



Altona Primary School – 3923

Outside School Hours & Vacation Care

Family Handbook

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Welcome to Altona Primary School OSHC & Vacation Care

Altona Primary School aims to ensure all school-aged children have access to quality care outside of school hours, in a positive environment which is safe and secure. We support all families of school-aged children at Altona Primary School by offering them outside school hours care, enabling guardians to pursue employment and training opportunities. Our program encompasses the key values of Being, Belonging and Becoming incorporating these vital areas into all avenues of our program.

Our Philosophy

Altona Primary School's Out of School Hours and Vacation Care Program provides a play based learning environment that promotes growth and self-worth in all children. We aspire to maximise children's potential and develop a foundation for future success in life. We foster secure, respectful, reciprocal relationships by nurturing children's optimism, happiness and sense of fun.

We value an enriching and stimulating environment where children feel comfortable, safe and secure. The wellness and wellbeing of the children is our number one priority, we have a zero tolerance for bullying or abuse. Children are provided with learning opportunities that are interactive and meaningful, thus creating an expansion of knowledge and skills with a deeper understanding of the world around them. Children are encouraged to be responsible for their actions and to consider their local and global community whilst promoting and displaying sustainability practices.

We acknowledge the role of families as the primary caregivers in their children's lives and aim to form strong bonds with them in order to encourage a positive and collaborative community.

Educators at the service utilise their own skills and knowledge to enhance the level of care provided at the service. We acknowledge that children are unique and valued individuals, therefore we value and encourage their input into the program and adapt to their needs, interests and recommendations. We believe that children have the right to have their cultural identity recognised and respected as well as having opportunities to learn about other cultures in our community.

We consistently aim to maintain high standards in line with the National Quality Framework for School Aged Care. We incorporate the My Time, Our Place Learning Framework to extend and enrich the wellbeing and development of school age children in a range of leisure activities, including risky play opportunities to challenge and stimulate their young minds and bodies.

Getting Started

Enrolling

At our service we use the online system Kidsoft to manage all enrolments and payments.

The enrolment process for Kidsoft is a two-part process.

Part One:

1. Go to <https://parents.kidsoft.com.au/p/AltonaPrimarySchoolOSHC/find-a-place>
2. Enter your name, email address and create a password
3. On the 'Find a Place' page, click the 'Child tab' and select 'New Child'
4. Fill in the your child's name and date of birth and select 'Add'
5. Complete steps 3 and 4 for all children
6. Select 'Finalise'
7. Complete all details
8. Select 'Finalise all'

A waitlist request is then sent to the service once all steps have been completed. Upon verification that the child attends Altona Primary School and the request will be approved. An approval notification email will be send and Part 2 can then be completed.

Part Two:

1. Open the link confirmation email.
2. Select 'Accept Offer'
3. Complete all parts of the enrolment form. If the enrolment is not adequately filled in, Kidsoft will mark it as incomplete. Therefore, your enrolment will be rejected.

After completion of your enrolment, you can email us the days/schedule your child will require. Please note that bookings cannot be made via the iParent Portal.

Families with shared custody

Families who have shared custody arrangements where both guardians require the service, each guardian will be required to complete separate enrolments.

Changing enrolment details

It is important that you provide the service with all up to date information. If any details change from what was provided on the enrolment form, please provide the new information via email.

Session times

Before School Care: 7.10am – 8.50am

After School Care: 3.15pm – 6.15pm

Vacation Care and Curriculum Days: 7.10am – 6.15pm

Bookings

All bookings are required to be made via the OSHC office by phone, email or in person.

There is a limit to the number of children we can cater for, so it is essential that you book early to ensure there is space available for the required sessions.

Children are not permitted to attend unless a guardian has booked them prior to the session.

Cancellations

Any cancellations are required to be made via the OSHC office by phone, email or in person.

Cancellations for before school care are required to be made by 7am on the day of the session and cancellations for after school care are required to be made by 3pm on the day of the session. The full fee will be charged if notification of the cancellation is not received before these times.

