Croydon Hills Primary School Outside School Hours Care Service

Family Handbook 2027

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Welcome

Welcome to the Croydon Hills Primary School Out of School Hours Care Service. The information in this handbook is to assist you and your child/ren in settling in and enjoying your experience with our program.

Our coordinator is happy to answer any questions or concerns you may have. A full copy of the Croydon Hills Primary School Outside School Hours Care policies and procedures that guide our educators in the management of the program is available for you to read at any time. Policies and procedures are also available for download from the school website.

We look forward to working with you and your child/children and hope you all enjoy the time spent in our program.

If you require further information after reading this document, please do not hesitate to contact the OSHC Program Educators.

Phone numbers

CHPS OSHC - 0498 603 323 or 9724 4514
(Messages can be left 24 hours a day)

OSHC Email - **cassandra.jones@croydonhills.vic.edu.au**

Website -
https://www.croydonhps.vic.edu.au/page/86/Outside-of-School-Hours-Care

CCS-MyGov- Centrelink

Department of Human Services - 136 150

Our funded places today are:

Before School Care	–	200
After School Care	–	200
Vacation Care	–	200
Curriculum Day	–	200

Educators

OSHC and Vacation Care Coordinator:
Cassie Jones

OSHC Manager:
Kym Fasan

OSHC Assistant Manager:
Lauren Ray

OSHC Educators:

Kym Fasan		-	Commenced in August 2016
Cassie Jones		-	Commenced in January 2017
Mandy McKinney		-	Commenced in July 2019
Caitlin Sheedy		-	Commenced in January 2024
Henry Tulloch		-	Commenced in April 2024
Gemma West		-	Commenced in April 2024
Lauren Ray (Previously with us 2012, 2018, 2019)		-	Commenced in September 2024
Sophie Buckland		-	Commenced in August 2025
Ava Scott		-	Commenced in September 2025
Daisy Evans		-	Commenced in January 2026
Sharmika Murphy		-	Commenced in January 2026
Laura Bentley		-	Commenced in January 2026
Brooke Fennessy		-	Commenced in January 2026
Ava Kannegiesser		-	Commenced in January 2026
Jasmine	Dane	-	Commenced in March 2026
Nikki Williams		-	Commenced in March 2026

OSHC Support Aide:
Lorene Galland - Commenced in March 2026

The minimum staff to child ratios are 1 staff member to 15 children for a home day. All staff 18 years and older require a “Working with Children Check” before they commence employment. One Diploma qualified Educator or above is employed for every 30 children attending the program.

Croydon Hills Primary Outside School Hours Care service acknowledges that a professional educator equates with quality programs, and that parents need to feel comfortable with the educators supervising their children.

Croydon Hills Primary Outside School Hours Care service will ensure that Outside School Hours Care service educators are offered opportunities for appropriate training to provide a quality service. Educators will be suitably qualified and/or experienced and meet the requirements as set out in their position description and as stipulated in the “Education and Care Services National Regulations 2011 (revised 2018)”.

Confidentiality

All educators of Croydon Hills Primary School are required by law to protect the personal and health information the school collects and holds.

The Victorian Privacy Laws, the Information Privacy Act 2000 and the Health Records Act 2001, provide for the protection of personal and health information. Therefore, Croydon Hills Primary Outside School Hours Care service protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure location at all times.

History of the Program

The Croydon Hills Primary School Out of School Hours Care program commenced in August 1989 after a group of parents realised that there was a need for this service in the school community. The program commenced with the after school care component only, with 3 children attending the first session. As the weeks passed, more and more children attended, until our numbers grew to 20-25 children per night. Before School Care was trialled, but very few children attended. It was decided to stop offering Before School Care as it was financially unviable. As the After School Care program grew, we continually applied to the Australian Government for more funded places. Each application was successful, the most recent in Jan 2024. We are currently funded for 200 places in After School Care.

Many parents were using the program and felt there was a need for a Vacation Care program. After several surveys it was decided that Croydon Hills Primary School would trial a Vacation Care program. In 1996 we applied for funding and were granted approval for 30 funded places. By the end of the first year it was evident that 30 places were insufficient as we had waiting lists on everyday. We again applied for an increase in funded places and were granted as extra 15, taking our places to 45. To meet the growing demands, we applied for and were granted more places over the years. In May 2017 we applied for and were granted, an increase in places to 120. We are currently funded for 200 places in Vacation Care.

