on media platforms (school website/Facebook), parents will be consulted and will be required to give written permission

The weekly program and menu is a permanent fixture on the Parents Notice Board inside the TASC Base. Neenu will happily discuss any aspect of the program with interested parents, and values parents and children’s thoughts and inputs into the program.

**Daily Routine:**

* At the completion of school each day, children who are enrolled to attend Lake Boga Primary School OSHC will walk independently to the OSHC room (strategies will be put into place for children who need additional assistance in transitioning into care such as a classroom teacher or education support staff member escorting child)
* An educator will greet and receive each child as they arrive, signing the child in and noting the times
* At the beginning of service delivery, the educator will lead a small group time ensuring all children whom are booked in are in attendance and sharing with children any important information (‘program walk’)
* A light, nutritious snack will be served
* A variety of indoor and outdoor activities are offered to the children, which the children may choose to participate, with the opportunity for unstructured play available to all children. A quiet time and space is provided for children to participate in homework if they choose to do so.
* Upon collection of child/ren from the service each night, the parent/guardian or authorised person will sign out the attendance record

**Clothing:**

During OSHC children will usually be dressed in school uniform. Although we endeavour to embed preventative strategies, we acknowledge that clothing may get dirty during sport or craft activities. Covered shoes and broad-brimmed hats will be worn at all times when playing outside.

**Bookings and Payments:**

Both casual and permanent bookings can be made through the Lake Boga Primary School Office or through Neenu at OSHC. If your child is going to be absent from care, please notify the service as soon as practicable to avoid being charged for this day.

**Payment of Fees**

* All families must sign the agreement on the annual booking sheet and return it to the OSHC office to be filed. Accounts are issued weekly and will be e-mailed or posted.
* Payment may be made by cash, cheque, credit card, EFTPOS through the school Finance Office – opening times: 8:30am-9:30am & 2:45pm-3:15pm daily.
* Online payment is also available via the school website (link in OSHC section) or bank transfer.
* All fees due must be paid within 2 weeks of account being issued.
* Receipts will be issued on payment and will appear on the next account.

**Difficulty with Payment of Fees**

* Families who are experiencing financial hardship need to inform the school Finance Officer and negotiate a suitable payment schedule. This agreement will be recorded, signed and kept on file for future reference.
* Child Care Subsidy (CCS) is available to all families who are Australian Residents. To find out their eligibility, families must contact the Family Assistance Office.
* Child Care Subsidy is used to subsidise centres fees as determined by the Government.
* Child Care Subsidy cannot be deducted unless the centre has received notification from the FAO.
* Child Care Subsidy can only be claimed if attendance records are signed by parent/caregiver/guardian.

**Penalty Fees:**

If a booking for After School Care is not cancelled one week prior to the booking either in person, by phone or email, or the Family Lounge App the full fee of $25.00 will be charged unless a medical certificate is provided with the relevant cancellation dates.

* One Week Cancellation example: If you wish to cancel an After School Care Wednesday, you will need to cancel by 2:30pm, Wednesday the week prior.
* Late collection of children from After School Care or Vacation Care, that is after 6pm. The following fees will apply per child: - 6:00pm - 6:05pm collection will accrue a flat $5 charge - 6:06pm-6:15pm collection will accrue a flat $20 charge - 6:16pm-6:30pm collection will accrue a flat $40 charge - An additional $20 will be accrued every 15 minutes after 6:31pm

**Code of Conduct**

Lake Boga Primary School OSHC is committed to the safety and wellbeing of children and young people. Our school community recognises the importance of, and a responsibility for, ensuring our school is a safe, supportive and enriching environment which respects and fosters the dignity and self-esteem of children and young people, and enables them to thrive in their learning and development. This Code of Conduct aims to protect children and reduce any opportunities for child abuse or harm to occur. It also assists in understanding how to avoid or better manage risky behaviours and situations. It is intended to complement child protection legislation, Education and Care Services National Regulations, service policies, VEYLDF practice principles and the Early Childhood Australia Code of Ethics as these apply to staff and other personnel.

