



VERMONT
PRIMARY
SCHOOL

Learning For Our Future



Out of School Hours Care Parent Handbook 2022-2023

CONTACT DETAILS

Coordinator
Julie DeJong

Mobile: 0419 208 028 - Coordinator
Telephone: 9874 2511 - Vermont Primary School
Email: 1022-oshc@schools.vic.edu.au
4 - 10 Nurlendi Road
P.O. Box 53
Vermont

Statement of commitment to child safety

Vermont Primary School OSHC is a child safe organisation which welcomes all children, young people and their families.

We are committed to providing environments where our students are safe and feel safe, where their participation is valued, their views respected, and their voices are heard about decisions that affect their lives. Our child safe policies, strategies and practices are inclusive of the needs of all children and students.

We have no tolerance for child abuse and take proactive steps to identify and manage any risks of harm to students in our school environments. We promote positive relationships between students and adults and between students and their peers. These relationships are based on trust and respect. We take proactive steps to identify and manage any risk of harm to students in our school environment. When child safety concerns are raised or identified, we treat these seriously and respond promptly and thoroughly.

Particular attention is given to the child safety needs of Aboriginal students, those from culturally and linguistically diverse backgrounds, international students, students with disabilities, those unable to live at home, children and young people who identify as lesbian, gay, bisexual, trans and gender diverse, intersex and queer (LGBTIQ+) and other students experiencing risk or vulnerability. Inappropriate or harmful behaviour targeting students based on these or other characteristics, such as racism or homophobia, are not tolerated at our school, and any instances identified will be addressed with appropriate consequences.

Child safety is a shared responsibility. Every person involved in our school and OSHC service has an important role in promoting child safety and wellbeing and promptly raising any issues or concerns about a child's safety. We are committed to regularly reviewing our child safe practices, and seeking input from our students, families, staff, and volunteers to inform our ongoing strategies.

Our services Promise to the children in our care:

Our promises to you...

Respect, Inform, Give you a voice, Help, Trust and Safety

We will treat everyone equally no matter where they are from or who they are.

We will make sure that you have the right to be identified as Indigenous without the fear of being judged.

We will make sure everyone no matter their race, sex, religion or gender feels included and welcome.

We will give you information about your physical, emotional and online safety, and what to do if you feel unsafe.

We will listen and act on what you tell us. We will help you with your hopes and dreams as well as your worries and fears.

You can trust that we will care about your needs and feelings and will support you.

We will continue to get better at what we do.

We will make our place happy and comfortable for you.

Vermont Primary School OSHC Crew



WELCOME

Welcome to the Vermont Primary Out of School Hours Care Service.

We at Vermont Primary School OSHC would like to acknowledge the traditional custodians of the land on which we play and learn today, we would also like to pay our respects to the Elders past and present.

We extend our respect to the Aboriginal or Torres Strait Islander [people/colleagues/staff/students] who are a part of our school community and the wider community in general.



The information in this handbook will assist you and your child/ren in settling in and enjoying your experience with our service.

If you require further information after reading this document, please do not hesitate to contact the Out of School Hours Care staff via email:
1022-oshc@schools.vic.edu.au or 0419 208028.

The Vermont Primary Out of School Hours service policy manual is available at the service for you to read at any time.

Philosophy

Vermont Primary School Out of School Hours Care strives to build on high quality care practices for families and children and includes Before School Care, After School Care, Pupil Free Days and Vacation care programs. We are a supportive and inclusive community providing care for school age children. We aim to provide families, the school and the wider community with an affordable and high quality children's program. We acknowledge that children's learning and development primarily occurs within their school environment, which is inclusive to Out of School Hours Care.

Vermont Primary School Out of School Hours Care supports the "7 Key Areas of Learning and Development". This is evident through its implementation within our Learning and Development Program. Our program is inclusive of all children and families including cultural, linguistically diverse, physically and behaviourally challenged with various socio-economic backgrounds. We acknowledge and prioritise the value of play. This is shown by providing creative and stimulating experiences in a well-supervised and caring environment. We support the growth and development of each child by providing a culture where children feel safe and respected in order to develop life skills that encourage children to reach their full potential. In recognising children's individual learning and developmental skills we aim to build confident and enthusiastic participants.

