Welcome to Modbury West Out of School Hours Care; **OSHC**. We are a professional team of qualified & unqualified Educators that provide a quality, fun, safe, recreational child care program for the families of our community.

This care is provided outside of school hours; before and after school, pupil free days or school closures and during school holidays, for primary school aged children (R-7). Primarily we are a service designed for working and/or studying parents and high risk respite; the benefits for families that require care for respite is enormous, both for the parents and the children. We encourage all families to utilise our service for respite reasons.

Modbury West OSHC operates under a *Priority of Access Policy* please come and visit us to see if we have vacancies. Vacancy availability changes term by term, week by week.

While attending Modbury West OSHC, the children take part in interesting and enjoyable activities with a focus on social learning in a supervised, informal and safe environment. Activities include cooking, art and craft, games and sport, special visitors and excursions. We have a weekly program that we use as a guide for providing activities for the children. We base that program on children’s interests, requests, skills and abilities and community celebrations/events. Our program provides children with the opportunity to enhance their individual development, skills, and abilities and enhance their self esteem through the various recreational activities/routines/experiences provided. Children **learn through play**, as well as in educational programmes.

Parents/caregivers, friends, relatives of families attending our service are encouraged to participate in our service in any of the following ways;

- Sharing their individual talents/skills/knowledge with the children e.g. coming in and cooking cultural food, playing a musical instrument, demonstrating carpentry skills and tool use, dance performance, art and craft, sewing, cultural activities & celebrations etc.

- Participation in excursions

- Volunteering on the Management Committee

- Surveys and feedback forms

- Activity suggestions

To ensure your time is enjoyable, problem free and happy please read the Modbury West Out Of School Hours and Vacation Care Policy handbook. The handbook can be located near the parent sign in/out area. If it is being utilised by someone else an alternate copy is kept on hand in the office. Please feel free to contact me if you have concerns or would like to make a suggestion.

Welcome to Modbury West OSHC, we know you will thoroughly enjoy your time with us.

**Graeme Brown**  
Director
**Enrolment**

Enrolments will be accepted according to the Commonwealth Government “Priority of Access Guidelines”. Enrolment forms must be completed prior to Children starting in the program. You will find these forms towards the back of this handbook.

Parents are required to register with Family Assistance Office (FAO) to receive a Customer Reference Number (CRN); this number is for the parent or guardian claiming CCB. The FAO can also advise the family of their eligibility and their payment choices. The Child Care Rebate may also be applied to your account. Please speak to the FAO with regards to this.

FAO can be contacted on 136 150 and can be found in Centrelink offices.

When you register with Centrelink you will be required to complete an application form, this form asks families for an estimate of family income for the current financial year. The FAO uses a family’s income estimate to determine their CCB%; The FAO will send the CCB assessment to you under the new Child Care Management System (CCMS) the Service is no longer provided with updates to individual CCB information; it is the responsibility of the parents to ensure that their information is correct with the FAO.

Child Care Benefit entitlements will be automatically applied to Accounts via weekly electronic uploads and the portion of each entitlement will appear on the Account. Please keep these Accounts as statement records.

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**Session Times**

- **Before School Care (BSC)**: 07:00am - 09:00am  
  Breakfast is supplied until 08:15am
- **After School Care (ASC)**: 03:05pm - 06:15pm  
  Snack supplied to children after school
- **Vacation Care (Vac Care)**: 07:00am - 06:00pm  
  Children need to bring Recess and Lunch
- **Pupil Free Day/School Closure**: 07:00am - 06:00pm  
  Children need to bring Recess and Lunch

*Note: Drinking water is always available onsite however on excursions children must bring drinking water.*

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**Fees**

Governing Council request that fees be paid on a weekly or fortnightly basis. An administration fee will be applied to those accounts who are slow payers unless prior arrangements have been made. Options for payment of fees include cash, cheque, EFTpos, and bank transfer. Please be advised that when paying by cheque, if there are insufficient funds to honour the cheque, this type of payment will no longer be accepted and bank fees will be applied to your account. Bank details for bank transfers will be provided upon request.

Fees are reviewed each term and you will be notified in advance of any increase.

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
<th>Description</th>
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<tbody>
<tr>
<td>BSC</td>
<td>$11.00</td>
<td>per session</td>
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<tr>
<td>ASC</td>
<td>$17.00</td>
<td>per session</td>
</tr>
<tr>
<td>Early Finish</td>
<td>$20.00</td>
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<tr>
<td>Pupil Free Day</td>
<td>$48.00</td>
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</tr>
<tr>
<td>Late fee:</td>
<td>$30.00</td>
<td>per quarter hour or part thereof (as per fee policy)</td>
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<tr>
<td>Vacation care</td>
<td>$48.00</td>
<td>per day (there are no additional fees for excursion unless prior notice has been given)</td>
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**Bookings & Cancellations**

All children need to be booked into the service; this is done by completing a booking form (see form at the back of this Handbook). Casual care is available.