The Approved Provider and OSHC Coordinator of Lake Boga Primary School OSHC will support implementation and monitoring of the Code of Conduct, and will plan, implement and monitor arrangements to provide inclusive, safe and orderly OSHC environment which promotes professionalism, confidentiality and ethical conduct. This Code of Conduct will form basis for evaluating professional conduct and as a reference tool for the thought processes that inform pedagogy, including actions and reactions towards relationships, views, influence and position within community and society.

The provision of information and support to all stakeholders will enable the Code of Conduct to operate effectively. All staff, contractors, volunteers and any other member of the school community involved in child-related work are required to comply with the Code of Conduct by observing expectations of appropriate behaviour. The Code of Conduct applies in all OSHC situations, including programs, excursions/incursions and in the use of digital technology.

**Acceptable behaviour**

As staff, volunteers, contractors, and any other member of the school community involved in child-related work individually, we are responsible for supporting and promoting the safety of children by:

• upholding the school’s statement of commitment to child safety at all times and adhering to the school’s child safe policy

• treating students and families in the school community with respect at all times

• listening and responding to the views and concerns of students, particularly if they are telling you that they or another child has experienced abuse or that they are worried about their safety/the safety of another child

• promoting safety, participation and empowerment of all students, with consideration to Aboriginal and Torres Strait Islander students, students with culturally and/or linguistically diverse backgrounds and students with a disability

• utilising DETs ‘Identifying and Responding to All Forms of Abuse in Victorian Schools’ resource

• understanding and complying with all reporting or disclosure obligations, including mandatory reporting, as they relate to protecting children from harm or abuse Lake Boga Educational Hub ‘Be the best that we can be’

• if child abuse is suspected, ensuring as quickly as possible that the student(s) are safe and protected from harm.

**Unacceptable behaviours**

As staff, volunteers, contractors, and any other member of the school community involved in child-related work we must not:

• ignore or disregard any concerns, suspicions or disclosures of child abuse

• exhibit behaviours or engage in activities with students which may be interpreted as abusive and not justified by the educational, therapeutic, or service delivery context

• ignore behaviours by other adults towards students when they appear to be overly familiar or inappropriate

• discuss content of an intimate nature or use sexual innuendo with students, except where it occurs relevantly in the context of parental guidance, delivering the education curriculum or a therapeutic setting

• treat a child unfavourably because of their disability, age, gender, race, culture, vulnerability, sexuality or ethnicity

• communicate directly with a student through personal or private contact channels (including by social media, email, instant messaging, texting etc) except where that communication is reasonable in all the circumstances, related to school work or extra-curricular activities or where there is a safety concern or other urgent matter photograph or video a child in a school environment except in accordance with school policy or where required for

duty of care purposes

**Policies and Procedures**

Lake Boga Primary School OSHC has an extensive policy and procedure manual which reflects the philosophy of our service and ensures that program practice is compliant to all relevant legislation.

In this Handbook we provide a snapshot of the policies which will affect you, your families and children during their time at Lake Boga Primary School OSHC. However, all families are welcome to view the manual at any time, which remains on sight in the TASC Base. Many of the service policies are also available via the school website under the OSHC tab.

**Enrolment and Orientation Policy**

**Rationale:** Lake Boga Primary School OSHC is committed to meeting the needs of our educational community by providing access to all eligible students to participate in our inclusive education and care service.

**Purpose:** This policy provides guidelines to ensure:

* Eligible families are aware of the enrolment and orientation procedures at Lake Boga PS OSHC, and therefore are able to access the education and care service if required
* Those responsible for the enrolment process and day-to-day implementation of this policy are aware of requirements
* Ensuring that the orientation program and plans meet the individual needs of children and families

The **Nominated Supervisor, Certified Supervisors** and other **educators** are responsible for:

* Ensuring enrolment forms are completed prior to the child’s commencement at a service and all relevant documentation is placed in the enrolment file
* Ensuring that enrolment records are stored in a safe and secure place, and kept for three years after the last date on which the child was educated and cared for by the service (Regulation 183)
* Responding to enrolment enquiries on a day-to-day basis and referring enquiries to the person responsible for the enrolment process as required
* Reviewing enrolment applications to identify any children with additional needs or that may require additional assistance in the access or participation in OSHC
* Develop strategies to assist new families to:
  + Feel welcomed into Lake Boga OSHC
  + Become familiar with service policies and procedures
  + Share information about their families beliefs, value and culture
  + Share understanding of their child’s strengths, interests, abilities and needs
  + Discuss the values and expectations they hold in relation to their child’s learning
* Discussing individual needs with parents/guardians and developing an orientation program to assist children settle into the program
* Encourage parents/guardians to make contact with educators at the service when required
* Sharing information with parents/guardians regarding their child’s progress with regards to settling into the service
* Complying with the Privacy and Confidentiality policy in relation to the collection and management of a child’s enrolment information