Whilst meeting all government requirements our educators ensure that quality care is maintained through open communication, building of relationships between families, children, educators, school and the wider community,

Feedback is encouraged to support children, families and educators within Vermont Primary School Out of School Hours Care services and through this partnership we strive to create a collaborative and responsive service.

Goals:

Vermont Primary Out of School Hours Care Service will:

Provide a safe, happy and engaged environment encompassing positive relationships with families, children, Management and to each other in a respectful and professional manner.

Provide a relaxing environment with stimulating, fun and developmentally appropriate activities. Ensuring all children develop and progress at their individual pace and ability and fostering self-esteem and respect for all.

Demonstrate:

Respect for the "Rights of the child".

Respect and Responsibility for oneself and others.

Respect for the school community as a whole.

Respect for the environment and school community spaces.

Foster the social, physical, emotional, recreational, intellectual and creative growth of all children and the school community.

Provide affordable quality care accessible to all children and their families including those from culturally and linguistically diverse backgrounds, low income families and those with additional needs.

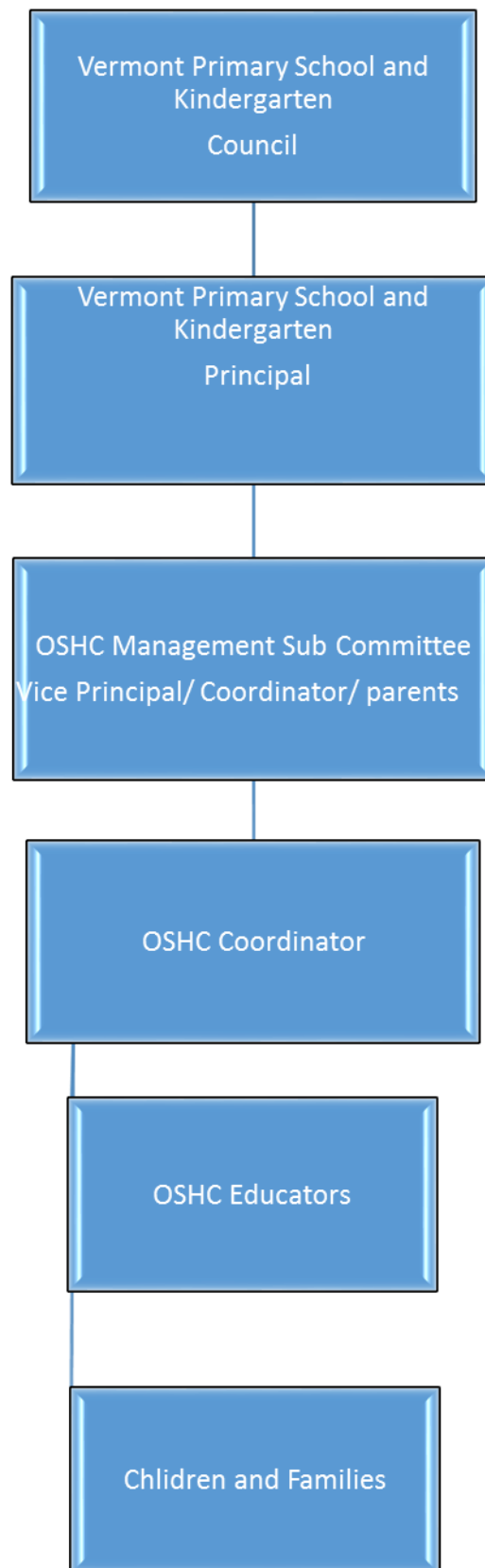
Encourage all children to fulfil their personal growth and a capability bearing in mind the general milestone ranges within their age group and understanding the importance of middle years and the value of play.

Provide an atmosphere where staff and children can work together in the planning and development of the service.

Foster and provide educators with resources and training on middle childhood development to enhance their growth and learning.

Provide a COVID safe environment and practices within the COVID safety plan of Vermont Primary School

THE VPS OSHC MANAGEMENT STRUCTURE



Vermont Primary Out of School Hours Care Parent Handbook

The Vermont Primary Out of School Hours Care Service operates from designated areas, usually In the Learning Centre and the Stadium Both indoor and Outdoor play areas are utilised.

