



**Ringwood North Primary School**

**Outside School  
Hours Care**

**(OSHC)**

And

**TeamKids School  
Holiday Program**

**Parent Information Book**

**2019**

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# Welcome To Ringwood North Primary School Outside School Hours Care (OSHC).

The handbook has been developed as a guide for new families.

## PHONE NUMBERS:

Ringwood North Primary School Office	9876 3411
OSHC Mobile	0419 511 018
Family Assistance Office	136 150
Department of Education and Early Childhood Development (Region)	9265 2400

## BACKGROUND:

The OSHC'S After School Care (ASC) Program began in 1994 and was followed a few years later by the Before School Care (BSC) Program. The Ringwood North Primary School Council is the sponsor for the OSHC service. A sub committee with parents, council and staff representatives meets on a quarterly basis to deal with all aspects of the program. The Director is responsible for running the daily program, as well as the Educational Leader and Educators.

## PHILOSOPHY & GOALS:

Ringwood North Primary School Outside School Hours Care program is a non-profit service, which provides quality care for primary school children during before/after school hours and other times as required. The philosophy is guided by children's, families and educator's input and needs. Our key reference is My Time, Our Place Framework for School Aged Care in Australia. The programs are designed to meet the diverse needs of children and families in the school community. Children will be able to participate in a variety of planned and unplanned experiences whilst developing socially, emotionally and intellectually.

## GOALS:

The program will:

- provide a safe, secure, stimulating, fun and caring environment for children where the activities promote play and involvement for all children as well as a sense of belonging and wellbeing
- promote wellbeing and respect for each child's dignity and privacy
- ensure all children have a friendly, relaxed, comfortable, safe, secure and warm nurturing environment
- understand that each child in our community has their own interests, customs, culture, language, beliefs needs and abilities
- provide nutritional breakfast and afternoon tea as part of the program to encourage children's health and wellbeing
- provide friendly, caring, warm, sensitive and cooperative educators
- provide affordable quality care, which is accessible to all children and families
- create a culture where educators and children work and play in a pleasant, happy supportive environment where open communication is encouraged and respected and teamwork valued
- ensure children are involved with the community through our program of involvement with sporting activities and incursions
- adhere to all appropriate standards and relevant guidelines applicable to the care of children.

## VENUE:

The Before School Care program is located in the portable at the end of the staff car park. This is also the Reception/office for the program. The After School Care program is located in the school hall. We also use the school's oval and playgrounds for Before School Care, After School Care and Curriculum Days.

Access for dropping/picking children up is via the school car park (**BSC strictly prior to 8.00am**).

## STAFF:

BSC/ASC Director/ Educational Leader:	Judy Miles (Diploma of Children's Services)
OSHC Educators:	Lyn Cardwell Bernie Janes, Siobhan Janes, Raquel Brown Jenny Laffey Jade Boyhan, Angel Stephenraj, Jaclyn Aninang, Bronwyn Brown
Before School Care:	Three/Four staff module program
After School Care:	Three/Four staff module program

## WORKING WITH CHILDREN CHECKS:

All Educators have 'Working with Children Checks' which are valid for five years. Only staff and parents/guardians with 'Working With Children' approval are permitted to remain during program operating hours.

## FIRST AID:

ALL staff have current Level 2 First Aid Certificates, Asthma and Anaphylaxis Training.

## HOURS OF OPERATION:

BSC:	7.00am - 8.45am
ASC:	3.30pm - 6.30pm
Curriculum Days:	7.00am - 6.00pm
Early School Dismissal Days:	1.30/2.30pm - 6.00pm

## ENROLMENT/PHOTOGRAPHING PROCEDURE:

- Enrolment forms must be completed and submitted before child/ren start the program. Enrolment forms are available from the OSHC program or the School Office.
- Photographing of children may occur. Photographic recording of children's games and activities may take place. The Privacy Act requires a signed agreement or disagreement regarding the photographing of children.

## BOOKINGS:

Parents can book their children into BSC/ASC in the following ways:

- make a permanent booking with the Director/Educators
- notify the Director/Educators of the next booking when you collect your child/ren from the program
- phone the school office during the day on 9876 3411 or 0419 511 018 during service hours
- send a note to the office.

Both BSC and ASC have a 90 placement program .

**The program cannot accept any more children once  
this number has been reached.**

**Please supply a copy of your 2018 Transition Learning  
and Development Statement.**

## CANCELLATIONS:

It is the parent's responsibility to call the school or the OSHC program to cancel their booking if child/ren are not attending. ***Verbal cancellations by children will not be accepted.***

## AUTHORITY TO COLLECT CHILDREN:

Children can only be collected and signed out by people who have been nominated on the registration form.

