



Parent handbook- 2022

PREP – YEAR 6 ONLY

SERVICE ID: SE-00005267

CONTENTS

1	Welcome
2	Meet our Team
3	About our Service
5	Enrolment
8	Our Morning
9	Our Afternoon
10	Location and Charges
11	Other Important Stuff
13	ACECQA Service Rating

WELCOME

The staff and School Community of Macleod College Out of School Hours Care welcome all new families to our service. We hope that you and your child/ren find your time with us an enjoyable experience.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how the service operates. You will be required to sign and return the form on the last page of the handbook to confirm you have read and understood the information you have been given in this booklet.

We have an open door policy. You and your family are welcome to visit our service at any time.

General Information

The Service is a non-profit organisation and is operated by qualified staff. Located on the grounds of Macleod College, the service provides Before and After School Care for children who currently attend Macleod College (Prep - 6). The aim of the OSHC service is to provide a quality recreation program for children who require care at the beginning and end of the school day. It is our hope that we can work co-operatively with parents/carers to ensure that the service meets the needs of both the children and their parents/carers.

Macleod College OSHC can accommodate 15 children during the morning and afternoon sessions. These places are made up of both casual and permanent bookings.

Should you wish to know more about this service please phone our General Office on 9459 0222 or contact us via email ohsc.macleod.co@education.vic.gov.au

Philosophy

We aim to provide a physically and emotionally secure environment where Primary School aged children can explore, socialise and expand their interests through a variety of experiences.

We encourage a supportive, confidence-building atmosphere that promotes through play physical, emotional, intellectual, creative, cultural and social awareness. We believe that all children are equal and have the right to be treated with dignity and respect. We offer an environment with programs to support each child's capabilities and interests according to their individual needs. We support the family unit by acknowledging the importance of the link between the family and the child care option they choose. We encourage a spirit of warmth and respect between the parent, the children and their carers. We provide qualified / qualifying caregivers who show genuine concern for the children in their care and a service that is safe and well supervised.



MEET OUR TEAM



KIRA CASS

OSHC Coordinator

I am thrilled to be the OSHC Coordinator for the past 2 years at Macleod College.

I have a Diploma in Certificate III in Early Childhood Education and Care completed at the Nillumbik Living and Learning Centre. For 6 months I worked at Skye St Co-op Centre in Macleod, then moved on to become a nanny for multiple families over a period of two years.

The program at Macleod College OSHC is heavily driven and lead by the children, as I like to consult and encourage the students on a weekly basis as to what they want to do. I have always been a local of Macleod; growing up in the area and still in the living here as an adult. I have a big interest in the creative arts and teaching and love being able to mix these two creative loves together while working at Macleod College OSHC.

I look forward to sharing this with your children and putting a little spark in their day.

Phone: 0401 991 093
Email: ohsc.macleod.co@edumail.vic.gov.au



NINA NIGRO

Business Manager

Nina is Macleod College's Business manager and is here to help you with all account enquires.

Phone: 9459 0222
Email: nina.nigro@education.vic.gov.au



KAREN BUTTERWORTH

Primary Leader

Karen is Macleod College's Primary Leader and also Teacher to some of our Primary students. Karen oversees our Primary section of the college and is here to help you with all enquires.

Phone: 9459 0222
Email: karen.butterworth@education.vic.gov.au

ABOUT OUR SERVICE

Hours of Operation

The Service is open from 7am to 8:45am (Mondays, Wednesdays and Fridays) & 3.10pm to 6pm every school day. Staff are in attendance at the Service from approximately 2.30pm until 6.15pm in the afternoon. Before the school day finishes, staff spend time preparing afternoon tea, craft, games, activities and ensure that the Service is clean and safe.

Messages can be left on the OSHC phone number 0401 991 093.

Charges

Our full charges are listed on page 10, and are before CCS has been applied. If you don't have a CCS percentage, please call the Family Assistance Office (FAO) on 13 61 50.

On enrolment, we require the CRN for yourself and your child, so we can confirm, register attendance and ensure that you are receiving the maximum entitlement.

Bookings must be made before 10am on the day.

Every term, the first day back will be a Pupil Free Day. There will be no charge for permanent bookings that choose not to use the service on these days, but you must inform the service that your child will not be attending. The Service will only operate if there are sufficient numbers (a minimum of 5 children).

Absenteeism

If your child will not be present at a pre-booked session, you must let the Coordinator know at least 24 hours prior, or by 9am of the same day to avoid unnecessary confusion and concern. It is not sufficient to advise the school that your child will be absent.

Outside business hours, messages can be left on the Service mobile 0401 991 093.

A roll is called at the beginning of each session to make sure all children are present. Staff are under instruction to carry out a search for any child not reported absent and not present at roll call.