The Vermont Primary Out of School Hours Care Service is sponsored by School Council. The School Council and it's committee are responsible and accountable for the service. The OSHC Management Sub Committee's role is to manage the service in its decision-making and give support to the OSHC Coordinator and staff.

This involves giving reports on the services progress and passing actions to School Council for approval. The OSHC Management Sub Committee consists of: a representative from School Council, the Principal/Assistant Principal, the OSHC Coordinator/Educators and parents. If you would like to be a part of the OSHC Management Committee please contact the Coordinator at the service.

Email: 1022-oshc@schools.vic.edu.au or Ph: 0419208028

PRIORITY OF ACCESS

All enrolments received by Vermont Primary Out of School Hours Care Service will be accepted in accordance with the Commonwealth 'Priority of Access Guidelines'. Any applications for enrolments received after all places are taken will go onto a waiting list. As vacancies arise, the priority of access guidelines will be applied to place children into the service.

If day/s requested are not available, then Vermont Primary Out of School Hours Care Service will contact parents/guardians and discuss the following options:

- Change of days (subject to availability)
- The Child's place on waiting list
- Cancellation of a booking enabling the child to enter care

Parents will be notified by phone if their place is to be given to a higher priority child. This notification will be given with a minimum of 14 days notice.

Priority for allocating places:

- | | |
|--------------------|--|
| 1. First Priority | A child at risk of serious abuse or neglect, |
| 2. Second Priority | A child of a single parent who satisfies, or of
Parents who both satisfy, the work/training/
Study test under Section 14 of the Family
Assistance Act |
| 3. Third Priority | Any other child |

CONFIDENTIALITY AND PRIVACY

Vermont Primary Out of School Hours Care Service protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and school are kept in a secure place.

CCSS assessment notices, enrolment forms, attendance sheets, attendance amendments, payment sheets and medical certificates will be kept at the Vermont Primary Out of School Hours Care Service office.

This information is only accessed by, or disclosed to, those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

All photography, Facebook and or filming of the children will only be allowed with written permission from the parent/guardian/approved person and remain the property of the service.

AUSTRALIAN CHILDREN'S EDUCATION and CARE QUALITY AUTHORITY (ACECQA)

The **N**ational **Q**uality **S**tandard encourages continuous improvement in children's education and care services quality across the country. ACECQA supports the regulatory authorities that implement and administer the NQF. This process includes consulting with jurisdictions, the wider community and the sector to ensure the services ACECQA provides and meet the needs and expectations of all stakeholders. ACECQA also works with many professional bodies to support quality reforms.

ACECQA encourages continuous improvement in the quality of service provided. The aim of this system is to ensure children in care have positive experiences that foster all aspects of their development.

Vermont Primary Out of School Hours Care Service Educators will work together to provide quality care for all children attending the service.

Educators will participate in the Quality Assurance process by providing feedback for the Self-Study report and by filling Out of surveys as well as participating in the continual improvement process.

Families will also be asked to contribute to the evaluation and improvement of the service through surveys, discussions and the OSHC management committee. Vermont Primary Out of School Hours Care Service would like all families to contribute in some way to the ACECQA process.

PLACES

Before School Care	-	100
After School Care	-	100
Curriculum Day	-	100
Vacation Care	-	100

The service is unable to accept any children over the approved places mentioned above. To do so would be a breach of regulations and risk the service's entitlements.

HOURS OF OPERATION

Before School Care	-	7.00am - 9.00am
After School Care	-	3.30pm - 6.30pm
Curriculum Day	-	7.00am - 6.30pm
Vacation Care	-	7.00am - 6.00pm

At times staff may attend the service Out of the above hours. This time is used to prepare programs and complete administration tasks. Children will not be accepted into services out of the above-mentioned hours.

CHILD CARE Subsidy CCSS

Vermont Primary Out of School Hours Care Service supports a fee system that is affordable and accessible to all families and ensures the service maintains viability. Clients of the service are eligible to receive reduced fees when they register with the Family Assistance Office for Child Care Subsidy.

Child Care Subsidy can be received as reduced fees and this is paid directly to the service.