You can telephone the OSHC office on (08) 8395 0012 to make or cancel a booking or alternatively SMS the OSHC mobile on 0401 993 136. If the phone is unattended, please leave a message on the answering machine and include the day and time you called. The school’s front office does not take bookings for OSHC.

On the occasion where you do not hold a regular week-to-week booking, you may be required to make a casual booking; please ensure you use the following procedure: for **Before School Care** notification of attendance must be provided before the commencement of the session (7am) of the morning care is required. For **After School Care** notification must be provided before 9am of the morning care is required. Failure to adhere to this procedure will incur a Casual Care Fee of $5.00 per child per session; this fee is not covered by your CCB entitlements. Casual Care is not available during Vacation Care unless negotiated with the Director or the booking meets the requirements of Priority of Access.

If you're children are unable to attend a booked session for ANY reason the following applies. For **Before School Care**: if you cancel the night prior to care being required or call and leave a message before the commencement of the session (7 am) there are no out of pocket expenses for that booking. For **After School Care**: if you cancel by 9am of the morning that care is required then there are no out of pocket expenses for that booking. If you cancel after these times then a full session fee will be charged. Please remember that your CCB (Child Care Benefit) will be applied to these cancellation fees.

The Vacation Care Fee Cancellation policy differs from regular bookings in that families are provided with a “Cancellation Without Penalty” date. This date represents the final day that families can cancel a booking without having to pay a full fee. Failure to provide notification prior to this date will result in a full fee being charged. Please remember that your CCB% will be applied to these fees charged for non-attendance.

In all instances BSC, ASC and VAC the provision of a Doctors Certificate will negate any fee being charged.

**Dropping Off & Collection of Children**

When dropping off or picking up your children you must sign your children in for morning care and out for afternoon care. This is a legal requirement by the Commonwealth Government.

**Late Collection of Children**

All Children must be collected by the relevant closing times (see pg.3). A late fee will apply in line with our fee policy. These late fees are charged to partly offset overtime costs. Regular late pick-ups will result in a discussion with the Director to arrange alternative care option. Please ring OSHC to notify of your approximate arrival time. If OSHC does not receive contact from you by closing time, attempts to contact you or your emergency contacts will be made. If we cannot get hold of any appropriate people as stated on the enrolment form within 30 minutes of closing time, Crisis Care will be called and foster care arrangements made.
OSHC Policies

Our service is operated and guided by a series of Policies incorporating the school’s policies and our own service policies, please be aware that we operate as a separate body to the School and therefore incorporate aspects of policy in the creation of our own. The information contained throughout this information handbook, is extracted from some of the policies contained in the Policy Handbook. The complete Policy Handbook is available on request. Individual copies of particular policies or a comprehensive list of policies can be photocopied upon request.

Accreditation and Licensing & Standards

All policies and procedures are strictly in accordance with National Quality Framework + My Time Our Place Curriculum document and DECD Licensing and Standards requirements. The Service is subjected to accreditation visits and may be visited unannounced at any time during normal operational hours.

Children’s Accidents

Should an accident occur the procedure will be:

1. Administer First Aid
2. Assessment will be made if further treatment is needed.
3. If deemed urgent or an emergency an Ambulance will be called and parents notified.
4. An accident report will be filled out.
5. A note or sticker will be put on your child’s name in the attendance sign in/out folder alerting you to seek a staff member for information on the accident.
6. Parent/Guardian will be notified upon arriving to pick up child and asked to sign accident form.

In extreme cases where an Ambulance is called the cost of the Ambulance is the responsibility of the Parent/Guardian. If Ambulance cover is unavailable, inform the Director and the procedure will be explained for you to recover costs.

Emergency Procedures

The Service has 2 types of Emergency Procedures Evacuation and Invacuation, each will be practiced once per term per session. The Procedure is displayed in the OSHC office and at both entry/exit points of the OSHC building.

Parent Grievance Procedure

If a parent has a concern about the Out Of School Hours Care Service, it is recommended that they proceed as follows:

- Speak to the Director about the problem, either in person, writing or via email.
- If Parents/Carers are not satisfied with the outcome they may contact the school Principal.
- The parent may also be invited to attend or write a letter to the OSHC Governing Council.
**OSHC Phone Policy**

Children are not permitted to have private calls, but we are happy to take a message and pass it on. Staff will not give information regarding children or their attendance except to the person who has made the booking.