Before School Care was again trialled, starting with 30 places. Within the first year we were running to full capacity so we applied for more places. We were granted an extra 5, giving us a total of 35 Before School Care places. Over the years, we increased our places to cater for the need. In May 2017 we were given approval to care for 120 children. In January 2024 we were granted approval for 200 places.

Philosophy

Our motto is: ***safe, fun, inclusive.***

The children have formulated this independently as a reflection of what they believe our service means to them.

Our educators form lasting bonds with children and guide them through play and learning, teaching them about friendship, socialisation, independence, and responsibility.

We align with the school's vision of creating and maintaining a community culture of:

Positivity, curiosity, courage, and opportunity

Psychological and physical safety

High expectations of behaviour

To maintain continuity of the message across the broader community that Croydon Hills Primary School is a united and co-operative environment where the joint vision is encouraged and promoted throughout the school and the OSHC service.

Our program is guided by the National Quality Framework *(section 3(3) of the National Law, and the Approved Learning frameworks v.2.0 (Element 1.1.1)* As Educators, we acknowledge the importance of time for children to explore and experiment, re-visit experiences and develop awareness of their individual abilities.

Children are encouraged to be part of the decision-making process within OSHC, where we constantly seek their feedback and input into the daily activities and programs the children would like to engage in.

Croydon Hills Primary School Outside School Hours Care Service (OSHC) is a caring, community-based service which offers a stimulating, creative, and diverse environment for all children. It provides a variety of experiences that are based on and responsive to the children's interests, needs, and social interactions all which contributes to their ongoing development and wellbeing.

Our purpose and goals are to:

- Foster a sense of belonging for all children - our aim is that children LOVE coming to OSHC after a busy school day or first thing in the morning. We want them to feel that OSHC is a natural extension of their school week so they can relax, feel safe and have the support required to promote their physical and emotional well-being.

- Promote student agency and empower the children by actively seeking and incorporating their ideas into the program, through this we promote a sense of ownership and choice about what they engage in.
- Create an environment that meets the highest standards of safety and care where children can learn new skills, meet new friends and develop new interests.
- Promote children's physical health and happiness by providing planned experiences which encourage active play and socialisation. We implement safe food handling techniques and offer a variety of nutritional snacks and foods. We have a SunSmart policy in place and guide children on the principles of sun safety.
- Acknowledge and be aware of all cultural backgrounds of families/caregivers and establish a culturally responsive service which aims to incorporate an anti-bias approach, by accepting and appreciating every child regardless of race, religion, gender or ability. The service celebrates the multiculturalism that exists in our service and community.
- Engage with the community. We plan incursions and excursions that give children the opportunity to engage with their community in a variety of different settings. We encourage awareness of and support community events and fundraising initiatives.

Priority of Access

All enrolments received by the program will be accepted in accordance with the Australian Government 'Priority of Access Guidelines'. Any applications for enrolments received after all places are taken will go onto a waiting list.

- If day/s requested are not available, then Croydon Hills Primary School Out of School Hours Care Service will contact the family and discuss the following options:
  - Change of days (subject to availability)
  - The child's place on waiting list
- Families will be notified by phone if their place is to be given to a higher priority child. The minimum notification period is 48 hours
- When a vacancy arises, the place will be filled in accordance with the priority of access guidelines.
-

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 "A New Tax System (Family Assistance) Act 1999".
3.	Third Priority	Any other child

Priorities within Each Category of Priority:

Within each priority mentioned above, the following children are to be given priority:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a person with a disability
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents

Emergency Booking Fee

A $5.00 per child emergency booking fee will be charged to all bookings that are made on the same day that care is required and after 6pm of the night prior to care, or 6pm Friday night forMonday booking. In order to avoid this fee, all bookings must be made no later than 6:00pm the night before care is required.

National Quality Framework

Croydon Hills Primary School Out of School Hours Care Service is committed to meeting the requirements of The National Quality Frameworks for Early Childhood Education and Care.

Croydon Hills Primary School Out of School Hours Care Service will ensure that every 2.5 years it meets the national regulations as determined by the Australian Children's Education and Care Quality Authority (ACECQA).

Croydon Hills Primary School Out of School Hours Care Service will, on an ongoing basis, compare its practices to the National Quality Frameworks and The School Aged Frameworks - My Time Our Place.

