



**Nilma Primary School**  
**Out of School Hours Care**  
**(NPS OSHC)**

**Nilma Primary School**  
**Out of School Hours Care NPS OSHC**

**Parent Handbook Information**



## **Out of School Hours Care Program**

# **Parent Handbook**

**Nilma Primary School : 76 Bloomfield Road NILMA VIC 3821**  
**Phone: 03 5623 2963**

### **Staff:**

**Nominee**

**Ms. Annette Sutherland / Miss Megan Doyle-Cox**

### **Hours of Operation:**

**Before School Care:**

**7am – 8.45am (school days)**

**After School Care:**

**3.15pm to 6.00pm (school days)**

**For all bookings, changes, cancellations and  
general enquiries, please phone:  
School - 03 5623 2963 (9am – 3.30pm)  
School Mobile - 0423 562 379 (7am – 5pm)**



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# 1. EDUCATION PROGRAM AND PRACTICE NQS

At Nilma Primary School Out of School Hours Care Program (NPS OSHC) we're committed to the *My Time, Our Place – Framework for School Age Care in Australia* which informs and underpins the educational program and practice in our OSHC Program. The *My Time, Our Place – Framework for School Age Care in Australia* principles and learning outcomes informs educators approach to children's learning, including intentional teaching, decision making and an ongoing cycle of observation. At NPS OSHC the educational program and practice developed by educators recognises children's agency from birth and demonstrates a commitment to listening to and respecting children (the pedagogy of listening). At NPS OSHC we value and respect children's evolving capacity, lived experiences, points of view and concerns. NPS OSHC is committed to its social inclusion agenda to support the inclusion and participation of every child and their family within our program. Our educational programs and practices value and respect Aboriginal and Torres Strait Islander cultures, identities and connections to community and country. We recognise the important role families have in children's childhoods and in supporting a child to identify with and make meaning of themselves and their world.

## Curriculum Development

At NPS OSHC the educator's approach to children's learning is informed by the *My Time, Our Place – Framework for School Age Care in Australia*. Conversations between educators, children, their families and the broader community inform intentional aspects of the curriculum and support spontaneous experiences, play and conversations.

## Supporting Children's Participation and Promoting Children's Agency

At NPS OSHC we recognise children's agency and children's views inform and guide day-to-day practice.

## Designing and Delivering a Program for Each Child

At NPS OSHC all educators engage in an ongoing cycle of planning that involves observing, gathering, and interpreting information about children underpinned by contemporary early childhood theories and perspectives.

NPS OSHC educators listen to children and use documentation to record children's experiences and their responses to the learning environment.

NPS OSHC educators actively co-construct learning (that is, learning takes place as children interact with educators and other children as they work together

## Daily Outline:

At Before School Care, children are offered breakfast if their arrival is prior to 8am. They then take part in organized activities inside. They are dismissed from the OSHC BSC program at 8.45am.

At After School Care, children have afternoon tea, then depending on the weather, go outside to play, take part in an organized game or use the school playgrounds. Later, they return inside to choose from an organized activity or from a range of activities much like they would at home.

Some of the activities and equipment available include: cooking, various art and craft activities, construction, dress ups, completing homework, playing with toys.

## Activities available:

The program aims to provide inclusive quality educational and recreational opportunities in which all children have the opportunity to interact and learn together, to achieve and develop to their fullest potential regardless of gender, race, linguistic or cultural background.

A variety of activities are made available to cater for various ages, individual needs and cultural diversity of children including: outdoor and indoor activities such as sport and games, cooking, dress ups, craft activities, video time, construction and building materials, indoor games, drama, board games, reading etc.

Children have access to group activities or quiet area activities. Children can complete homework if requested by teachers.

Special activities with invited activity leaders may be organized on occasions. Activities are planned and evaluated weekly by staff and children. The planned activity program is displayed so that parents can easily see what is happening each day.

## Excursions:

Excursion will be run according to NPS OSHC Policies and Procedures.

Education Program and Practice Policies are available to be viewed in the OSHC Policies Folder.