Parents can register by calling the MyGov Tel: [1300169468](tel:1300169468) and quoting the services Customer Reference numbers (CRN) or going on line to <https://my.gov.au/> and filling Out of all information required and confirming your child's enrolment. If you have the MyGov APP you can access information and update there as well.

Vermont Primary Out of School Hours Care Service Customer Reference Numbers are:

BSC - 4-8YVX12K
ASC - 4-8YW6XVL
VAC - 4-8ZASV4B

FEES

Before School Care	-	\$20.00 per child per session
After School Care	-	\$26.00 per child per session
Vacation Care	-	\$70.00- \$80.00 per child per session
Vacation Care (Excursion)	-	\$85.00 per child per session (includes travel)
Curriculum Day	-	\$70.00- \$80.00 per child per session
Late pick up	-	\$5.00 per 5 minutes or part thereof (Not claimable as CCSS)
Late or Non-notification	-	The normal fee of the session missed

Vacation care and Curriculum Day also includes Morning / Afternoon Tea unless otherwise specified for that day. Fees are subject to increases according to CPI.

COLLECTION OF FEES

Vermont Primary Out of School Hours Care Service will ensure that fees are kept in a safe and secure place. Permanent bookings are to be paid fortnightly, unless other arrangements are agreed to by the Coordinator. Fortnightly statements will be sent to all parents via email through our Software provider.

Payments by cash can be made at the service Or QKR via the school.

NON PAYMENT OF FEES

Vermont Primary Out of School Hours Care Service encourages parent/guardian/approved persons to contact the service if there is a problem with paying their account. Any difficulties encountered in paying the account should be discussed with the Coordinator or Principal.

Continuous non-payment of fees may jeopardise your child's place in the OSHC service and your child's care will be suspended until payment has been made. Some form of payment is required between 14 - 28 days from account being sent.

CANCELLATIONS

If a parent/guardian needs to cancel their booking for a particular day, it is important to notify the service as early as possible.

Failure to notify the coordinator that a child is not attending the service will incur a non-notification fee. A \$20.00 Before Care and a \$26.00 After Care fee is payable when notice of cancellation is not given. Notice must be given prior to **6.00pm on the day before, Before School Care and before 9.00am on the day of After School Care**. There is a non-refund procedure for Vacation and Curriculum days, it will be at the Coordinators discretion and parents will still have to pay costs incurred for incursion or excursion.

ENROLMENT PROCEDURES

An enrolment form needs to be completed online on the Vermont Primary school Website and sent by a parent/guardian prior to children being accepted into the OSHC service. The enrolment form contains personal information that will assist the OSHC staff to deliver the best quality programming for your child. Also any other requirements such as dietary, religious and cultural expectations.

It is the parent's responsibility to update enrolment details if information changes.

Parents will need to attach the child's immunisation certificate and any other relevant information to the Enrolment form: Court orders, Medical information (Anaphylaxis, asthma, Epilepsy and allergies) will need a management plan.

You will be then directed to our Software provider to login on their App to sign the CWA (complying with written agreement) and then MyGov to approve enrolment.

SIGNING IN/OUT

Accurate attendance records need to be kept, as this is a legal requirement of the Family Assistance Office. (MyGov)

All children must be signed in (Before Care) and Out of (After Care) of the service by the parent/guardian or approved person. Staff will sign children in (After Care) and Out of (Before Care).

All children must be signed in and Out of the Vacation Care and Curriculum Day service by the parent/Guardian or approved person.

The service will only release children to authorised person/s listed on the enrolment form unless the family has provided prior verbal/written documentation outlining the name of the person, their relationship with the child and the time the child will be picked up. **Authorised person/s must be 18 years or over.**

No child/ren will be permitted to leave the venue/school grounds alone.

The Coordinator has the right to refuse the release of a child to anyone parent/ guardian if they feel it necessary. And a report will be made to the Department (DEECD) and the Principal/ Vice Principal.

LATE PICK UP

If you are unavoidably detained and unable to collect your child by closing time, you need to organise another authorised person to collect your child/ren. It is **important** that you phone the service and advise the OSHC staff. This allows staff to be able to inform the child of the situation.