Croydon Hills Primary School Out of School Hours Care Service will maintain a Quality Improvement Plan to ensure that its practices meet the regulations of ACECQA.

In August 2024 we underwent our most recent accreditation. During this assessment, we achieved the rating of "**Exceeding National Quality Standard overall and 6/7 areas marked Exceeding**".

Hours of Operation

Before School Care	-	6.45am	- 8.45am
After School Care	-	3.30pm	- 6.30pm
Curriculum Days	-	7.00am	- 6.00pm
Vacation Care	-	7.00am	- 6.00pm
Last Day of Term	-	1.30pm	- 6.30pm
Last day of the year	-	12.30pm	- 6.30pm

At times service educators *may be in attendance at the program outside of the above hours. This time is used to prepare programs and complete administration tasks. Children will not be accepted into programs outside of the above mentioned hours.*

Venue

The Out of School Hours Care and Vacation Care programs operate from the gymnasium. We have use of a servery, multipurpose room, gymnasium, undercover courts, oval, ninja course and the pavilion. We are located to the left of the school when entering the main gates in Entrance A.

Signing In/Out

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

Therefore, all children must be signed in and out by an authorised person who is listed on the enrolment form. If the child is to be signed in or out by an unauthorised person, the parent/guardian must provide signed, written documentation outlining the name of the person, their relationship with the child and the time the child will be dropped off and picked up.

All authorised persons must be at least 18 years of age.

If an emergency arises and someone other than an authorised person will be collecting your child, you must phone and speak to the Coordinator personally. Another staff member will also speak with you and they will document your verbal consent for the consent for this collection only.

Enrolment Procedures

If you are enrolling your child for the first time, you need to inform educators that your child has not attended before. This will ensure that the educators will take both you and your child on an orientation process. You will be shown: where to sign in and out, which door to enter from, where our program is displayed, parent noticeboards, staff noticeboards, where to see which staff are working each session and where items of interest are displayed. Children will also be shown where to put their bags, which toilets to use, which play areas they can utilise, and our expectations during snack time.

Prep children will be walked to their class at 8:45am by Before School Care Educators and collected at 3:30pm from their class until the end of first term 2025. If prep children are still unsure after this time, the coordinator will discuss alternatives with the parents concerned. Experience has proven that the prep children are quite excited and responsible enough to make their way over to the Out of School Hours Program safely by the end of first term. Please do not hesitate to speak to the coordinator if you feel your child is not ready at the designated changeover time.

Croydon Hills Primary Outside School Hours Care service is committed to consistent and clear enrolment procedures to ensure no family is disadvantaged in accessing the Outside School Hours Care service.

Permanent Bookings are those where a child is booked into the service for specific days each week.

- Enrolments can only be confirmed once a completed enrolment form is provided
- A fully completed and signed enrolment form must be filled out before a child can attend the service
- Parents must indicate what days their child/ren will be attending the service or tick the casual user box
- Parents must notify the coordinator of any changes to bookings
- If a parent has sole custody of the child, it is a legal requirement that a copy of the court order be kept with the service's records
- Bookings are accepted according to Priority of Access Guidelines as set by the Australian Government (refer to page 4 of this Handbook)
- Annual re-enrolment takes place in November/December each year.
- Any changes to enrolment details i.e. emergency numbers or change of work details must be reported to the coordinator as soon as possible.

Cancellations

Croydon Hills Primary Outside School Hours Care service will follow the below procedures in relation to the cancellation fees.

Procedure:

- No fee will be charged for Before or After Care, if notice is given before 6.00pm the night before care is required, if care is booked for Tuesday to Friday.
- **If care is booked for a Monday, notification must be given by 6.00pm on Friday.**
- If care is booked for the day after a public holiday, notice must be given by 6:00pm on the previous working evening.
- Non-notification of your child/ren attendance will incur the normal fee;
- Verbal cancellations by children will not be accepted. It is the parent's/guardian's responsibility to notify the coordinator of any cancellations.
- Email bookings will be accepted once the child is enrolled. However, email cancellations must be made by 6.00pm the night before care is required in accordance with the above procedure.
- During periods of natural disaster such as lockdowns due to covid 19 and where the government instructs services to do so, regular bookings where children do not attend will be marked absent and the gap fee will be waived. This will replace the usual cancellation procedure.

Extended Absence

Permanent bookings remain unchanged unless parents ring to alter these bookings. **Therefore, if your child is attending school camp or you have annual leave and don't require care for your children at this time, you must ring and notify the coordinator of these changes.** You will not be charged for bookings when you have notified the coordinator of these cancellations.