**Mobile Phones & Other Electronic Devices**

Children are not permitted to have Mobile phones while attending the service, if they do have a phone it should be kept in their school bag or the OSHC office.

Other devices such as Nintendo DS (incorporating all hand held game consoles) and I-pod’s (incorporating all MP3 (4) and other music playing devices) are strictly prohibited during OSHC. Occasionally during Vacation Care where bus travel may be lengthy, some devices may be permitted **at the discretion of the Director**; parents will be notified accordingly. In the event that these devices are permitted responsibility remains with the child and no cost for damage or loss will be accepted by the service.

**Management Committee**

Our OSHC service is operated by Modbury West Schools Governing Council whose members are parents, staff and interested members of the community. This Governing Council then has a sub-committee called Modbury West OSHC Management Committee which is made up of parents and staff from the Service. The OSHC Management Committee has the majority of responsibility for the effective operation of the OSHC service. The Management Committee members’ duties vary but do include such things as overseeing financial position, policy development and review, fee scheduling, accreditation implementation, staff interviews etc. Membership of this committee can be very attractive to potential employers and is self rewarding. If you are interested in being part of this committee please see the Director.

**Guiding Children’s Behaviour**

Children attending the program are expected to respect the rights of others and will be encouraged to choose acceptable behaviour during the sessions. OSHC is strongly committed to providing a positive environment for children in which to learn and develop positive self esteem. Every effort will be made to ensure that all interactions within the Service are respectful, genuine and caring. Our guidance of children’s behaviour is focused on reinforcing and encouraging the good and acceptable behaviours of children; rewarding children with acknowledgement and praise for choosing to behave acceptably.

By signing the enrolment form, families enter a Behaviour Agreement. It is expected that parents have discussed this Agreement with their children prior to the commencement of enrolment.

Below is a brief outline on how we guide unacceptable behaviour.

If a child’s behaviour is considered unacceptable and they do not choose to behave appropriately, then the following steps will be implemented:

1. **REMINDER** about how to behave acceptably in that particular situation and **informed** about the **CONSEQUENCES** if they choose to behave unacceptably.

2. **IMPLEMENTATION** of Consequences.
3. **REFLECTION TIME** If they continue to behave unacceptably or in an unsafe way they will be asked to go to a quiet space away from activity. During this time they will need to reflect on why they are behaving in a particular way, the feelings behind the unacceptable behaviour and discuss with a staff member more acceptable ways to deal with the problem/feelings/reasons. This time can also be used to allow the child to ‘cool off’.

4. If behaviour continues **BANNING** the child from an activity that they really enjoy for a reasonable time *e.g. No cricket for two days or a week depending on severity of unacceptable behaviour.*

5. If the behaviour continues **PARENTS/GUARDIANS will be NOTIFIED** and the behaviour discussed. An individual **Behaviour Contract** will be developed for the child between the Child, their Parents/Caregivers and the OSHC Director.

6. Repeated serious behaviour may result in exclusion from the program.

At all times staff are encouraged to reward children who display positive behaviours. If parents discipline their own child within the Centre then no form of corporal punishment or unacceptable language is to be used. If this occurs, then the staff member will report the situation to the Director. Parents/caregivers are to approach a staff member if they are concerned about another child’s inappropriate behaviour.

### 10 Most Important OSHC Rules

1. You must tell an OSHC staff member where you are going at all times. You must use the OSHC staff members name when talking to them and tell them what area you are going to. *For example “Renae, I am going to the Pirate Ship” or “Graeme I am going to the toilet with Robert”*

2. You must be able to be seen by an OSHC staff member at all times.

3. You must stay within our OSHC boundaries at all times.

4. Violence of any kind is unacceptable in all situations. Violence is kicking, punching, pinching, pushing, and pulling anything that physically hurts another person. There are other acceptable ways to solve your problems.

5. RESPECT other peoples, thoughts, feelings, opinions, property, values and beliefs

6. COMMUNICATE (talk) respectfully to all people. Staff members, friends, other children, other adults. LISTEN, then have your say. INTERUPTING is unacceptable and rude.

7. Be RESPONSIBLE for your own actions. Blaming other people is not acceptable. If another person does something to upset you that doesn’t give you permission to break rules. You have total control over your own behaviour. Choose how you react wisely.