## **2. CHILDREN'S HEALTH AND SAFETY**

**NQS**

### **Beverages/ Food Menu:**

The OSHC has a Healthy Food and Nutrition Policy, which is followed when providing breakfast, afternoon tea, snacks or cooking activities. This includes food which is generally low fat, low sugar, low salt and high fibre where possible. Drinking water is available at all times. The food provided includes a variety of foods from different culture backgrounds. Particular dietary needs will be met – please discuss with the coordinator and refer to the relevant policy. The weekly menu will be displayed on the OSHC board.

### **Emergency Management:**

The service has a current emergency management plan on display and practiced on a regular basis.

In the event of ANY emergency the safety and welfare of the children is the main priority. All emergencies are reported to the school office and the Principal or nominee will contact emergency services. If necessary OSHC Staff may directly contact emergency services and then inform the school.

If a child deliberately leaves the program area and goes out of the school playground, the Police may be called at the discretion of the staff. This allows the staff members to continue their duty of care with the children at the program and for the individual child.

### **Supervision:**

A staff member supervises the children at all times.

### **Health and Safety:**

The service will at all times maintain the highest level of duty of care in relation to children at NPS OSHC Program. The NPS OSHC Program is a smoke and alcohol free area at all times. All staff and children will also maintain a high standard of hygiene.

### **First Aid:**

All staff are required to have current Level 2 First Aid Certificates. A First Aid Kit is located at the entrance to the OSHC Program.

### **Medical Conditions: Individual Medical Management Plans**

#### **First Aid and Medication:**

Medication will not be administered by staff unless by prior arrangement between the supervisor and the parent is recorded.

A Medication Register is to be completed and signed each time medication is administered. Prior written consent to medication must be obtained from parents/guardian/carer.

Any medications must be clearly labeled, preferably in the original container, and will be stored in a locked first aid cabinet or safely in the fridge.

Parents will be contacted by phone as soon as an ill child arrives at the program or becomes ill whilst at the program.

Parents or nominated emergency contacts must make every effort to pick up their children as soon as possible when notified that they are ill.

### **Immunisation and Procedures for Unimmunised Children**

No child will be permitted to attend if they have an infectious disease, such as measles, mumps, chicken pox, etc, as per the exclusion guidelines of Department of Education and Training detailed below:

#### **Infectious diseases:**

A student who has an infectious disease is excluded from school using the following guidelines:

Chicken Pox:	Until fully recovered or at least one week after the eruption first appears.
Conjunctivitis:	Until discharge from eyes has ceased.
Hepatitis (infectious):	Until receipt of a medical certificate of recovery or when symptoms subside.
Hepatitis B:	Until recovered from acute attack.
Measles:	Until at least five days from the appearance of rash or until receipt of a medical certificate of recovery from infection.
Meningococcal infection	Until receipt of a medical certificate of recovery from infection.
Mumps	Until fully recovered.
Whooping cough	Until two weeks after the onset of illness and until receipt of a medical certificate of recovery from infection.
Ringworm	Until appropriate treatment has commenced.
Rubella	Until fully recovered or at least five day after onset of rash.



# Nilma Primary School Out of School Hours Care (NPS OSHC)

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Streptococcal  
infection (incl.  
Scarlet fever)

Until receipt of a medical certificate of recovery from infection.

### Sun Protection:

The OSHC Program has a 'No Hat, Play in the Shade' policy during our sunsmart period and other days as necessary. Parents of children attending the program will be required to provide their children with a hat and own sunscreen (in case of allergies).

### Head Lice:

Treatment of head lice is the responsibility of the family. Parents are asked to notify the OSHC program if they become aware of a head lice case of their own child or others. Staff may do a visual check for head lice to minimise the spread to other children. Where head lice are observed, parents will be notified and asked to treat their child's hair before returning to OSHC. The OSHC may also notify families via notes or newsletter of an outbreak and ask for families to check and treat their children's hair. Children are not allowed at OSHC until head lice are treated.

### Clothing:

Children must wear school uniform to OSHC program. All children must wear a hat in during the sunsmart period when playing outside or play in shade.