Child Care Subsidy (CCS)

Croydon Hills Primary School Out of School Hours Care Service supports a fee system that is affordable and accessible to all families and ensures the program maintains viability. Users of the Croydon Hills Primary School Out of School Hours Care Service are eligible for Child Care Subsidy.

Croydon Hills Primary School Out of School Hours Care Service will keep parents informed about the availability of Child Care Subsidy (CCS) by advising all parents

to apply for Child Care Subsidy (through Family Assistance Office by logging on to MyGov and the Centrelink app), on all enrolment forms.

Parents are required to initially do an “Activity Test” which includes confirming bookings and making a confirmed written agreement (CWA).

Families are allowed 42 absence days per child without medical certificates. When you are updating your child’s absence, please select “other” for the first 42 days.

Fees

Payment of fees

Payments can be accepted in: Via the Kidsoft portal on a scheduled DD
Credit card

It is preferred that payments are given to the coordinator to receipt. Receipts for cash payments will be given immediately. Credit card payments will be receipted as soon as possible and receipts will be emailed to parents.

Late /Non- Payment of Fees

Croydon Hills Primary School Hours Care service encourages parent/guardians to telephone or speak to the Coordinator if there is a problem with paying an account. If the account is not paid within 14 days, the parent/guardian will be contacted by telephone and sent a reminder. Payment must then be made within 7 days. If the reminder account is then not paid, another letter will be sent home requesting payment by a specified date decided upon by the Croydon Hills Primary OSHC Committee. If again the payment is not received, the matter is handed over to the principal/licensee and if it is decided upon, then a debt collector will be called.

Before School Care	$23.00
After School Care	$32.00
Last Day of Term	$49.00
Last Day of Year	$58.00
Curriculum Days and Vacation Care	To be determined prior to each program and event booked. $70.00 base rate
Late Fee	$15.00 for the first 15 minutes and $15.00 per 15 minute block after that, per child after advertised closing time

Collection of Fees

Invoices are emailed to parents early each week. Fees are expected to be paid on a weekly or fortnightly basis via the Kidsoft Software where a scheduled amount will be direct debited from the chosen account by each family.

Fees for one component of care must be paid in full before enrolling your child into another component of care. For example, all fees for BSC and ASC must be paid in full before enrolling your child into Vacation Care.

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 centre and advise the OSHC Program educators of the situation. This allows educators to be able to inform the child of the situation.

If a child has not been collected by closing time and the parent/guardian has not contacted the program, the OSHC educators will endeavour to contact parents. If this is unsuccessful, emergency contacts will be called. If this is unsuccessful, the Principal will be contacted for further direction. The local Police will be contacted and informed that the child is still in care. Two staff will remain with the child at all times at the service until the child has been picked up.

A fee will be charged for late pickups of $15.00 for the first 15 minutes and $15.00 per 15 minute block after that, per child after advertised closing time **of 6.30pm for After School Care and 6.00pm for Vacation Care and Curriculum Days per child. The late fee is a "flat fee" for all families and does not attract child care subsidy.**

Attending extracurricular activities whilst in OSHC

From time to time you may choose to enrol your child in extracurricular activities whilst your children are enrolled in OSHC. For example, you may enrol your child in music lessons or they may need to attend basketball training or production rehearsals. All these activities must be conducted on the school premises. Parents will be requested to fill out an "Activities Release Consent Form" prior to the commencement of those activities, which informs educators of where your child will be and when. It is the parent's responsibility to arrange for an authorised person (18 years or over) to sign their children out and back in to the OSHC program. The authorised person signing your child out is responsible for your child's safety until he/she is signed back into the OSHC program.

Custody

Where a child is not living with both parents/guardian, Croydon Hills Primary School Out of School Hours Care Program will endeavour to abide by any existing Court Orders.

The parent/guardian needs to ensure that the Croydon Hills Primary School Out of School Hours Care Service is given a copy of any existing Court Orders.

In the event that a parent breaks a court order and seeks access to the child, the parent/guardian with custody entitlements will be contacted immediately. The police will also be notified.

Medical Details

Croydon Hills 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. At least one staff member on each shift will be qualified in providing an emergency first aid response in an education and care setting **HLTAID012** and the management of asthma and anaphylaxis.