Payment of Charges- Options

- Cash/card payments can be made at the General Office
- Bpay or Direct Deposit

Paying by Internet Banking

This is an option that allows families to pay by internet banking. B-Pay/Direct Deposit details can be given to the office. Once you have paid, you are asked to email both the school and O.S.H.C program so that the money can be placed on your account.

nina.nigro@education.vic.gov.au and ohsc.macleod.co@education.vic.gov.au

Family Statements

Statements are emailed each Monday to families. Please ensure that you give the program your current email address, to which a detailed statement of usage and account will be sent. Attendance charges must be paid within 7 days after the date of the emailed statement.

Non-Payment of Charges

Overdue family accounts will be handled in the following manner:

If payment is overdue by 3 weeks from the date of the emailed statement, the parent/carer will be contacted by the OSHC Co-ordinator to advise that payment is necessary. If there is no response and / or payment, bookings will be reviewed by the OSHC Committee. If a family continues to ignore payment requests and does not communicate with the OSHC Co-ordinator, legal action for debt recovery may commence. We do not want to initiate this, and thus propose the following steps are put in place.

- Establishing a payment plan with the family; or
- Suspension of bookings until fees in arrears are paid; or
- Cancellation of all bookings

Any family experiencing financial difficulty should advise the OSHC Coordinator. All matters relating to financial difficulty will be kept strictly confidential.

Late Pick Up Charges

Please be aware the Service closes at 6pm. In accordance with National Regulations and Licensing, we are not permitted to have children in the service after 6pm. A late charge is incurred for children collected after 6pm.

A late charge of \$15 per 15-minute block after 6pm will be charged for children who are collected late i.e. after closing time of 6pm. Parents/Carers should advise the OSHC coordinator when they will be late to collect their child.

If a child is not collected by 6.30pm and no contact can be made with the parents or emergency contacts, then the staff will have no option but to place the child in police care.

If a parent continues to collect their child after 6pm, the Coordinator will need to discuss alternative options with them, and suitable arrangements made or the child's place at the Service may be suspended or cancelled.

Child Care Subsidy (CCS)

To assist with the cost of child care, the Australian Government offers financial assistance via the Child Care Subsidy (CCS). For further information, contact the Department of Human Services. To be eligible for reduced charges, families are required to provide current and correct information, as requested on the OSHC Enrolment Form. Full charges will be charged until this information is received.

Confidentiality

We are committed to protecting your privacy. We support and are bound by privacy laws and strict confidentiality is maintained at all times.

In order to plan programs with you, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time, or request a copy of information in the file.

Service Policies

You will find a copy of our service policies in the O.S.H.C Room. We expect our staff and families to adhere to our policies at all times to ensure we maintain compliance and abiding by the ACEQA National Law and Regulations.

We are constantly reviewing our policies and ask for staff and family participation to ensure our policies and procedures cater for families' needs and meet required regulations. Your involvement helps us to improve our service and may lead us to change our policies and procedures.

ENROLMENT



Prior to commencing at our service, you are required to complete all enrolment documentation and return it to the College.

Please understand that it is essential we have up-to-date information in case of an emergency. It is important that you notify the service of any changes to enrolment information including:

- Address
- Health (insurance?)
- Telephone/mobile numbers
- Contact details
- Family changes
- Emergency contact information details etc

It is essential that we have a certified copy of any court orders relating to the child.

Medication

Staff can only administer medication prescribed by a doctor. They cannot administer non-prescription drugs or dietary supplements unless the service is provided with written authorisation by a doctor.

Medication can only be administered to a child from its original packaging with pharmacy instruction sticker.

On arrival at the Service, families must give medication to staff for safe storage and complete a medication authorisation form. Under no circumstances should medication be left in children's bags.

Allergies/Anaphylaxis or Asthma

It is vital that we are aware of any allergies/anaphylaxis or asthma. Families are required to explain in detail on the enrolment form, as well as provide us with the diagnosis from the doctor. The Service has a procedure the staff follow to minimise allergic reactions.

The Service requires an Action Plan filled in by your Doctor to assist in managing your child's needs. The Action Plan is to be updated every 12 months or more frequently as needed.

Asthma medication is to be accompanied by an Asthma plan, Ventolin (asthma medication) and spacer if required. This plan will advise the staff of the actions they should take if your child becomes unwell with asthma. An appropriate form is available and should be completed by a doctor

Epipens need to be accompanied by an Anaphylaxis care plan supplied by a doctor.

Conditions of Enrolment

The Management Committee and staff aim to provide a quality, caring and safe Service for your child/ren. The Committee seeks your cooperation by complying with the conditions set out below.