If a child has not been collected 10 minutes after close and the parent/guardian has not contacted the service, the OSHC staff will endeavour to contact parents. If this is unsuccessful, emergency contacts will be called. If this is also unsuccessful, the local Police will be contacted and informed that the child is still in care.

A fee will be charged for late pick-ups: \$5.00 per 5 minutes or part thereof. This fee is not claimable as Child Care Subsidy.

CUSTODY

The service will abide by any existing court orders issued by the Australian Family Court where a child attending the service is not living with both parents. A copy of the court order must be attached to the enrolment form or supplied to the coordinator. Families need to provide legal documentation for a change in the court order otherwise the current order will be adhered to.

PROTECTIVE CARE OF CHILDREN

Vermont Primary School Out of School Hours Care Service has a responsibility to all children attending the service to defend their right to care and protection against abuse and neglect. Procedures are in place to record and report any cases of suspected abuse. The Principal will be notified and will investigate the claim further. All matters will be kept confidential. We are guided by Family Safety - Orange Door and Commission for Children and Young People.

MEDICAL DETAILS

Vermont Primary School Out of School Hours Care Service aims to provide a safe environment in which children may play, free from harm. In the event of an accident, trained staff will apply appropriate First Aid.

Parents/guardians are required to provide written authority (included in the enrolment form) for staff of the service to seek medical attention for their child if required. All children's medical records will be readily available and updated annually or as children's details change.

Parents/guardians need to provide the program with up to date Anaphylaxis, asthma or allergy response plans if these apply.

FIRST AID

All permanent and casual staff will have a current Level 2 or 3 First Aid, CPR qualification which meet the Children's Services regulations 2009. One staff member qualified in First Aid will be on duty when children are present at all times. All Staff will have Asthma Anaphylaxis and Epilepsy as well.

The Service will ensure that a First Aid kit is maintained in effective order on the premises in a position that is inaccessible to children but readily accessible to staff in an emergency.

All minor/ major incidents will be recorded in an incident book and also recorded on a school report form supplied by the school.

SUN SMART

Vermont Primary School Out of School Hours Care Service has a responsibility to keep the children safe and protected at all times. This is especially important when children are Out of and need protection from harmful ultraviolet radiation (UVR) of the sun.

The service will ensure that all children and staff attending the service are aware of the Sun Smart policy and procedures and that we have SUN SCREEEN available at all times.

The Sun Smart program will be followed through out of the year but with particular emphasis on Terms 1 and 4.

NUTRITION

Vermont Primary School Out of School Hours Care Service aims to promote healthy eating habits during Out of School Hours Care services, and in doing so, will respect and support any special dietary requirements of individual children.

Food prepared during snack times and cooking activities shall reflect the cultural diversity of the community.

The Coordinator along with the assistance of children and families will plan a menu that reflects policy guidelines and takes into consideration seasonal availability of foods, religious and cultural differences as well as budget constraints.

We will also be guided by the "Healthy eating in the National Quality Standard" in conjunction with Nutrition Australia.

STAFF TO CHILD RATIOS

As per Children's Services Regulations 2009 there is to be 1 staff member for every 15 children or fraction of that number and 1 qualified staff member for every 30 children or fraction of that number.

Excursions - the Ratio will be 1 staff member to 8 children

Extra Educator/s will be at the service and on excursions where a child with additional support is in attendance.

STAFF

Vermont Primary School Out of School Hours Care service acknowledges that professional staff equate with quality services, and that parents need to feel comfortable with the staff that will be supervising their children.

The service will ensure that Out of School Hours Care service staff are offered opportunities for appropriate training to provide a quality service.

Staff will be suitably qualified and/or experienced and meet the requirements as set Out of in their position description.

Staff are also required to have WWC check/ VIT (Victorian Teachers Qualification) Child protection training and Level 2 and or Level 3 First aid Training, Asthma, Anaphylaxis, Police Check and CPR.

INCLUSION OF ALL CHILDREN

Vermont Primary School OSHC service is committed to the care of all children and believes in the rights of all children. It recognises, appreciates and respects the uniqueness of each child. The service recognises the impact that culture has on families, and will provide culturally responsive care by affirming human differences and the right of all people to make choices about of their lifestyles.