Fees and Payments

Fees

<u>Before School Care:</u>	\$14 per child
<u>After School Care:</u>	\$18 per child
<u>Curriculum Day Program:</u>	\$60 per child
<u>Vacation Care:</u>	\$55 per child
<u>Vacation Care – Incursion:</u>	\$65 per child
<u>Vacation Care – Excursion:</u>	\$80 per child

Families who do not collect their child before 6.15pm (closing time) may be charged a late fee of \$2 for every late minute for the first 5 minutes, and a further \$5 per minute for every minute after this. This fee covers the cost of employing the staff required to supervise a child outside our operating hours. The late fee may be waived at the discretion of the Program Coordinator.

Child Care Subsidy

Child Care Subsidy (CCS) is available to all families who are Australian residents if the child attending the service is fully immunised, on an immunisation catch-up schedule or exempt from immunisation requirements. To find out their eligibility, families must contact the Department of Human Services. CCS can be received as a reduction of fees through the service. It is the responsibility of guardians to provide all relevant and accurate information to the service in order for CCS to be received.

Payments

A statement will be issued for all fees every fortnight. The statement will include the fees owing for the previous fortnight attendance of before and after school care.

A statement of account will be issued during the last week of term for the forthcoming Vacation Care Program.

Full payment is required within 1 week of the Statement of Account being issued.

If the incorrect amount is paid, a refund will not be provided but will be credited to the family's account.

All fees are to be paid via the Kidsoft portal. This can be accessed by guardians by logging in at the following link; <https://parentslogin.kidsoft.com.au/>.

Payment schedules can be set up via the Kidsoft iParent portal and paid either weekly or fortnightly. This can be arranged by speaking to the Program Coordinator.

Payment Options

All payments for OSHC must be processed through the Kidsoft system. There are a few different ways to make this possible.

Kidsoft iParent Portal

Payments can be made by logging into the iParent portal and processing a payment either using bank account details or credit card details.

Payment schedule

Payment schedules can be set up via the iParent portal or by us at OSHC if your payment details are saved in your account. Payment schedules can be set either weekly or fortnightly and also be deducted on the day of the week of your choice.

There are two different payment schedule options that can be used which are variable or fixed.

Variable payment schedules are set at a maximum payment amount and the system will deduct only the amount outstanding. We find this is the most effective and easiest way to keep accounts up to date.

Fixed payment schedules are set at a fixed amount, which will consistently be deducted from your account at the selected frequency regardless of how much is outstanding or if the account is in credit.

At OSHC & over the phone

We are able to process payments at OSHC or over the phone if your payment details are saved on your account or if you bring in your card.

Overdue accounts

It is essential that all fees are kept up to date. If families are having difficulty making fee payments they should immediately speak with the Approved Provider or Program Coordinator to discuss fee payment arrangements. Information provided by families will be treated as strictly private and confidential.

The Program Coordinator will issue a **friendly fee reminder** email to any family who is late paying their fees.

If the fees remain unpaid 7 days after the due date an over due account fee of \$10 per week will be applied to the account.

In cases of non-payment of fees, where the service is unable to contact families about the debt, or families do not meet agreed arrangements for repayment of the debt, the Program Coordinator may immediately suspend or terminate the child's place at the service. Families will be advised of this action in writing. The Altona Primary School Principal will be informed.

What to expect

Before School Care

Children independently select their breakfast from a range of options offered on our breakfast menu. The children then enjoy their meal at a table surrounded by their peers. Children are provided with both passive and active play during this session along with opportunities to interact socially with their peers.

After School Care

Afternoon tea is offered at the beginning of the session. The children are provided with a wide range of healthy and delicious menu options to enjoy. The children then have an opportunity to choose which activity they would like to participate in for the session. Our educators facilitate and support the children's development through valuable interactions including one on one and large group activities.

Vacation Care

Our vacation care program offers themed days with structured activities along with free play. We rotate a program of incursions, excursions and fun day themes incorporating an array of activities to cater for all children. Guardians are asked to supply all food for their children during vacation care.

Program Activities

A variety of activities are planned as well as spontaneous and child-initiated activities. The service offers recreation/play-based choice for varying age levels.

A program is provided where children are encouraged to develop resourcefulness, responsibility and reliability in a variety of open-ended experiences that allow children to develop personal talents and interests and use free time creatively.

We believe school age children in care need opportunities for physical activity, self-expression and socialisation with peers.

The program choices of activities include, but are not limited to:

- Art and craft
- Board games
- Music
- Team games
- Cooking
- Science
- Relaxation
- Outdoor Play
- Reading
- Construction
- Incursions/Excursions
- Quiet Areas

Using our service

Signing In and Out

All children must be signed in and out of the service upon drop off and collection. A guardian/authorised person is required to sign in/out and record the time on the attendance sheet.