Parents/guardians are required to provide written authority (included in the enrolment form) for service educators 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 asthma, medical (i.e. Diabetes) or allergy response plans if these apply. **All children who have been diagnosed with asthma need to provide and leave a spacer and reliever at the service prior to commencing**.

If parents need to obtain medical assistance for their child as a result of an injury incurred at the service, the parents must notify the coordinator as soon as possible.

Anaphylaxis

A minimum of 1 staff per shift will be trained in Anaphylaxis management. It is a requirement that a risk minimisation plan for each child attending the OSHC service who has been diagnosed as at risk of anaphylaxis must be developed by the Coordinator of the OSHC Program in consultation with the child's parents or guardian.

It is the requirement that the coordinator must obtain an anaphylaxis medical management plan and a risk minimisation plan from the child's parents or

guardian. It must be an individual plan for that child and be signed by the registered medical practitioner who is treating the child at the date it is signed and describe the prescribed anaphylaxis medication for that child.

It is the parent's responsibility to ensure that the Epipen or Anapen is provided within its 'use by' date prior to the child commencing at the service.

Medication

The giving of medication to children will be strictly monitored to ensure the child's safety and welfare.

Medication will only be administered by the Program staff if:

- The parent has completed and signed the Program's authority to give medication form.
- It is prescribed by a doctor and has the original label detailing the child's name and required dosage.
- If it is an over the counter medicine that it has been authorised by the parent, has the child's name clearly printed on it and is not past its expiry date.
- Self administration by an enrolled child is not allowable without direct supervision from a staff member.
- You must never leave medication in your child's bag.

Unwell children at the Program

The Program is not able to care for children who are ill. The following policy has been developed to protect your child and the other children attending the Program.

It is important that the OSHC Coordinator be notified if your child has been unwell or received an injury since last attending the Program. If a child is receiving medication at home but not at the program, the program should still be notified of the purpose of the medication, its nature and the possible side effects it may have on the child while they are in care.

In the case of your child becoming ill at the program, every effort will be made to contact you to ask you to take the child home. The Coordinator has the prerogative to call an ambulance or doctor if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contact people as soon as possible. All medical and ambulance costs are the parent's responsibility.

Health and Safety Issues

First Aid

Croydon Hills Primary School Out of School Hours Service will ensure the Out of School Hours Care Service has a first aid kit including items recommended by a First Aid training organisation and National Standards. The kit will be locked or stored in a position that is inaccessible to children but readily accessible to staff in an emergency.

Croydon Hills Primary School Out of School Hours Care Service will ensure that there is always at least one staff member trained in First Aid and CPR present at the program. First aid will only be administered by a staff member with current First Aid qualifications.

Sun Smart

Croydon Hills Primary School Out of School Hours Service has a responsibility to keep the children safe and protected at all times. This is especially important when children are outside and need protection from the sun's harmful ultraviolet rays. To ensure all children attending the Program are protected from skin damage caused by the harmful rays of the sun the following applies:

- Children will wear a broad brimmed / legionnaires hat which protects the face, neck and ears whenever outside if the uv rating is over 3.
- Outdoor play will not occur in extreme heat or at the hottest time of the day.
- Staff will act as role models, by wearing hats, applying sunscreen and seeking the shade wherever possible.

The service will ensure that all children and staff attending the service are aware of the Sun Smart policy and procedures. There may be times when you collect your children and they may be playing outside without their hats on. This is because the coordinator has checked the UV rating and times and the UV level has indicated that it is safe to do so.

Implementation of this policy will begin from the start of September until the end of April, which means:

No hat = No outdoor play ***(unless UV level indicates it is safe to do so)***

No sunscreen = No outdoor play, unless play is conducted under shelter.

"FIRST OF MAY, HATS AWAY. **FIRST OF SEPTEMBER, HATS TO REMEMBER"**

Hygiene

In group care situations one of the most troublesome problems is to control the spread of infectious diseases.

The application of the universal hygiene procedures will be followed at the Program at all times to control the spread of infection within the Program. Staff role model a high level of personal hygiene at all times. They place an emphasis on the children learning and understanding why hygiene is important. Hand washing is central to this system and children will be asked to wash their hands before all clean tasks. (i.e. snack time) and after all dirty tasks (using the toilet). Hand sanitiser is provided for the use of everyone attending the service.

Infectious Diseases

Croydon Hills Primary Outside School Hours Care service is committed to best practice in regard to immunisation against infectious diseases.

