## Contact Details

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Telephone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helen Freeman</td>
<td>School Principal Licensee Representative</td>
<td>03 5571 9295 0421355027</td>
<td><a href="mailto:freeman.helen.d@edumail.vic.gov.au">freeman.helen.d@edumail.vic.gov.au</a></td>
</tr>
<tr>
<td>Linda Grant</td>
<td>Project Manager &amp; Administrator</td>
<td>0417 522 039</td>
<td><a href="mailto:swsustainability@yahoo.com.au">swsustainability@yahoo.com.au</a></td>
</tr>
<tr>
<td>Rosemary Anderson</td>
<td>OSHC Coordinator / Primary Nominee</td>
<td></td>
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<tr>
<td>Bernadine Kelvy</td>
<td>OSHC Assistant / Approved Nominee</td>
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<tr>
<td>Linley Sparke-Bauer</td>
<td>OSHC Assistant</td>
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<tr>
<td>Cheryl Williams</td>
<td>OSHC Assistant</td>
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</table>

**Coordinator on-duty telephone:** 0408 936 652  
**Assistant on-duty telephone:** 0407 052 344

**Venue:**

Hamilton (Gray St) Primary School  
42 Gray Street, Hamilton 3300

**Postal Address:** PO Box 203, Hamilton Vic 3300  
**E-mail:** hamilton.ps.gray@edumail.vic.gov.au  
**Website:** www.hamiltonps-grayst.vic.edu.au

**Licensee:** Hamilton (Gray St) Primary School Council  
**Licensee Representative:** Ms Helen Freeman
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Welcome
The Hamilton (Gray St) Primary School Council welcomes you and your family to our Outside School Hours Care (OSHC) service. Our team has developed a diverse and engaging program for primary school aged children that has the flexibility to meet the needs of all children in our care.

We welcome all feedback and look forward to hearing about your experiences, listening to your suggestions and working with you to meet the needs of your children.

This handbook will provide you with a quick reference for important information about our service. Detailed policy information and procedures is available in our Policy documents. Please take the time to read this Handbook through and store in a handy spot for future reference.

Philosophy and Goals
Outside School Hours Care is child care tailored to fit around school hours, giving families peace of mind that their children are being properly cared for while they work, study or take some time out.

At Hamilton (Gray St) Primary School OSHC, our philosophy is that Outside School Hours Care is all about the children. It’s about meeting their needs; about providing opportunities for the children to enjoy themselves, having great experiences and feeling that they ‘belong’. You will know we’ve reached our goal, when your child can’t wait to go to OSHC!

History of the Service
This is a new service commencing operation for the first time in February 2011. Our team brings together a wide range of skills and experience to make OSHC engaging and enjoyable for your family.

Venue
The OSHC service will operate from Hamilton (Gray St) Primary School. The service has two classrooms for exclusive use and will also utilise the art room, canteen, stadium, multi-purpose room and outdoor facilities. The Hamilton Botanic Gardens have been included as an approved site for our service and we will make plenty of use of these fantastic gardens.

Licensed number of places
The Department of Education and Early Childhood Development licenses Outside School Hours Care in Victoria. Our service has an integrated license for 30 places to operate Before and After School Care and Vacation Care. Pupil Free days and Prep Free days can be accommodated under either of these licenses.
Funded number of places
The Australian Government Department of Education, Employment and Workplace Relations, approves our service under the Family Assistance Law for Child Care Benefit (CCB), and Childcare Tax Rebate. We have applied for 30 funded places.

Hours of operation

Before School Care
6:45am to 8:50am

After School Care
3:30pm to 6:30 pm

Vacation Care
6:45am to 6:30pm

Pupil Free Days
6:45 am to 6:30pm

Early Finish
On the last day of each term, the service will commence at the conclusion of school – normally 2.30pm.

Prep Free Days
The Prep Free days runs from 8:50am to 3:30pm on Wednesdays during February. Parents requiring care before or after these hours may also book children in to Before or After School Care. Prep Free days will run subject to demand.

Management Structure
The Hamilton (Gray St) Primary School Council is the licensee of the service. Principal, Ms Helen Freeman is the licensee representative. The School Council has established an Outside School Hours Care Sub-Committee to oversee the management of the service. The OSHC staff are employed by the School Council. This is a not for profit service dependant on the timely payment of invoices to remain viable.

Outside School Hours Quality Assurance
Our service is registered with the National Childcare Accreditation Council. We participate in the national childcare quality assurance program. Please see the Coordinator for more information or visit www.ncac.gov.au
Priority of Access

Our service is open to all primary school aged children. Priority of access is in accordance with the Department of Education, Employment and Workplace Relations, Legislative Extracts for Approval and Continued Approval under the Family Assistance Law:

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.