### Wet or Hot Day Programs:

During wet weather and on extremely hot days, children are supervised in the OSHC area. The area has heating and cooling to use as appropriate. If the environment is very dusty or smoky or has high pollution levels, children may also remain inside, particularly children who may suffer from asthma or bronchial problems.

### Incident/Accident/Trauma/Illness

All incidents are registered and recorded as per OSHC policy and procedures.

Children's Health and Safety Policies are available to be viewed in the OSHC Policies Folder.



### **3. PHYSICAL ENVIRONMENT**

**NQS**

#### **Facilities:**

The NPS OSHC Program is based in the 'STEAM' Room. The children also have use of the school facilities. The bathroom has toilets, basins, mirror and hand soap available.

The program has lockable storage in the 'STEAM' Room and also uses storage in the Staff Resource Room. The program also has full use of the school's playgrounds.

#### **Equipment and Resources available:**

A large range of equipment is available for the use of the children in the program. The equipment available takes into account the range of developmental and cultural needs and interests of children in the program. The equipment is well maintained and new equipment resources are purchased regularly. The program also has the opportunity to borrow and use equipment owned by the school.

#### **Computers:**

The children have access to computers and iPads which is used for computer activities such as games. After use, computers and iPads are shut down correctly.

#### **Cleaning:**

All areas are cleaned on at least a daily basis. Tables and desks are cleaned and left tidy at the end of each day. We have a display of expectations of how areas are to be left.

#### **Food Safety:**

The program has a food safety plan and all food preparation facilities and practices meet the standards required by the Baw Baw Shire Health and Safety Officer. OSHC staff have their Food Safety Handling Certificates as required.

#### **Maintenance and Repairs:**

Any items needing repairs or maintenance are given attention as soon as practical.

#### **Property Bought to OSHC:**

As the program has a large collection of toys, equipment and other resources, children do not need to bring their own. If a child does bring items to play with, staff will check the appropriateness (e.g. of videos, DVD's, games etc) and will take all possible care to ensure the items are taken care of, however items are bought to the program at the owners' risk. Please name all items clearly.

#### **Lost Property:**

Lost Property is kept in a basket in the main building of the school. Please ask staff for assistance in locating any misplaced clothing or items.

#### **Bicycles, Skateboards, Roller Blades, Scooters. Etc.**

Are not to be used unsupervised in the school grounds.

Physical Environment Policies are available to be viewed in the OSHC Policies Folder.



## **4. STAFF ARRANGEMENTS**

**NQS**

### **Qualifications and Training:**

Whenever possible, staff who have relevant child care or teaching qualifications are given priority of employment. The Coordinator is required to have a current Level 2 First Aid Certificate. Singular model staffs are required to have Level 2 First Aid Certificate. All permanent staff are required to have a current First Aid Certificate. All staff must have a clearance under a Police Check and a current Working with Children Check. All staff are regularly offered opportunities to be involved in activity training sessions.

### **Volunteers:**

Volunteers are a valuable part of the program and are encouraged to participate in the program and will be expected to follow normal OSHC procedures.

Volunteers are able to organize their own activity as long as it has been approved by the Supervisor.

Volunteers are not allowed sole supervision of the children at the program, cannot be included in the staff/child ratio and are not allowed to collect or control any funds for the program.

All volunteers must have a current and valid Working with Children Check.

All volunteers are required to sign a NPS Confidentiality agreement (Copy available from NPS Volunteers Policy).

### **Visitors**

Visitors are not allowed sole supervision of the children at the program, cannot be included in the staff/child ratio and are not allowed to collect or control any funds for the program.

All visitors must have a current and valid Working with Children Check.

All visitors are to be approved for their visit and are required to sign a NPS Confidentiality Agreement (Copy available from NPS Visitors Policy).

Staffing Arrangements Policies are available to be viewed in the OSHC Policies Folder.



## **5. RELATIONSHIPS WITH CHILDREN**

**NQS**

### **Care and Respect:**

Staff are aware that the children are the focus of the program and should be genuinely involved in the planning and evaluation of all aspects of the program.