Immunisation

Immunisation of children who attend the Centre will help to limit the spread of infection.

Procedure:

- Croydon Hills Primary Outside School Hours Care service will encourage parents/guardians to immunise their child against all diseases appropriate to the child's age. Children who are not immunised will be excluded from care during outbreaks of certain infectious diseases in accordance with the Department of Human Services exclusion guidelines, even if the child is well;
- All staff of Croydon Hills Primary Outside School Hours Care service will be encouraged to have all childhood immunisations and other immunisations as deemed appropriate (i.e. Hep B, Flu);
- Parents are required to provide copies of immunisation certificates and complete the immunisation information on the enrolment form at the time of enrolment with the exception of children attending Croydon Hills Primary School whom have already provided this documentation upon enrolling at the school.

Child Protection

Croydon Hills Primary Outside 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.
This service regards as of the utmost importance, its role in the protection of the children in its care. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents or primary carers. All staff has been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy of the Service through induction and training procedures.

Procedure:

- Educators need to be aware of the physical and behavioural signs or indicators of abuse and neglect and take appropriate action;
- The Outside School Hours Care sub-committee will ensure appropriate training and/or resources will be available to staff to help them to understand, comply with and respond to issues related to child protection;
- If an educator suspects a child is abused or neglected or a child discloses this information to them, then they will:
  - Advise the Coordinator of the service of the suspected abuse or neglect;
  - Record the child's name, age, address and relevant details of the injury or behaviour, date and sign the entry;
  - Detail the reasons for believing that the child is abused;
  - Detail the assessment of the immediate danger to the child/ren;
  - The Coordinator will then notify Croydon Hills Principal who will further investigate;
  - Croydon Hills Primary School Principal will notify the Child Protection Service if they believe the child is in need of protection and the child's parents are unable or unwilling to protect the child. Extensive notes should be kept on all correspondence and discussions;
- Parents will be kept informed (via the parent handbook) of the services policies and practices in relation to child protection;
- All matters will be kept confidential.

Smoke Free Environment

Croydon Hills Primary Outside School Hours Care service has a smoke free environment.

- All indoor and outdoor play areas and any areas utilised by the service, and anywhere that is within sight of the children is a smoke free environment

A "No Smoking" sign will be displayed at the service.

Programming for individual needs

Croydon Hills Primary Outside School Hours Care service will provide a program where children have access to a wide variety of safe, stimulating opportunities that are developmentally appropriate and cater to the social, intellectual, physical, recreational and emotional needs and interests of all children.

These programs will be clearly documented and widely disseminated.

- Programs will be displayed at the service
- Children, parents and staff are encouraged to give input into the program
- Multicultural events including the cultures of families using the service will be reflected in the program
- Children are encouraged to actively participate in the program through planning, evaluating, reflecting and implementing
- The program will be continually reflected upon to ensure that the needs of all children at the service are being met
- Children will be supervised at all times with educators participating when possible in the activities with the children
- All planning meets the requirements stipulated in the National Quality Frameworks

Children's Belongings and Toys

Children are able to bring toys, games or personal items to the service except for electronics. All toys and belongings must be clearly labelled and remains the responsibility of the child, not the service. The Croydon Hills Primary School Outside School Hours Care service is not responsible for any loss/damage to children's belongings

Excursions

Excursions form an integral part of our Vacation Care Program, Curriculum Day Program and End of Term Celebration. They are advertised in advance and you are responsible for booking your child in, should you require care on these days. Strict ratios are adhered too.

OSHC Clubs- After School Care

The service will provide adequate time, quiet space and supervision by educators to enable children to do their homework if they wish, and do this in the form of “homework club”. We will support the children in doing their homework and letting teachers know. We also offer sport, cooking, gardening, games, performing arts clubs, science, lego, ultimate games, comic book, movie night and many more clubs at OSHC. Our performing arts participants perform at least twice a year at the whole school assembly. These clubs are free to join and are offered during the ASC sessions on allocated nights. Clubs will vary each year according to children’s requests. At the start of each year the children meet with Educators to determine which clubs will be offered.