**Parents/Guardians** are responsible for:

* Reading and complying with the Enrolment and Orientation Policy
* Completing enrolment forms prior to their child commencement at OSHC
* Completing all required documentation is provided to the OSHC prior to commencement
* Updating any information required by service by notifying when any changes occur
* Notifying the service when children will not be in attendance
* Providing notification at least 2 weeks in advance if they no longer require the service

**Delivery and Collection of Children Policy**

**Rationale:** At Lake Boga PS OSHC the security, safety and wellbeing of the children in our care is the highest priority. We have clear processes in place to ensure the arrival and departure of children within our service is carefully monitored and upholds the National Safeguarding Principles.

**Purpose:** This policy will provide clear guidelines to ensure the safe delivery and collection of children attending the Lake Boga Primary School OSHC

**Background**: All children have a right to experience quality care and education in an environment that ensures provisions for their health and safety. The Education and Care Services National Law requires that an Approved Provider and Nominated Supervisor take reasonable care to protect children from any foreseeable risk of harm. Ensuring the safe delivery and collection of children to Lake Boga Primary School OSHC is a key aspect in ensuring student safety. Other documentation and legislation that this policy relates to includes

* Education and Care Services National Law Act 2010 (Vic)- Sections 3(2)(a), 165, 167, 175, 189
* Education and Care Services National Regulations (2020)- Regulations 99, 158, 168
* National Quality Standards for Early Childhood Education and School Age Care- Standards 2.3 & Elements 2.3.1, 2.3.2
* Victorian Early Years Learning and Development Framework- Practice Principles Framework for School Age Care in Australia (2012)- Outcome 3

The **Nominated Supervisor** is responsible for:

* Ensuring the parents/guardians have completed the authorised nominee section of their child’s enrolment form, and the form is signed and dated
* Ensuring authorisation procedures are in place for excursions and other service events
* Providing parents/guardians with information regarding procedures for the delivery and collection of children prior to their child’s commencement at the service
* Providing an attendance record that meets the requirements of Regulation 158(1) and is signed by the parent/guardian or authorised nominee upon the collection of their children each day
* Ensuring there are procedures in place when a child is given into the care of another person, such as for a medical or other emergency
* Ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of Lake Boga Primary School, Nominated Supervisor or educators under the Law (Regulation 157)
* Ensuring the authorisation procedure (attachment 1) takes place when a parent/guardian or authorised nominee telephones the service to advise that a person not listed on their child’s enrolment will be collecting.
* Ensure parents/guardians or authorised nominees are contacted in the event of an unauthorised person arrives to collect a child from a service, and that the authorisation procedure (attachment 1) is followed.
* Ensuring that there are procedures in place if an inappropriate person attempts to collect a child from the service
* Ensuring procedures are in place for the care of a child who has not been collected from the service on time
* Ensuring that a child does not leave a service except with a parent/guardian or authorised nominee, or with written authorisation of one of these or in the case of a medical emergency or excursion
* Ensuring children are not taken outside service premises on excursion without written authorisation of a parent/guardian or authorised nominee
* Ensuring all children are adequately supervised at all times and educator-to-child ratios are maintained
* Following the procedures to ensure the safe collection of children (attachment 2)
* Following the procedures for the late collection of children (attachment 3)
* Keeping a written record of all visitors to the service, including time of arrival and departure

All **educators** are responsible for:

* Ensuring the attendance record is completed adequately (Regulation 158)
* Working with the Nominated Supervisor to develop and implement safety procedures for arrival and departure of children from the service
* Refusing to allow a child to depart from the OSHC with a person who is not the parent/guardian or authorised nominee, or where there is not written authorisation of one of these
* Assisting the Nominated Supervisor or Certified Supervisor (person in charge) in the implementation of the authorisation procedures outlined in attachment 1 in the event that a parent/guardian or authorised nominee telephones the service to advise that a person not listed on the child’s enrolment will be collecting the child or if an unauthorised person arrives to collect a child from the service
* Following the safe collection of children procedures in the event that an inappropriate person attempts to collect the child from the service
* Following procedures for the late collection of children
* Informing the Nominated Supervisor or Approved Provider as soon as practicable, if a child has left the service unattended by an adult or with an unauthorised adult
* Displaying an up to date contact list for Approved Provider, DET, Child FIRST, DHS Child Protection Service and the local police station.