Staff are encouraged to use a range of strategies to show care and respect for all children including: answering children's questions honestly and tactfully and guiding children in fair and equitable treatment of others; activities to suit various ages and interests; using individual names of children at all times (no putdowns are allowed); always following up requests or problems; treating all children, regardless of backgrounds or disability, fairly and equitably; using culturally diverse resources regularly in the program; include food or cooking styles from other cultures e.g. Italian, Indonesian, Mexican; including activities and volunteer helpers from culturally diverse backgrounds.

### **Behaviour Management:**

Acceptable standards of behaviour need to be maintained to ensure the physical and emotional health of all children and staff in the program and to ensure the service is able to meet its objectives without undue disruption.

Children in OSHC service have the right to interact with staff and one another within a framework of non-discriminatory and equitable code of practice. Emphasis is placed on reinforcing positive behaviour and to identify the reasons behind any inappropriate behaviour. Staff will primarily focus on encouragement and positive reinforcement of acceptable behaviour and will use agreed strategies to discourage inappropriate behaviour.

Children who attend the NPS OSHC service will be encouraged to participate in decision making as an integral part of developing the behaviour management guidelines. They will also be made aware of the parameters of the program and expectations of them and the consequences of their actions.

The management of children's behaviour follows a stepped process with immediate consequences to specific actions. Nilma Primary School OSHC Program staff actively model and encourage positive behaviour whilst implementing these strategies.

### **Rules:**

The OSHC rules will be displayed where children can see them and discussed on a regular basis with the children attending the program. Behaviour Management rules, recognition and consequences must be consistent in order to minimize confusion and ensure that children are clear about what behaviour is expected from them and from each other: consistency, not severity

### **Behaviour Procedures:**

**STEP 1** Children are encouraged to STOP, THINK AND DO, regarding their behaviour.

STOP - The behaviour at hand

THINK - About what may happen as a result of the behaviour

DO - Rejoin the group and decides what he or she will do. Children may be guided at this point into other ways of contributing in a more positive and acceptable way.

**STEP 2** If unacceptable or harmful behaviour continues a warning is given. Staff will explain to the child why the behaviour is unacceptable or harmful and will act to assist the child to diffuse the situation and seek positive outcomes for the child.

**STEP 3** The child is separated from the group in a reflection space for a short period (this may be within the OSHC space or an area where supervision can be maintained. The Child will be encouraged to rejoin the group and will be guided in contributing to the group in an acceptable way.

**STEP 4** A telephone call is made to the parents asking for removal of the child from the OSHC program. This step will only be taken after repeated unsuccessful attempts to manage the child have failed and he/she in the opinion of the Supervisor and Principal or nominee continues to behave in an excessively disruptive manner or his/her behaviour is deemed to place the child and/or others at an unacceptable risk. Where this has happened, a letter will be sent to the child's parents detailing the reasons for the child being suspended from the program. Parents will be invited to discuss with the Supervisor follow up strategies to manage the child's behaviour in the future.

### **Severe Situations:**

Where a child wilfully or deliberately harms another child or equipment or where repeated inappropriate behaviour occurs, the coordinator or nominated staff member has the delegated authority to go to consequences at step 3 or above.

**See also Emergency Management Procedures.**

Relationships with Children Policies are available to be viewed in the OSHC Policies Folder.





## **6. COLLABORATION WITH FAMILIES**

**NQS**

### **Communicating with Families:**

The service will foster a positive rapport with parents and families that utilise the Nilma Primary School OSHC Program. Nilma Primary School Council is responsible for the overall management of the program and as such, welcomes comments and feedback about the service provided to children and their families.

If the child/ren have not been collected by 6.00pm, staff will endeavour to contact the parents in the first instance. Following this, they will contact the emergency number listed on the enrolment form. If both these attempts fail, and if after 6.30pm the child has not been picked up, the supervisor responsible will contact other community agencies about the child's care.

It is important for children to feel confident of parent's pickup times as frequent lateness can lead to the child feeling insecure. All children must be signed out before they may leave the program and may not leave with anyone other than parent, guardian or emergency contacts specified on the enrolment form. In exceptional circumstances, parents may advise the OSHC Program of changes to sign out arrangements in a written note or by phone.