- The After School Care Enrolment Form must be completed prior to acceptance of any child into the service.
 - All children who attend before/after school care must be booked in. Parents/carers will be phoned and asked to collect their child/ren if no booking has been made.
 - Children must be signed out at the end of the day when they are collected from the service, according to Child Care Subsidy requirements.
 - If children are not attending for whatever reason on a day they are booked, the Service must be notified 24 hours prior. Cancellations made after this time will be charged the full fee, regardless of the reason. The Program number is 0401 991 093.
 - Only those persons nominated on the Enrolment Form will be able to collect children. Written permission, or in an emergency verbal permission by telephone, is required if someone else is to collect the child/ren. If someone is prohibited from visiting the program or collecting your child, THIS INFORMATION MUST BE INCLUDED ON THE ENROLMENT FORM. A copy of any relevant court orders must be provided.
 - A late fee of \$1 per minute after 6pm will be charged for children who are collected late i.e. after closing time of 6pm. Please inform the service on 0401 991 093 if you think you may be late so that your child/ren can be informed.
 - The program cannot cater for children who are unwell. If a child becomes ill whilst in care, staff will notify parents and the child is to be collected as soon as possible afterwards. Please ensure all contact numbers are current.
-
- No medication will be administered to children unless the following steps have been followed:
 1. Medication form is completed stating time of dose, exact dose and the name of the medication to be administered.
 2. The medication needs to be in the original bottle with the child's name and dosage marked on it
 3. Medication is to be stored at the General Office and NOT to be left in the children's bags for them to self-administer. (Asthma puffers excepted)
 4. Details of any medical conditions, special needs or family circumstances that may assist staff in working with your child are to be included on the Enrolment Form. All changes to Enrolment Information must be provided to staff at the Service and to the Co-ordinator of OSHC.
 - If a child's behaviour is such that it endangers the safety of themselves, other children or staff, your child's attendance will be reviewed in consultation with the parents.
 - Non-compliance of any of the above conditions will result in the attendance of the child/ren at the Service being reviewed.

Departures

A parent/carer or their representative are responsible for completing the Attendance Record noting the time that the child has been collected and signing the sheet. Staff are responsible for conducting a roll call at the beginning of each session.

NB. Our staff have been advised that only people authorised in writing can collect your child. Please ensure that you have provided written authorisation to any person who is to collect your child. Only in an emergency will we accept authorisation by phone.

Changes to Contact Details

It is essential that we are kept informed of any changes to your contact details e.g. changes in the work place and phone numbers, changes of address, changes to those people who you will allow to collect your child from care. Also, advise the General Office to ensure your details are current.

Complaints and Compliments

Our priority is to do everything possible to improve the quality of the service. If you wish to comment on any aspect of the service, first talk to either the Coordinator at the Program or to Karen Butterworth. If you feel that your complaint is not being looked into or needs more attention, you can call the Department of Education on 1300 651 940.

Educator Ratio and Qualifications

We meet all legal requirements in relation to child to educator ratios and the qualifications of our educators. All educators hold First Aid qualifications, have Working with Children Checks and attend monthly educators' meetings.

Our educators are continually evaluating how our curriculum meets the education needs of our children and reflect on ways to improve children's learning and development. They are encouraged to attend further professional training and development.

For further details on the qualifications of the Educators, please see our nominated supervisor.

Staff at OSHC

The Coordinator's role is responsible for the day to day running of the service. Duties include; programming and planning, administration and staffing responsibilities. The Staff are very valuable to the service as they each bring a great deal of practical experience with children.

Certificates for training in First Aid, Child Protection, Asthma and Anaphylaxis are held by All Staff.

To ensure we have high quality staff we aim to:

- Provide staff with ongoing opportunity for professional development.
- Provide staff with opportunities to be involved in the preparation of the service program.
- Value them as individuals along with their unique skills and abilities.

National Standards for Out of School Hours Care

We aim to meet all criteria related to the National Quality Framework (NQF). The NQF was established in 2012 and applies to most long day care, family day care, preschool (or kindergarten) and outside schools hours care services in Australia; consisting of key requirements that will be phased in between 2012 and 2020, including staff qualifications, educator-to-child ratios and other key staffing arrangements.

OUR MORNING

Mondays, Wednesdays & Fridays

7 am

Service opens and starts with breakfast of cereal and toast options available until daily pack up. Children can do homework, participate in free play or structured activities.

8.30 am

We have group pack up get ready to go to class.

8.45 am

Program closes and children go to the supervision of the teaching staff.

Breakfast

A healthy breakfast is supplied every session. Dietary needs will be taken into account but a simple breakfast of cereal, toast, yoghurt, and/or alternatives will be available the entire of the morning program.



OUR AFTERNOON

3.10 pm

Children come to the O.S.H.C room and names are marked off the roll during roll call, then the daily announcements are made.