8. HONESTY is more respected than NOT telling the truth (lying), even if it gets you in trouble, you will be in less trouble for telling the truth than what you would if you lied.

9. Bullying behaviour or teasing is unacceptable.

10. PACK UP the toys/equipment you are playing with after use and before going home, before going to another play area or to another activity.
Modbury West Philosophy
Providing Quality Care for Primary School Aged Children
We Strive for Excellence

We Believe

- That the Service will endeavour to meet the needs of the children, families, educators and the community.
- That the families and their children have the right to a service that provides quality care.
- In providing a variety of appropriate learning and recreational experiences to complement and extend the children’s physical, cognitive, social and emotional development.
- In respecting each person as an individual.
- In encouraging the involvement of children, families and the community in decision making.
- Students & educators should enjoy their time at Modbury West OSHC/VAC.

We aim to

- Provide a happy, safe, clean, comfortable and secure environment.
- Be friendly, caring, respectful and sensitive to the individual beliefs, cultures, backgrounds, personalities and abilities of children and their families.
- Plan and implement inclusive programs that reflect the practices of equal opportunity, social justice and multiculturalism.
- Plan and implement programs for children with special and additional needs in consultation with their families and associated persons and agencies.
- Provide the children with security that is ensured by the professional and skilled educators who are involved in the decision making processes of the service and who are happy to work and support the children and their families.

Behaviour Agreement

Dear Parents, Caregivers and Children

We look forward to working with you and your child/ren at our program and trust that you will give us your full support as we provide out of school care for your family.

In order for our program to operate successfully parents and children together with the staff here, need to support acceptable behaviours within our service. Please read and discuss this letter with your children before the commencement of your enrolment.

CHILDREN’S RIGHTS

Your children have a right to feel safe and be safe here;

- They have a right to care, attention and support from staff.
- They have a right to be treated with dignity and respect – to be treated fairly and thoughtfully of others.
- They have a right to play, to enjoy recreational time to be involved in the activities of our program.

With all these rights go responsibilities.
A key message we seek to communicate to your children is “you are responsible for your behaviour while you are here”, we will lead, guide, encourage and remind, so your children can choose responsible behaviour. Nobody else is responsible for their behaviour apart from them.

To your children

- You are responsible for your own behaviour, blaming someone else does not excuse your behaviour.
- You are responsible for cleaning up toys and any mess during activity time. We all keep our centre clean and tidy.
- You have a responsibility to care for OSHC property and the property of other children.
- We expect your co-operation in playing safely here and working within the rules.

RULES

Our code of behaviour is expressed in our program rules. These rules are here to protect your children’s right and hold them to their responsibilities. Please see rules displayed around the Modbury West OSHC centre.

BEHAVIOUR MANAGEMENT

All disruptive behaviour by children will be dealt with fairly by staff in line with our Behaviour Management Policy. Children need guidance, direction and correction to protect them from self-destructive behaviour or behaviour that affects others.

We appreciate your support in encouraging children to accept and work within our centre rules so that all children can enjoy their rights and exercise their responsibilities.

When children act unacceptably at Modbury West OSHC they will:

- Be encouraged or reminded to observe the rules. Most disruptive behaviour only needs a positive but firm reminder by staff.
- Be reminded that they have a choice to behave acceptably or lose the right to participate in their chosen activity.
- If they continue to behave unacceptably or in an unsafe way they will be asked to go to the OSHC office where they will discuss their behaviour in a reflective manner with a staff member, this may result in the completion of a Behaviour Management Form. This gives them the opportunity to reflect on why they are behaving this way, the feelings behind the unacceptable behaviour and it guides them to choose acceptable ways to deal with the problem/feelings/reasons. This is to show the seriousness of the behaviour, allow time to cool off and think about fixing things up. We call this time Reflection Time.
- If the behaviour continues parents/caregivers will be notified and the behaviour discussed. In serious situations an individual Behaviour Contract may be developed for the child between the child, parents and the OSHC director.
- Repeated incidents in unacceptable behaviour or behaviour deemed serious enough may result in suspension or exclusion from our program.
CONSEQUENCES
All behaviour has consequences. If children make a mess they need to clean it up; if they argue and fight they may need to be separated from the activity; if they damage property they will be required to repair it (it is of more benefit to the child to do some related jobs around the program to fix things up rather than just get mum or dad to pay for the damage) Of course we distinguish between accidental and deliberate damage.

If you have any concerns about our behaviour agreement, please take the time to meet with us.

Yours truly,

The OSHC Staff Team

*In submitting our enrolment we accept and abide by this Behaviour Agreement*