Further priorities exist within these categories. Subject to Priority of access guidelines, children who attend Hamilton (Gray St) Primary School will be given priority over children who attend other schools. Please see the policy for detailed information.

Booked places and casual attendance

Regular sessions Before & After School Care

Subject to Priority of Access, families may book regular sessions of Before and or After school care, e.g., every Wednesday afternoon and every Monday and Thursday morning. Booked sessions must be paid for whether the child attends or not. Exceptions to this would be where:

- the service is booked out and the position is able to be filled or;
- the service is unable to operate due to circumstances beyond our control.

To cancel a regular booking, seven days notice must be given.

Families with regular Before and or After School Care bookings will have first priority for a Pupil Free day when it falls on their regular booked day. Families utilising regular booked Before and After School Care will also have priority placement for Vacation Care Bookings.

Vacation Care bookings

Vacation care bookings will open 5 weeks prior to the end of term. Booked sessions must be paid for whether the child attends or not, except where:

- the service is booked out and the position is able to be filled or;
- the service is unable to operate due to circumstances beyond our control

Casual attendance

Children may attend on a casual basis subject to availability of places and priority of access. Little or no notice is required for a casual booking. If you find that you can’t make it to school to collect your child on time, call the administrator to see if there is a place available. If we can fit your child in, please let your child know what arrangements have been made, including who will collect them from OSHC and what time they will be collected. We will collect Prep to grade 2 children from their classroom. Grade 3 to 6 children are expected to walk themselves to OSHC.
Fees & Invoicing

<table>
<thead>
<tr>
<th>Care type</th>
<th>Fee</th>
<th>Includes</th>
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<tbody>
<tr>
<td>Before School</td>
<td>$25.43</td>
<td>breakfast</td>
</tr>
<tr>
<td>After School</td>
<td>$14.91</td>
<td>afternoon tea</td>
</tr>
<tr>
<td>Vacation Care &amp; Pupil Free Days</td>
<td>$68.83</td>
<td>breakfast, lunch, morning and afternoon tea</td>
</tr>
<tr>
<td>Prep Free Days</td>
<td>subject to demand</td>
<td></td>
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</table>

Fees may be reviewed from time to time. Two weeks notice will be given of fee changes.

Invoices will be issued weekly and may be paid by cash, cheque or direct debit. Please contact the Administrator for invoice enquiries.

Child care benefit (CCB) & child care tax rebate
Child Care Benefit (CCB) is available to eligible families as reduced fees or as a lump sum reimbursement via the Family Assistance Office. To claim CCB you must register via Centrelink. To estimate your entitlement visit: [https://secure.centrelink.gov.au/RateEstimatorsWeb/publicUserCombinedStart.do](https://secure.centrelink.gov.au/RateEstimatorsWeb/publicUserCombinedStart.do)

Child care tax rebate entitles eligible families to up to 50% rebate (capped at $7,500 per child per annum) on out of pocket child care expenses.

Non payment of fees
This is a not for profit service dependant on punctual payment of fees to remain viable. If you find yourself in financial difficulty, please discuss a payment plan with the Administrator.

Non-payment of fees may result in suspension of service.

Cancellations
Please provide as much notice as possible of cancellations by calling the Administrator or Coordinator to assist us to offer the places for other children. You will be contacted if your child fails to arrive at the service for booked care.

Booked places will be invoiced except where; the service is booked out and the position is able to be filled or; the service is unable to operate due to circumstances beyond our control.
**Enrolment / booking Procedures**
Enrolments will be accepted at anytime. Forms are available from the website or by contacting the Administrator.

To make bookings, contact the Administrator. Bookings will be accepted subject to the priority of access guidelines and availability of places.

**Signing In / Out**
Signing in and out is an important procedure. Please take care to make sure you sign your child(ren) in and out every time they arrive or leave the service by entering the time the child(ren) arrives or leaves and signing the attendance record.

Staff will sign out children who are leaving Outside School Hours Care to go to their school classroom. Staff will also sign children in who arrive directly from their school classroom.

Children in Prep to grade two will be delivered to / collected from their classroom by a staff member. Children in grade three to six are expected to walk directly from class to Outside School Hours Care and vice versa.

**Authority to collect children**
Children will only be release to people authorised to collect them. In the event that a person arrives to collect a child whom they are not authorised to collect, staff will contact the authorised person and ask them to confirm the identity and contact information of the person and give permission for the child to leave. The authorised person will be requested to give written authorisation via fax or email before the child is released.