An authorised person must be over **18 years of age**.

Please phone and speak to the Director personally if an emergency occurs and someone other than a nominated person will be collecting your child.

If authorized persons are unable to collect your child the parent should nominate an alternative to the Director.

The alternative person must supply photo ID at the time of collecting a child from the program.

## SIGNING IN/OUT:

Authorized persons must sign their child in for BSC and out for ASC and write down the exact time. Both of these procedures are important for legal purposes.

If a child's name needs to be added to the roll it is a legal requirement for your child's full name to be written down. You cannot sign once for two children. Children need to be signed in/out individually.

If a child is to attend an organised activity whilst they are booked into the program (e.g. music, sport) parents are asked to write a letter to attend the activity.

## LATE COLLECTION:

If you or an authorised person are not able to pick up your child by 6:30pm, please contact the Director as early as possible before 6.00pm.

If your child has not been collected by 6:30pm, the following action will be taken by the Director:

- the parent/guardian will be contacted by phone
- the emergency contact will be phoned
- if your child has not been collected by 7.00pm and parents have not contacted the Director or the Principal/Vice Principal, the Ringwood Police may be contacted to discuss appropriate action
- the incident will be reported to The Department of Human Services.

**After 6:30pm, a late fee of \$1.00 per minute per family will be charged.**

**Continuous late collection of a child will jeopardize their placement in the OSHC Program.**



## CHILD CARE BENEFIT (CCB):

CCB is a payment made to families by the Family Assistance Office (FAO) to assist with the costs of childcare. CCB helps provide a more affordable system of childcare.

To receive your CCB rebate you need to obtain an individual Customer Reference Number (CRN) for yourself and your child/children. You need to provide this information, your own birth date and your child / childrens' birthdates to the OSHC Director.

## FEES:

BSC:	\$13.50	CCB applies
ASC:	\$18.00	CCB applies.
Curriculum/Pupil Free Days:	\$45.00	CCB applies

- If your child has been booked and does not attend, and the school office or OSHC Director has not been contacted, the normal fees will be charged.
- Fees MUST be paid on a weekly/fortnightly basis with casual users paying on the day of attendance.
- Fees can be paid directly to OSHC or through the school office.
- Payments will be accepted at BSC. Preferred payment is at ASC between 3:00 - 3:20pm or after 5:30pm.
- If fees are not paid a reminder phonecall and then by a letter from the school's Business Manager.
- Continuous non-payment of fees **WILL** jeopardize a child's position in the OSHC Program. Please speak to the Director if there are any problems with paying your account.
- Payments can be paid by cash, cheque or credit card. The Business Manager can debit your nominated credit card. Credit card details are kept secure in the office.
- No EFTPOS is available at OSHC however you can use the school office facility during school hours if you wish.

## PROGRAMS:

OSHC will offer a flexible quality program, of art, craft, music, cooking, games both in and outdoor and sport.

These activities will help to develop the physical and creative needs of children.

All children are free to choose a organised activity or initiate their own play. The weekly program will be on display for children and parents to read. This will also be published in the school newsletter.

The children help in deciding their program.



## NUTRITION:

OSHC will provide a nutritious and balanced breakfast and afternoon tea catering for childrens' tastes and health needs, as well as religious/cultural requirements. Children have access to water at all times.

**Please notify the Director in writing of any food allergies your child may have.**

BREAKFAST		
CEREALS	DRINKS	TOASTED ITEMS
Weetbix	Apple Juice	TOAST with spread of choice -Peanut Butter and Nutella are not supplied, consistent with school policy.
Cornflakes	Water	
Rice Bubbles	Milk	Fruit Toast
Nutri-grain	Milo	Crumpet (during winter)
Cheerios	Nesquick	