**Parents/Guardians** are responsible for:

* Completing and signing the authorised nominee section of their child’s enrolment form prior to their child attending the service
* Signing and dating permission forms for excursions
* Signing the attendance record as the child departs OSHC each night
* Ensuring that educators are aware that their child has been collected from the service
* Collecting their child on time at the end of each session
* Alerting educators if they are likely to be late collecting their child
* Supervising their own child after they have signed them out of the program
* Supervising other children in their care, including siblings, while attending or assisting in the service
* Paying a late collection fee if required by service policy
* Informing staff if their child is not attending on a particular day

**Complaints Policy**

**Rationale:** Lake Boga Primary School OSHC strives to provide a safe space for confidential consultation, evaluation and review of complaints in relation to all components of service operation. Our service values the feedback from educators, school staff, families and the wider community and we understand that such feedback provides us with the opportunity to further develop our service to meet the needs of all stakeholders whilst maintaining high quality practices.

**Purpose:** This policy outlines the processes to ensure that all complaints are addressed, investigated fairly and documented in a timely manner.

**Background:** Documentation and legislation that relates to this policy includes but is not limited to:

* Children (Education and Care Services National Law Application) Act 2010
* Education and Care Services National Regulations 2020: 168 and 173
* National Quality Standard, Quality Area 7 Governance and Leadership

**Implementation:**

The Nominated Supervisor or Certified Supervisor are responsible for:

* Developing a process for managing complaints (including receiving, addressing, investigating and documenting complaints)
* Communicating information on the process to families through enrolment and orientation process
* Discussing the process for managing complaints with any other educators or staff relevant and providing relevant training through staff meetings and in-service training opportunities
* Providing all stakeholders with the contact details for putting forward a complaint
* Ensure every complaint is managed and is an opportunity for quality improvement

All Complaints should be forwarded to Lake Boga Primary School OSHC Nominated Supervisor **Neenu Varghese** (0456804425) and/or Lake Boga Primary School Principal **Marty Gray** (0400484995).

Complaints will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.

**Complaints process**

* Step 1: Complaints will be documented by an educator or staff member in the complaints and grievances register
* Step 2: The complaint is forwarded to the most appropriate person to investigate, this will be the Nominated Supervisor or Principal
* Step 3: Actions to address the complaint will be determined
* Step 4: All persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint

The **Nominated Supervisor** and **educators** are responsible for:

* Responding to and resolving issues as they arise where practicable
* Maintaining professionalism and integrity at all times
* Discussing minor complaints directly with the party involved as a first step towards resolution
* Informing and providing access to complainants of the Lake Boga Primary School OSHC Complaints Policy
* Recording all complaints in the service’s complaints and grievances register
* Notifying the Approved Provider if the complaint escalates and providing information as requested
* Maintaining confidentiality at all times
* Working cooperatively with the Approved Provider in any investigations related to grievances at Lake Boga Primary School OSHC

**Parents/Guardians** are responsible for:

* Raising a complaint directly with the person involved, in an attempt to resolve the matter without resource to complaints procedures
* Communicating (preferably in writing) any concerns to the management or operation of the service as soon as practicable
* Raising any unresolved issues or serious concerns directly with the Approved Provider, via the Nominated Supervisor
* Maintaining confidentiality at all times
* Cooperating with requests to meet with and/or provide relevant information relating to the complaint with the Nominated Supervisor or Approved Provider

**When to Notify the Regulatory Authority (within 24 hours):**

* When a complaint alleging that a serious incident has occurred or is occurring while a child was or is being educated and cared for by the approved education and care service
* A complaint has been received alleging that the National Law has been contravened

Direct complaints can also be made directly to the Department by anyone other than the Approved Provider.