Mobile Phones

Croydon Hills Primary School Policy states that:

- Students are not to bring personal mobile phones to school and/or school activities unless permission from the principal has been sought by parents and the mobile phone is deemed necessary
- Students’ mobile phones must not be used while on school property
- Parents who wish to contact students in Out of School Hours Care will be able to do so via the OSHC contact number
- Students who bring a mobile phone to school without prior approval and/or misuse their mobile phone will have their mobile phone stored at the OSHC office then school office until collected by a parent/guardian
- The school does not accept responsibility for lost or damaged student mobile phones.
- The principal may revoke a student’s permission to bring a mobile phone to school.

The OSHC Program will continue to support school policy on mobile phones. Therefore, if permission has been granted by the principal for a child to bring their mobile phone to school it must remain in the child’s bag until the child is signed out by their parent. Mobile phone use by children is not permitted in the OSHC program.

Inclusion of All Children

Croydon Hills Primary Outside School Hours Care service is committed to the care of all children and believes in the rights of all children. In keeping with its commitment to the rights of the child, Croydon Hills Primary Outside School Hours Care service is committed to providing a service that is truly inclusive of all children. Where children require additional support, this will be assessed and provided.

Cultural Relevance

Croydon Hills Primary Outside School Hours Care service recognises, appreciates and respects the uniqueness of each child.

Croydon Hills Primary Outside School Hours Care 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 their lifestyles.

- Educators will encourage children to have a high self-esteem and self-concept;
- Educators will share their knowledge with children about their own culture and the culture of others, and encourage children to share their knowledge of their own culture;
- Educators will provide children with positive experiences when explaining differences and similarities;
- Educators will encourage all children to respect all cultures;
- Educators will discuss multicultural issues and current events with the children;
- Utilise bilingual workers if required (the service will ensure it has parent/guardian permission to use a third party).

Food Provision – Breakfast, Morning tea, Lunch, Afternoon tea

Snacks form a significant part of the Program's routine, and we try and cater for the tastes of the children as well as their health needs.

Croydon Hills Primary Outside School Hours Care service aims to promote healthy eating habits. We will respect and support any special dietary requirements of individual children. The food prepared during breakfast, snack times and cooking activities shall reflect the cultural diversity of the community.

Please make sure that any food allergies, strong dislikes and special dietary requirements your child might have are recorded on the enrolment form and discussed with the Coordinator.

The Program **only** provides afternoon tea during After School Care sessions. Parents are required to provide a packed lunch and snacks for their child during Vacation Care and Pupil Free Days.

The snack menu is varied, balanced, nutritious, and multicultural based as well as being cost effective. The afternoon tea menu is displayed on the notice board. Snack times are treated as social occasions, service educators always sit with the children during snack times to interact with them, provide help where needed and set a good role model for the children. **Breakfast is provided in Before School Care until 8:15am.**

Positive Guidance of Children

Croydon Hills Primary Outside School Hours Care service believes the management and guidance of children's behaviour is a critical part of providing quality programs. Our educators encourage the children to be responsible for their own behaviour and to develop an understanding of what's appropriate in different situations.

Croydon Hills Primary School Outside School Hours Care service has a commitment to providing a safe, positive and stimulating environment, which encourages responsible and constructive behaviour in all children. 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.

Educators within the service will provide a consistent approach to the guidance of children's behaviour.

1. Educators will intervene to prevent inappropriate behaviour. Inappropriate behaviour includes, teasing, name calling, bullying, swearing, bad language, pinching, biting, punching, hair pulling, failing to comply with instructions of the OSHC Coordinator or other educators, disrespectful behaviour/language towards educators and anything that compromises the health and safety of the other children in the Program. Educators will discuss the issue of bullying with the children and make it clear that this kind of behaviour is not acceptable at the program. Children will be encouraged to speak to educators if they witness, or are subjected to bullying behaviour, and to refuse to be in any bullying situation.

2. Rules will be clear, consistent, child focused and easy to understand. They will be displayed at the service. Children will be included in the process of outlining the guidelines of the service.
3. Educators will endeavour to communicate and work with the child/ren displaying inappropriate behaviour to understand and resolve the issues and, if appropriate, redirect the child/ren into a positive experience.

4. Developing a supportive relationship with the children encourages them to learn skills in self discipline. Punishing a child stops the negative behaviour for a while but does not teach the child self restraint. When "Time Out" and redirection are used as a consequence of negative behaviour the reasons will be discussed with the child and "Time Out" will be no longer than 5 minutes or the child will be redirected to another area to play in. A "cooling off" period may be needed so the child can calm down before discussing what happened and sharing their feelings with the Educator, who will in turn talk about their own feelings and responsibilities with the child. Educators will always talk to the child quietly and as an equal. No further punishment will be given and the child will be reminded in positive terms of the expected behaviour. More often than not, redirection to a new activity or play area restores acceptable behaviour and is the preferred approach.