Access will not be given to non-custodial parents unless prior arrangements and permission has been granted in writing by the custodial parent.

In the event that the OSHC staff member believes a parent/s is unfit to drive or otherwise transport a child home from the service, the staff member will suggest that a taxi is called.

### **Parent Concerns / Complaints / Grievances:**

Parents are encouraged to speak to the Supervisor at the earliest possible convenience if any concerns arise.

The Supervisor will communicate with parents verbally or by letter, any issues of concern regarding their children.

If parents are unsatisfied with the outcome of a concern, the complaint may be raised (verbally or in writing) with the Nilma PS Principal. The parent will be contacted to discuss the issue and where appropriate, staff will be invited to participate.

Complaints which can not be resolved will be referred to the Committee of Management.

All parties will be informed of the outcome of the issue. Please refer to the policy for further information.

### **Parent Responsibilities:**

Parents are asked to support the OSHC program in the following ways:

- promptly notifying the program if your child will not be attending their regular session.
- keeping to the advertised opening and closing times of the program.
- picking up your children with time to sign out and pack up prior to closing time.
- keeping contact details (work, home and emergency) up to date.
- advising the staff of children needing medication.
- making payments regularly and promptly.
- responding to any surveys or permission notes promptly.
- helping in the program with activities on occasion.
- treating all children with respect and courtesy.
- treating teachers and staff with respect and courtesy.
- communicating openly and promptly with OSHC staff about concerns and / or highlights.
- keeping up to date with what is happening at OSHC by reading the display boards and newsletters

Collaborative Partnerships with Families and Communities Policies are available to be viewed in the OSHC Policies Folder.



## **7. LEADERSHIP, GOVERNANCE, SERVICE MANAGEMENT AND EFFECTIVE ADMINISTRATION**

**NQS**

### **Governance:**

The OSHC Program at Nilma Primary School is administered by the School Council.

The Principal is responsible for the overall management of the program and budget and the coordinator is responsible for the day to day running of the program. Changes to Policy are made by the Council after recommendations by OSHC Committee or Finance Committee.

### **Child Care Subsidy:**

All parents are advised to register with Centrelink to assess eligibility to receive the Child Care Subsidy from the Family Assistance Office. Application forms are available through the Office and the OSHC Supervisor.

Nilma Primary School OSHC Key Personnel will undertake training in CCS Operations and Family Assistance Law to ensure the correct operations are implemented at school and to maintain fraud and risk control assurances. Parents will be given the opportunity to confirm attendance and arrival/departure times through the management software (QikKids) as part of risk and fraud assurance controls. Staff will then confirm and validate data also.

### **Fees:**

Fees will be based on recovering the costs of the program and meeting the program's projected budget for the financial year. This is a non-profit program. Fees contribute to the cost of afternoon tea, art and craft materials, all equipment used by the children, rental of the building, staffing and administration. Fees will be invoiced at the end of each fortnight and payment via Direct Deposit, Cash or Cheque is expected within 14 days. A receipt will be issued in the following statement period. Payment of fees must be up to date for children to continue to access the program.

### **Late Fee:**

A fee will be charged for each child not collected from the program by 6.00pm (as shown by the OSHC clock) unless otherwise arranged with the Supervisor. This is to pay for overtime for staff. If late, parents will be given one night of grace and then fees will be charged. The late fees will be \$5.00 per five minutes or part thereof per child. The late fees are not eligible to be claimed from child care benefit.

### **Outstanding Fees:**

Where fees are outstanding by more than 14 days the following procedures will be implemented: A verbal reminder followed by a written reminder sent by the school business manager, followed by a reminder and/or discussion with the Principal.

At the Principal's discretion, if fees remain unpaid and/or there is no reasonable attempt to pay them off the parent will be informed that the child is not to attend the OSHC program at least until the debt is resolved.

### **Financial Assistance:**

Parents who experiencing hardship or difficulty with payments are welcome to contact the Principal to discuss methods of assistance that may be available.

### **Operating hours:**

Before School Care: Monday to Friday 7am to 8.45am during school terms (except public holidays and curriculum days).

After School Care: Monday to Friday 3.15pm to 6.00pm during school terms (except public holidays and curriculum days).