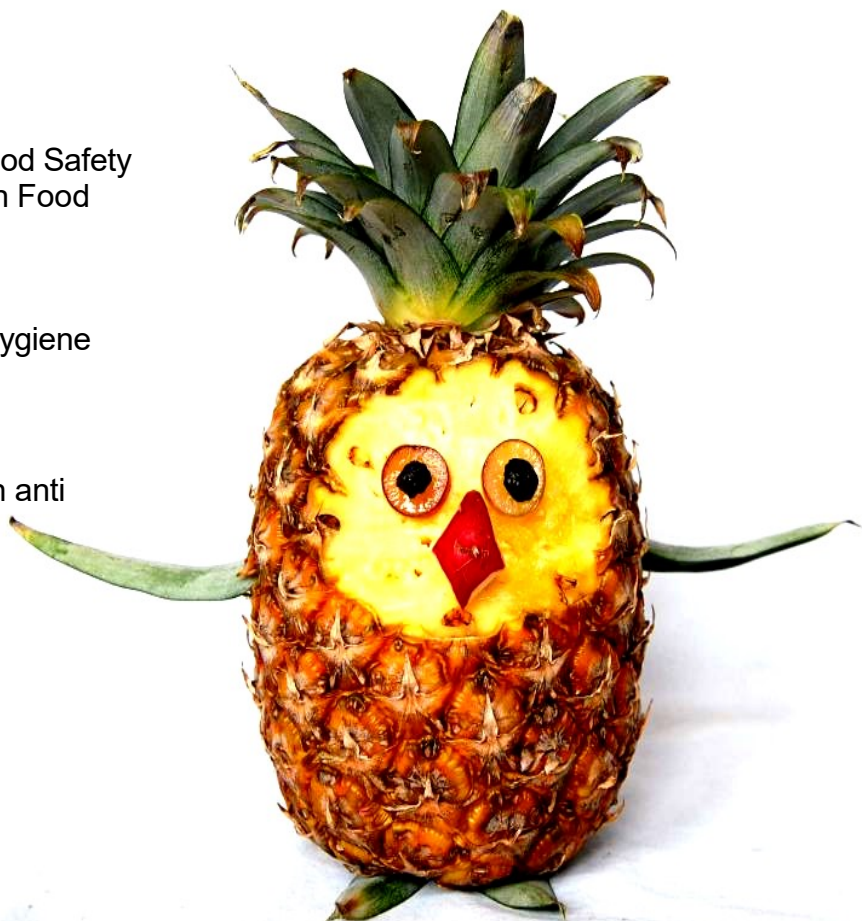
AFTERNOON TEA		
Afternoon Tea is a combination of the following:		
Seasonal fruit	Raw vegetables	Savory biscuits
Bread or Rice Cakes	Sandwiches	Bun / Cake (on special occasions)
	Water	

## HYGIENE:

All permanent staff have current Food Safety Level 2 Certificates from 'The Clean Food Training Company.'

Staff and children will follow strict hygiene procedures including:

- regular hand washing
- using tongs when serving food
- surfaces cleaned regularly with anti bacterial solution
- disposable hand towels are available for use.



## BEHAVIOUR MANAGEMENT:

In the event of any child causing a disruption during the program, the following steps will be taken.

1. **A Warning**  
A warning is given to a child/ren who disrupt the program.
2. **Removal within the program venue**  
The child is asked to think about their behaviour and make better choices then rejoin the group when they are able to do so without further disruption.
3. **Parental Involvement**  
Parents will collect their child.  
A meeting will be arranged to discuss the behavior of the child.
4. **School Principal Involvement**  
The School Principal will automatically become involved in cases of serious or dangerous breaches of the rules and regulations. OSHC is sponsored by the School Council.
5. **Suspension**  
A child will be suspended from the program in the following instances:
  - when they are physically violent towards another child
  - continuous disregard for program rules.

In the case of suspension, a child will be asked not to attend the program on the next scheduled day of attendance.

If the above inappropriate behaviour occurs on a regular basis the suspension period may be extended or expulsion may occur as a last resort.

6. **Expulsion.**  
In the case of extremely violent and/or continuously disruptive behavior a student may be expelled from the program. This would occur only when all avenues had been exhausted. Parents/Guardians and the Principal would be involved in this step.

## SUN SMART:

The Sunsmart policy is reinforced in a positive way. OSHC requires children to wear hats whenever they are outdoors. In line with school protocol, hats are to be worn from 1st September to 1st May—consistent with the School Council and Cancer Council policy.

Children who do not have their hats with them will play in an area protected from the sun, e.g. the shade cloth at the BBQ area.

Staff and parents will act as role models by:

- wearing appropriate hats and clothing outdoors
- using SPF 30 sunscreen for skin protection
- seeking shade wherever possible
- providing SPF 30 broad spectrum, water-resistant sunscreen.

**Please supply and advise the Educators in writing if your child has particular sensitivities to sunscreen.**



## **EQUAL OPPORTUNITY:**

### Purpose and Philosophical Basis:

All children are valued equally. Staff provide children with the opportunity to develop to their maximum potential, regardless of gender, level of ability or social and cultural background.