3.20 pm

We have outside time on the playground.

3.40 pm

Children come back inside, wash hands and have the opportunity to go to the toilet, and line up for afternoon tea.

3.45 pm

Healthy afternoon tea is served.

4.10 pm

Children can do homework, participate in free play or structured activities outside, craft activities begin inside and free play outside and some organised games indoors.

5 pm

Pack up, children can participate in a group activity or quiet activities such as board games, reading or drawing.

6 pm

Program closes.

Afternoon Tea

Afternoon tea is provided for all children attending OSHC. We aim to provide nutritious and varied afternoon teas for the children attending the Service. Information regarding menu selections is available for parents/carers to access upon request. Consideration is given to children with special dietary needs, and the afternoon tea provided is adjusted to accommodate.

MACLEOD COLLEGE OSHC

LOCATION	Early Years Building @ Macleod College Carwarp Street Macleod, 3085	
CONTACT	M: 0401 991 093 E: ohsc.macleod.co@education.vic.gov.au	
HOURS	Before School Care	7am - 8.45am (Mon, Wed & Fri)
	After School Care	3.10pm - 6pm
	Pupil Free Days	9am - 6pm
	Public Holidays	Closed
FEES	Before School Care	\$23 per child Less CCS
	After School Care	\$27 per child Less CCS
	Pupil Free Day \$65 per child Less CCS	
	Late Collection Fee \$1 per minute, per child past 6pm (or \$15 per 15 min block)	

COLLEGE WEBSITE

WWW.MACLEOD.VIC.EDU.AU

OTHER IMPORTANT STUFF

Fire Policy

Throughout the year, the Service will hold emergency drills which occur at any given time. These are carried out in a well-organised and orderly manner. An emergency escape plan is displayed in every room.

First Aid Policy

The Service has a First Aid Policy that is available for parents/carers and staff to view. Parents/Carers will be informed of any accidents and will be asked to sign the first aid register. Staff will fill out an Accident/Incident Report Form for any serious injuries. A copy will be given to the parent/carer, and you will be required to sign this form.

Parents/Carers will be contacted if staff believe a child needs further medical treatment. Should staff be unable to contact parents/carers, it will be at the discretion of the staff whether an ambulance is called to take the child to hospital.

Accidents

The nominated supervisor will contact parents/carers immediately if a child is involved in a serious accident at the Service. As a matter of extreme importance, parents/carers must ensure that the Service has up-to-date emergency contact numbers.

An incident report will be filled out for all accidents, injuries and illnesses. This will contain details of the accident /injury/illness, any first aid that was administered, and be signed by an educator, the Nominated Supervisor and by the parent/carer.

Sun Protection Policy

The Macleod College OSHC staff strictly enforce a “No Hat, No Play” Policy in term 1 and 4. The Service staff will insist on all children being appropriately protected against the sun, especially during the summer months. Parents/Carers should inform their children of the need to protect their skin against the sun by wearing hats and using sunscreen. If a child forgets their hat, they will be instructed to wear sunscreen and remain in the shade.

Children will apply sun cream as they leave for school in the mornings and before outdoor play in the afternoons. If your child has sensitive skin, please supply an appropriate sun protection cream. All children are required to bring their own Macleod college broad brimmed hat to OSHC.

National Quality Framework (NQF)

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services through:

- A national legislative framework
- A national quality standard
- A national quality rating and assessment process

National Quality Standard

The National Quality Standard sets a new national benchmark for the quality of education and care services. The National Quality Standard is divided into seven Quality Areas:

- QA1. Educational program and practice
- QA2. Children's health and safety
- QA3. Physical environment
- QA4. Staffing arrangements
- QA5. Relationships with children
- QA6. Collaborative partnerships with families and communities
- QA7. Leadership and service management.

National Quality Rating and Assessment Process

Approved Services will be assessed and rated against each of the seven Quality Areas of the National Quality Standard and the National Regulations. They will also be given an overall rating. The rating and assessment process aims to drive continuous quality improvement at services and provide families with better information for making choices about their children's education and care. The National Quality Framework replaces the National Childcare Accreditation Council. For further information, please visit: www.acecqa.gov.au



ACECQA SERVICE RATING



Macleod College OSHC (SE-00005267)

Quality Area 1	Educational program and practice Meeting NQS
Quality Area 2	Children's health and safety Meeting NQS
Quality Area 3	Physical environment Meeting NQS
Quality Area 4	Staffing arrangements Meeting NQS
Quality Area 5	Relationships with children Meeting NQS
Quality Area 6	Collaborative partnerships Meeting NQS
Quality Area 7	Governance and leadership Meeting NQS

Overall



Department of Education and Training



Date of issue: 1 October 2019

Assessment and Rating ID number: ASR-00027708