5. For the complete behaviour management policy, please refer to Section 6.16 of the Croydon Hills Primary School Out of School Hours Care Program Policy document

Students, Visitors and Volunteers

Childcare students, visitors and volunteers may visit the service from time to time. During this time, they may be required to complete tasks pertaining to the course they are undertaking including general observations of the service operations and programs. If individual child observations are required, parents will be informed and written permission will be sought prior to any observation taking place. In addition, no student, volunteer or visitor will be left in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies and hold a valid and current "Working with Children Check" if they are 18 years or older.

Grievance Procedures

Croydon Hills Primary Outside School Hours Care service will seek to foster positive relations between all parents and staff. Every parent, child and family member has the right to a positive and sympathetic response to his or her concerns. Solutions will be sought to resolve all disputes, issues or concerns that impact or affect the day-to-day well being of the service in a fair, prompt and positive manner.

Procedure:

- If a parent, child or family member has a concern about the Outside School Hours Care Service, they can discuss the issue with the relevant educator or place the issue in written format and send it to the service Coordinator;
- Any grievance received will be dealt with within 24 hours;
- All unresolved grievances received by the Coordinator will be communicated to the Croydon Hills Primary OSHC Licensee. The licensee representative for 2024 is Christian Holdsworth and he may be contacted on 9725 1206.
- Croydon Hills Primary School Outside School Hours Care Sub-Committee will be informed of grievances received at OSHC meetings;
- If the grievance cannot be resolved, an independent party will be called to mediate the situation;
- Grievances regarding the safety of children may also be directed to the Department of Education. Level 4, 295 Springvale Rd, Glen Waverly, 3150, 1300 333 231 and ask for Children's Services Duty Worker.
- All grievances will be handled in a confidential manner.

Emergency Procedures

Croydon Hills Primary Outside 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 Croydon Hills Primary Outside School Hours Care service.

Procedure

- Emergency procedures are rehearsed once per term in Before School Care and After School Care. Drills will be practiced at least once each holiday program to ensure that children and staff are familiar with the procedures should an emergency occur. The procedure will be consistent with that of the Croydon Hills Primary Emergency Management Plan.
- Where smoke alarms are fitted Croydon Hills Primary School will test them as part of their routine maintenance procedures
- Fire extinguishers will be properly installed and maintained. Croydon Hills Primary School is responsible for the maintenance of the fire extinguishers
- Emergency evacuation procedures will be clearly displayed at all entrances to the service venue
- Emergency telephone numbers will be clearly displayed in the Outside School Hours Care service venue
- Emergency procedures for the Croydon Hills Primary Outside School Hours Care service are located at Appendix 3 in the Croydon Hills Primary Outside School Hours Care service policy document
- Visitors are required to report to the Coordinator or other staff member on arrival
- If staff are not comfortable with a visitor/parent/guardian who has entered the service and they believe that the child/ren or staff are at risk, they should immediately contact the local police
- If a parent/guardian is abusive in any way, Croydon Hills Primary Outside School Hours Care service in conjunction with the School Principal has the right to ban the parent/guardian from the service until Croydon Hills Primary Outside School Hours Care service believes it would be suitable for the parent/guardian to return.

Parent and Child Involvement

Croydon Hills Primary Outside School Hours Care service welcomes the input of all parents/guardians and children for programming ideas. All parents are welcome to join the Outside School Hours Care Sub-Committee.

Croydon Hills Primary Outside School Hours Care service believes continual assessment and evaluation of the program by staff, parents and children is an integral part of program planning.

- Evaluation forms will be available on an annual basis for all families who use the service, however, ongoing feedback at any time is always welcomed.
- Evaluation forms will always be available to all children who use the program
- Parents are given an opportunity to become part of the OSHC Committee
- Parents and/or children can communicate verbal feedback directly to the service Coordinator, via emailing the coordinator or place written suggestions in the ‘Suggestion Box’. A reflections book is available for all children and families.
- Educators are committed to providing feedback on activities and daily running to the service Coordinator who will then evaluate the program
- The service Coordinator will evaluate feedback sheets that are returned and present this information to the service educators and the OSHC Sub-Committee.