If a person other than those listed on the child's enrolment form is collecting your child, it is important that you notify the service in writing. We are unable to release your child into the care of any unauthorised person.

All staff members hold the right to check the identification of any person requesting to collect a child.

Food

Breakfast is available during Before School Care and Curriculum day programs from 7.10am – 8.15am.

Afternoon tea is available during After School Care and Curriculum Day Programs.

Breakfast and afternoon tea is not served during the Vacation Care program. All children are required to eat breakfast before arriving at the service and bring their morning tea, lunch and afternoon tea with them.

Drinking water is available at the service. However, children are encouraged to bring a water bottle.

If your child has any special dietary requirements, please notify the service. We attempt to provide a varied menu that is healthy, nutritious and of course popular with the children's taste buds!

Clothing

During before and after school care children will typically be dressed in school uniform, unless there is an event at the school that day that permits otherwise.

During Vacation Care and Curriculum Day Programs we ask that children wear comfortable clothing, which will enable them to participate in activities, including playing outside and art activities.

Suitable shoes should be worn for running activities and broad-brimmed hats should be packed to wear while outside.

Homework

We encourage children to complete their homework while at the service. Staff members will supervise the children and provide assistance when required. Completing homework while at the service is the choice of the child and therefore staff members will not enforce that a child must complete homework if they choose not to.

Illness

The wellbeing of all children who attend the service is of the highest priority, therefore we ask for your cooperation. To safeguard the health of all children and prevent the spread of infection, please keep your child at home until he/she is fully recovered from an illness.

If your child becomes ill while in the care of our service, you will be contacted and are required to collect your child if requested to do so. An emergency contact will be contacted if we are unable to contact a guardian.

We are also obliged to comply with DET guidelines concerning infectious diseases and exclusion practices. Information regarding exclusion periods is displayed at the service.

Medication

If your child requires any prescribed medication, our staff may administer it under the following conditions:

- Written permission and instructions, including clear dosage and times, is provided by the guardian on the correct forms
- The medication must be in the original container with a doctor's or pharmacist label with the child's name, date, dosage and description of the medication.

Photos

On occasion your child may be photographed when participating in the day-to-day activities we provide. These photos may be used within the service as part of displays, in our OSHC Journal and as part of our program documentation process. If you do not wish for photos to be taken of your child, please inform the Program Coordinator.

Behaviour Management

All children are expected to behave in a respectful and appropriate manner at all times when at the service.

Staff members will discuss with families difficulties regarding their child's behaviour as they emerge. If the behaviour is seriously disruptive or inappropriate, we will phone the child's guardian and ask them to come and collect the child immediately.

Any behaviours of concern will be discussed with the child's classroom teacher and the School Principal or Assistant Principal.

Policies

Our Policies are available in the service for viewing. Please speak to the Program Coordinator if you would like to read the policies.

Child Safe Standards

Child Safe Standards are compulsory minimum standards for all Victorian Childhood services and schools, to ensure they are well prepared to protect children from all abuse and neglect. Our service implements the standards in line with all standards developed by Altona Primary School. Please access the school website for all information related to the Child Safe Standards.

Excursions

Excursions are a valuable part of our Vacation Care Program, with provision for enjoyment, stimulation, challenge and new experiences. Maximum safety precautions are always maintained and written permission is required from guardians before a child may attend any excursion.

Communicating

How we communicate with families

In order to communicate with a large number of families, we utilise the Kidsoft function “communication centre”. This allows us to send mass emails to all families enrolled at the service. It is important that a current email address is on your enrolment form so you don’t miss any important updates or notices.

Important information will also be displayed at the service on the notice board or next to the attendance sheet.

Providing Feedback and suggestions

We welcome feedback from all families and children. Feedback can be provided by:

- Talking to our staff members
- Completing surveys when we conduct them
- Sending an email

Getting involved

We welcome involvement from parents and guardians. We encourage you to share you:

- Skills, hobbies and interests
- Ideas
- Family recipes
- Culture

Concerns or complaints

Please direct all concerns or complaints regarding your child and/or the program to the Program Coordinator.

If you feel the issue has not been resolved, you may choose to email the School Principal.