The program also caters for early term dismissal based on Nilma Primary School's early finishing time on the last day of each term.

### **Attendance:**

Children may access the program full-time, part-time, casual or emergency basis as long as there are places available.

### **Bookings:**

Bookings can be made by telephoning the OSHC Program on the schools phone 03 5623 2963. After hours you can contact OSHC on Mobile 0423 562 379.

### **Access to the program:**

No child will be unfairly denied access to NPS OSHC Program.

The basis for exclusion of a child from the program will be as follows:-

- failure to abide by the policies contained in this document.
- persistent unacceptable behaviour of the child in the program.
- fee arrears.



# Nilma Primary School Out of School Hours Care (NPS OSHC)

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## Parent Handbook Information

- infectious disease.
- constant late pick-up.
- a child may be denied access if there are no places available.
- access will not be denied to a family or child on the basis of sex, race, disability, physical features, religious belief or activity or other specified attributes.

### Number of children:

A maximum of 15 children can be enrolled during any OSHC session.

### Enrolment:

Enrolment forms are available at Nilma Primary School Office or NPS OSHC Program. An enrolment form for OSHC including emergency contact information, must be completed by parents and be lodged with the OSHC Supervisor.

### Emergency Enrolments:

In the case of an emergency, children may be placed into the program pending contact with parents or emergency contacts.

### Student Attendance (Signing Children In and Out)

After School Care: Staff sign the students in to care, Parents/Guardians are to sign students out and record the time of collection in the provided attendance register.

### Absences:

If a child is absent due to illness or other reasons, and parents notify OSHC program of non-attendance by 5.00pm the evening prior to for Before School Care or 12 midday of the day a child is booked in to After School Care, but is not attending, no fee is charged and the 'allowable absences' (see below) are not affected.

If a child is absent due to illness or other reasons and the program is not notified by the due times, then the normal fee will be charged and the parent is able to claim Child Care Subsidy. CCS is paid for up to 30 'allowable absences' for each child per financial year.

### Confidentiality of Records/Information:

To ensure that NPS OSHC practices and procedures protect the personal and health information collected by the program the following guidelines are adhered to:

collect only the information needed;

inform the person why the information is needed and how it will be used;

disclose the information only as necessary and only for the purposes associated with the work of the OSHC programs;

secure the information against unauthorized use and disclosure by placing restrictions on access to the information held.

### Privacy – see also Confidentiality:

Where consent for the use and disclosure of personal information is required, the OSHC Program seeks consent from the child and/or parent depending on the circumstances and the child's mental ability and maturity to understand the consequences of the proposed use and disclosure.

OSHC Program will generally seek the consent of the child's parents and will treat consent given by the parent as consent given on behalf of the child. A parent or child may seek access to their personal information, provided by them, that is held by the OSHC Program. All children will be asked for permission to use their photo. All personal records will be kept confidential and no personal information will be forwarded onto anyone without the approval of the person in question. Access to other information maybe restricted according to the requirements of laws that cover the management of school records. These include the Public Records Act and the Freedom of Information Act.

The OSHC Program aims to keep personal information it holds accurate, complete and up-to-date. A person may update their personal information by contacting the OSHC Program.

OSHC Program children's files will be stored in secure lockable storage. The files will contain enrolment information, custody/access information, medical information, confidential discussion notes and similar information.

### Emergency Management:

The service has a current emergency management plan on display and practiced on a regular basis.

In the event of ANY emergency the safety and welfare of the children is the main priority. All emergencies are reported to the school office and the Principal or nominee will contact emergency services. If necessary OSHC Staff may directly contact emergency services and then inform the school.

If a child deliberately leaves the program area and goes out of the school playground, the Police may be called at the discretion of the staff. This allows the staff members to continue their duty of care with the children at the program and for the individual child.

Emergency Evacuation Drills are rehearsed every 3 months in line with DET, NPS and OSHC guidelines.

A Risk Management Assessment is conducted and completed as part of the NPS OSHC policies and procedures.

Governance and Leadership Policies are available to be viewed in the OSHC Policies Folder.