In keeping with its commitment to the rights of the child, Vermont Primary School OSHC service is committed to providing a service that is truly inclusive of all children. Where children require additional support, the Inclusion and Professional Support Program (IPSP) in conjunction with the Education Department, will be contacted to determine needs and support required assisting with inclusion (Inclusion Support Subsidy or other funding options).

For more information on Inclusion of All Children please refer to the Service Policy Document.

POSITIVE GUIDANCE OF CHILDREN

Vermont Primary School Out of School Hours Care Service has a commitment to providing a safe, positive and stimulating environment, which encourages responsible and constructive behaviour in all children and believes the management and guidance of children's behaviour is a critical part of providing quality services.

Behaviour management strategies will always respect the child's self-esteem and rights, whilst at the same time being appropriate to the individual child's stage of development.

Staff will provide a consistent approach to the guidance of children's behaviour and will intervene to prevent inappropriate behaviour.

Rules will be clear, child focused and easy to understand. They will be on display at the service and children will be included in the process of outlining these guidelines.

Staff will endeavour to communicate and work with the child/ren displaying inappropriate behaviour to understand and discuss the issues. When appropriate, child/ren will be redirected into a positive experience.

For a full description of this policy, please refer to the Service Policy Document.

EMERGENCY PROCEDURES

Vermont Primary School Out of School Hours Care Service aims to provide a safe environment for all children and staff. Personal safety and security of all children are of prime importance while in attendance at the service.

Smoke alarms and fire extinguishers will be properly installed and maintained. Emergency evacuation procedures will be clearly displayed on the entrance of the service and emergency evacuation will be practised with the children at the beginning of each term and Vacation care.

Emergency telephone numbers will be clearly displayed at the service and will be installed on the coordinators and OSHC phones.

All visitors are required to report to the Coordinator or a staff member on arrival.

The service will adopt and adapt the Vermont Primary School Displan, this includes telephone threats, general threats, bomb threats and evacuations. For more information, refer to the OSHC Service Policy Document.

PROGRAMMING FOR INDIVIDUAL NEEDS

Vermont Primary School Out of School Hours Care Service will provide a program where Primary School aged children have access to a wide variety of safe, stimulating opportunities that are developmentally appropriate and cater for the social, intellectual, physical, recreational and emotional needs and interests of all children present. These programs will reflect cultural diversity and incorporate the views of families/approved persons and the OSHC children. Children, families and staff are expected to provide input into the program. These programs will be regularly evaluated to determine the needs of all children and will be clearly documented and displayed within the service.

GRIEVANCE PROCEDURES

Vermont Primary School Out of School Hours Care Service will seek to foster positive relations between all families and staff. Every parent has the right to a positive and sympathetic response to his or her concerns. Solutions will be sought to resolve all disputes, issues, concerns that affect the day-to-day well being of the service in a fair, prompt and positive manner. If parents/guardians/approved persons have a concern about of the service, they can discuss the issue with the Coordinator or put any concerns in writing. Any grievance received will be acknowledged within one working day of receipt. All grievances will be handled in a confidential manner. Complaint and grievances received from children will be resolved in the same manner as parents' complaints and grievances.

PARENT INVOLVEMENT

Vermont Primary School Out of School Hours Care Service welcomes input by all families and children regarding any aspects of the service.

Parents/guardians are encouraged to participate in the OSHC Management Sub Committee. Evaluation forms will be available to all families and children who use the service. Families can communicate feedback directly to the Coordinator.

If a parent / guardian would like to have some involvement or would like to volunteer their time on a particular day or theme we would always encourage this form of participation. Parent/ guardians need to have a WWC check Employee or Volunteer to be able to do this. It must be shown at the beginning of their visit and be retained on their persons at all times. You must also sign in and Out of the service when you attend.

CHILDREN'S BELONGINGS AND TOYS

Vermont Primary School Out of School Hours Care Service endeavours to meet the needs of all children who attend the service. Children may elect to bring their own toys to the service and are encouraged to give them to a staff member for safekeeping. The service will not take responsibility for toys that are lost or damaged whilst at the service.

**ALL OF OUR SCHOOL POLICIES AND REGULATION BOOKS
ARE AVAILABLE UPON REQUEST AND ARE LOCATED IN
THE COORDINATORS OFFICE**