Children will not be released to anyone who is obviously intoxicated, under the influence of drugs or otherwise judged to be unfit to properly care for the child. In this event, another authorised person will be contacted to collect the child. Please see the Delivery and Collection of Children Policy for procedures and further information.

You may authorise additional people to collect your child(ren) at any time by up-dating enrolment forms.

**Late Pick Up**
Please notify the Coordinator if you will be late collecting your child(ren) so that arrangements can be made to relieve staff if necessary. **Late collection fees will be charged in accordance with the Fees Policy.**

**Court orders / Custody Details**
Please keep the Coordinator informed of any changes to court orders or custody arrangements. Changes to living arrangements can be very disruptive to children and result in unusual behaviour. Keeping us informed will assist us to meet you child’s needs. Where custody is shared, we
recommend a diary be used to communicate between both parties and our services. This will assist us to meet our duty of care to your children.

**Medical details**

Please keep the Coordinator informed of any medical conditions and hand all medication to the Coordinator upon arrival for administering and safe keeping.

**Privacy and confidentiality**

We respect your privacy and all personal information will be treated as confidential. We may ask you for permission to discuss issues with school colleagues and other professionals in order to meet your child’s needs.

**First aid**

There will always be at least one staff member on duty with First Aid qualifications. You will be informed of all First Aid administered to your child and you will be asked to sign the incident register to acknowledge that you have been informed.

**Sun smart**

We are sun smart and require that children wear a broad brimmed hat whilst outside in terms one and four and over the summer holiday period. We recommend that you supply a hat that can be left at Outside School Hours Care so that children always have one available. No hat – No outside play.

We will provide sunscreen and assist children to apply regularly while playing outside. If your child has allergies to sunscreen, please inform the staff.

**Clothing**

Children are encouraged to bring a comfortable change of clothes to OSHC. Please make sure the change of clothes is appropriate to the weather conditions and covers shoulders. Changing out of school uniform facilitates relaxation and free play while helping to keep uniforms clean and undamaged. Staff will organise for children to change their clothes in privacy after they are signed in.

*Please label all clothes and shoes with the child’s name.*

**Nutrition**

We have a healthy living philosophy and will actively encourage children to lead a healthy lifestyle. Water will be available at all times for children to serve themselves. Healthy food options will be provided such as fruit and vegetable platters, low fat, low sugar breakfast cereals, toast, sandwiches etc. Please ensure you keep the Coordinator informed of any food allergies or intolerances.
**Teeth brushing**
For children attending regularly at breakfast time, please send a tooth brush and tooth paste in a labelled container to leave at OSHC. Staff will ensure children brush their teeth after breakfast. Casual users are also encouraged to bring their toothbrush and tooth paste on the days they attend for breakfast.

**Food handling**
Staff preparing food will hold a Safe Food Handling certificate. Food preparation will occur in the staff room until the canteen is available for use. Children will be encouraged and supported to participate in preparing their own food once we have access to the canteen.

**Hygiene**
Good personal hygiene is important for the prevention of infection. Staff will role model a high level of personal hygiene and encourage children to learn and understand why good hygiene is important.

Children who soil themselves will be treated with respect and dignity and assisted to clean themselves up in private.

Hand washing is key to preventing the spread of infection. Staff will ensure that children wash their hands at appropriate times such as prior to eating and after toileting.

**Health**
Children who arrive at OSHC unwell or who become unwell whilst in our care will be monitored until an authorised person can collect them. In the case of an emergency, an ambulance will be called.


**Accidents and Incidents**
We will do our best to provide a safe and secure environment for children. In the unfortunate event that an accident occurs, our staff will assess the situation and respond accordingly.

In the event of a serious injury, an ambulance will be called. Staff will provide First Aid until professional assistance is available and notify parents/guardians as soon as practical.

Serious incidents and accidents will be reported to the Department of Education and Early Childhood Development (DEECD) by the service.

All injuries requiring First Aid will be recorded in the accident and injury register. You will be asked to sign the register to acknowledge that you have been informed.
Staff
Under the Children’s Services legislation, for a license for 30 children’s places we are required to have two staff present at all times. At least one staff member must hold a Diploma in children’s services as a minimum qualification. All staff must be 18 years or older and hold or be studying Certificate III in Children’s Services, an equivalent or higher qualification. Volunteers and students on work experience are not counted in the staff to child ratios. All staff and volunteers will have a Working with Children Check prior to commencing work with the children.

The staff have a great combination of qualifications and will fill in for each other throughout the year. We may also have volunteers, or students doing placement with us, on a regular or casual basis.