### Guidelines:

1. The school's BSC/ASC program will be devised to reflect the needs relevant to the local community.
2. Staff will endeavour to develop the physical potential of every child, emphasising participation, enjoyment and satisfaction in accomplishments. Individual differences in ability and interests will be recognised.
3. Staff will recognise and encourage an understanding of other cultures and tolerance of non-traditional lifestyles.
4. OSHC staff will act as appropriate role models, ensuring there is no bias in language, gender or presentation of material.

## **HOMEWORK:**

Staff will:

- provide a quiet safe area for children to do their homework
- staff will assist with homework when time and resources permit
- all efforts will be made to encourage students to occupy their time in a constructive and worthwhile way.

## **MEDICAL PLAN / ACCIDENTS:**

**If your child has any medical condition, the Director must be notified in writing.**

- If a child becomes unwell while attending BSC/ASC the Director will attempt to contact the parents. If parents are unavailable then the emergency contact will be called. If emergency contact is not available the child will be taken to an appropriate medical facility. Relief staff will be called.
- In the case of serious injury or serious health condition OSHC will call an ambulance. Parents/Principal or Vice Principal will be notified.
- Parents are responsible for all medical and ambulance costs.
- All medical records must be kept up to date. NB. Asthma/Anaphylaxis Plans must be updated every year with annual re-enrollments. Also Risk Minimisation Plans.

## **MEDICATION:**

Children's medication must be in the original container clearly marked, with child's name, name of medication and dosage.

- Medication will only be given with written permission from the parent/guardian, stating dosage, time to be administered and other relevant information.
- These details will be kept on file by the Director.
- A signed statement of any medications administered will be kept by the Director.



## **COMPLAINTS:**

All parents/guardians have the right to have their concerns heard by the OSHC Sub-committee. Families are encouraged to discuss with the coordinator any complaints or concerns they have about the service or staff. The Director is expected to address complaints promptly, respectfully and in a confidential manner.

The staff will endeavor to respond to families within 24 hours and in writing within 5 working days.

Complaints which are not resolved to the family's satisfaction will be referred to the Principal or Vice Principal. If the complaint is still not resolved the matter will then be referred to a School Council Representative.

## **COURT ORDERS & CUSTODY:**

Parents/authorised persons have access to their children at all times unless a relevant Court Order is given to the program stating otherwise.

- A copy of a current Court Order must be given to the Director on enrolment.
- Parents/authorised persons must notify the program if there are any changes to these documents.
- If the program does not have a copy of the Court Order then it is assumed that both parents have equal access to the child/ren.
- The document will be filed with the child/rens records and treated in strict confidence.

**TOYS:** Children are discouraged from bringing toys and games from home. If these items are brought to the program staff will not be responsible for those that are lost or broken during the program.

## **NEWSLETTER / NOTICEBOARD:**

The OSHC information and fortnightly program is published in the school's Oban Oracle fortnightly newsletter.

## **PRIVACY:**

All private and confidential information regarding families and children is kept in a secure place. No private and confidential information will be given to any other family or person.

**Ringwood North Primary School OSHC  
has detailed copies of these policies.**

**If you wish to view these policies please make an  
appointment with the Director.**



# TeamKids Holiday Program starts at Ringwood North Primary on the 7<sup>th</sup> January 2019.

## Setting a new standard in Vacation Care since 2011

TeamKids is the premium provider of Outside School Hours Care (OSHC) throughout Australia. We exist to excite, engage and entertain children before school, after school and throughout school holidays.

Owned and run by teachers, we partner with schools, sports centres and workplaces to create life-long memories.

Our holiday programs are jam-packed full of fun experiences that allow children to explore the world in a safe, engaging and exciting environment whilst providing a genuine alternative for working families.

### How to Enrol

It's easy to set up your TeamKids account via our website. [www.teamkids.com.au](http://www.teamkids.com.au) You will be required to set up an account by clicking the register button.

## WHAT TEAMKIDS BRINGS



Enriching experiences



Engaging & fun educators



Industry leading ratios

## AMAZING HOLIDAY ACTIVITIES!



Cooking



Art Attack



S.T.E.M



Epic Games



Delicious, healthy morning and afternoon tea served every day



**GET IN TOUCH**  
[info@teamkids.com.au](mailto:info@teamkids.com.au)  
**1300 035 000**

GENUINE | FUN | INNOVATIVE | REMARKABLE | INVOLVED