Rosemary Anderson is the Coordinator and is currently studying for a Diploma in Children’s Services.

Bernadine Kelvy is a qualified teacher and will work Monday, Tuesday, Thursday and Friday as the Assistant.

Linley Sparke-Bauer is studying Children’s Services III and will work as the Assistant on Wednesday.

Cheryl Williams holds a Bachelor of Teaching and will work as Assistant on Wednesday.

Rebecca Ryan is a VCAL student studying Children’s Services. She will be doing placement with us on Thursday.

Positive guidance of children
- Hamilton (Gray St) Primary School Outside School Hours Care is committed to:
- Respecting the importance of positive interactions and relationships between children, families, staff and licensee
- Acknowledging that children have the same rights as adults and recognising the diversity that exists in everyone
- Protecting children from aggression by providing them with a safe and secure environment, and the opportunity for positive and respectful interactions with adults and other children
- Recognising that children’s behaviour reflects their level of development and is influenced by a range of factors
- Providing a learning environment that supports the growth, wellbeing and development of the whole child
- Respecting cultural practices and beliefs and working in partnership with parents/guardians and other professionals with issues relating to the guidance of a child’s behaviour
- Encouraging children’s learning in identifying their own rights, needs and feelings and those of others, to interact effectively and, in doing so, to gain an understanding of empathy
- Engaging only in practices that are respectful of, and provide security for, children and that in no way degrade, endanger, exploit, intimidate or harm them psychologically or physically
- Reflecting the values, attitudes and current recommended strategies that promote positive behaviours.
On-going behavioural concerns will be managed in consultation with parents and in accordance with our Behaviour Guidance Policy.

**Diversity and inclusion of children**
This is an equal opportunity service. All children are welcome in this service and programming will cater for gender, culture, ability and interests of individual children.

**Excursions & Incursions**
Our program will include a range of excursions and incursions (specialist visitors coming to us). We will undertake risk assessments and increase staff to child ratios as appropriate.

Permission to go on excursions around Hamilton will be provided at enrolment. Excursions outside Hamilton will require parental consent to participate. Some excursions and incursions may incur additional fees.

**Complaint and grievance procedure**
- Hamilton (Gray St) Primary School Outside School Hours Care is committed to:
  - Providing an environment of mutual respect and open communication, where the expression of opinions is encouraged
  - Considering situations from all perspectives and responding in a manner that promotes an environment conducive to collaborative problem-solving
  - Fairness and equity in dealing with disputes, complaints and complainants
  - Compliance with all legislative and statutory requirements
  - Establishing mechanisms to promote prompt, efficient and satisfactory resolution of complaints and grievances
  - Maintaining confidentiality at all times.

You are encouraged to speak to the Coordinator about any concerns you have. If you are unable to reach a satisfactory solution, please read the Grievance and complaints policy and speak to the school Principal (the Licensee Representative).

**Parent involvement**

**Participation**
Parents and friends can support the OSHC service by offering feedback, skills and or time. Please talk to the Coordinator about what you can offer. Your assistance helps us to provide an interesting and affordable service.

**OSHC sub-committee**
The OSHC sub-committee of the School Council has input to the running of the service. The current members are:

School Principal: Helen Freeman
School Council President: Hugh Koch
School Council Treasurer: Jim Bailey
School Council Member: Tom de Steiger
OSHC Project Manager: Linda Grant

**Notices and newsletters**
Invoices and newsletters will be emailed to those families who elect to have them delivered in this way. If you chose to have printed copies, please check your folder daily for invoices and notices.

OSHC news will be printed in the school newsletter.

**Children’s belongings and toys**
Children often become distressed when personal belongings and toys are lost or damaged. We request that children do not bring toys or personal belongings to Outside School Hours Care.

Electronic equipment such as mobile phones, PSPs and hand held electronic games are not to be used whilst children are in Outside School Hours Care. No responsibility will be accepted by the staff or Hamilton (Gray St) Primary School Outside School Hours Care for lost or damaged personal belongings.

**Celebrations**
Learning about cultural and religious celebrations is a way of connecting, having respect for others and their beliefs and of increasing tolerance to different points of view. To help us do this, please make us aware of any special days / events that your family celebrates and the associated activities.

We will recognise / celebrate the following:

- Christmas
- Easter
- Mother’s Day (or other special woman in the life of your child)
- Father’s Day (or other special man in the life of your child)
- Birthdays

If you do not want your child to participate in recognising / celebrating these events, please speak to the Coordinator.

**Birthdays**
Birthdays are important occasions and we will celebrate them by singing Happy Birthday.