

YARRAMBAT PRIMARY OUT OF SCHOOL HOURS CARE
INFORMATION FOR FAMILIES 2023

Yarrambat Primary Out of School Hours Care Service

552 Yan Yean Road, Yarrambat, 3091

E; oshc.yarrambat.ps@education.vic.gov.au Coordinator; Booke Appleton W;
<http://www.yarrambatps.vic.edu.au/oshc.php?id=5>

Phone: 03 9436 1781

Welcome to the Yarrambat Primary Out of School Hours Care Service. We aim to provide a safe and stimulating environment in which your child can play and relax, before and after school. We provide a play-based, child-centered inclusive program which focus on developmental, social and recreational activities appropriate to the needs of all children.

Location:

The program is located in the school gymnasium off the Ironbark Road entrance to the school.

HOURS:

Before School Care	7.00am-8.45am	Monday – Friday
After School care	3.30pm-6.00pm	Monday – Friday
Curriculum Days, school holidays and public holidays	CLOSED	CLOSED

Staffing:

Coordinator – Brooke Appleton

Assistant Coordinator – Olivia Johnson and Madi Morgan

The Before School Program is staffed 4-6 people, depending on the number of children booked in, and is licensed to offer care for 90 places per morning.

The After School Program is staffed by 5-6 people and is licensed to offer care for 90 places maximum per afternoon. A minimum staff ratio of 1 staff member:15 children is maintained at all times.

Online Enrolment into the Service

Children attend the program on a permanent full-time, part-time or casual basis. For your child to use the service for the first time, Families first need to enrol into the program, via the Yarrambat Primary School website or via the link provided below.

<http://www.yarrambatps.vic.edu.au/oshc.php?id=5>

Once we have received your waitlist form and details you will be contacted directly regarding days required and commencement dates.

The online Enrolment form provides us with important information regarding the care of your child/ren, including; contact information, health information & medical needs, food allergies, access, cultural and religious background, languages spoken, details of people authorised by you to collect your child from the program and contact names in the event of an emergency. All information collected will be kept Private and Confidential. Enrolment forms are required to be updated, whenever changes are made - this is a legal requirement under the *Education and Care Services National Law and Regulations 2010*. All outstanding accounts will need to be paid in full in order to confirm a Re-enrolment booking for the following year.

Bookings

As part of the online enrolment via Xplor Home you will be able to request permanent sessions for your child or indicate possible casual usage. Bookings can be discussed with the Coordinator to ascertain availability.

Children can only attend if bookings have been made and confirmed prior to attendance, and an online waitlist request has been received and confirmed, and an online enrolment form, has been received by the Service.

It is the responsibility of the parent/carer to inform the program of casual bookings and cancellations, which can be made through Xplor Home App.

Fees will be charged for all unattended and cancelled bookings.

Fees& Payments

The current fee schedule is, with an incremental fee increase annually in Term 1.

SESSION	FEE
Before Care	\$25.00
Aftercare	\$25.00

The OSHC Service issues accounts weekly/fortnightly – emailed out to families. Families must ensure they keep their contact details up-to-date with the OSHC Service. Accounts are required to be paid on a regular weekly/fortnightly basis. The mode of payment is direct transfer to the Yarrambat Primary School account provided on commencement at the service.

Child Care Fee Subsidy System (CCSS)

You may be eligible for financial assistance called the Child Care Fee Subsidy (CCSS) from the Australian Government. The CCSS is an assessment of your eligibility dependent upon your combined/single income and the level of activity you undertake. In order to assess any fee assistance that you may be entitled for, all families are required to register with Services Australia/Centrelink online via the MyGov App, calling Centrelink; 136150, or in person, by visiting the nearest Centrelink office. You must complete the online assessment process via the MyGov App

It is the parent's/carer's responsibility to follow this up, and to then provide the correct information to the OSHC service. Delays in payment of subsidies will occur if the childcare subsidy application is incorrect, steps in the process have been missed, or incorrect details have been provided.

- Services Australia (Centrelink) Families and Parents line: 136150
- MyGov Helpdesk; (w): <https://my.gov.au> (P) 132307
- MyGov login; (w): <https://www.centrelink.gov.au>

Absences and Non-Attendance of Children

Families must advise the service if their child will not be attending the OSHC Service on their booked days, prior to the program operating through the Xplor Home app. Please see cancellation policy attached below.

4.10 CANCELLATION OF CARE POLICY

POLICY

Families are required to notify the service of any changes to booking arrangements.

PROCEDURE

Families who do not notify the service of intention to cancel will be charged the full session.

Families are required to notify the service prior to 6.00pm for Before School Care bookings and 11.00am for After School Care bookings, otherwise the full fee will be charged.

Signing in and out

When dropping your child at the Before School Program, please ensure that they attend the OSHC room and that you sign in your child via the online *Xplor Homeapp* on the Ipad. When collecting your child from the After School Program, please sign your child out of the via the online *Xplor Home App* on the Ipad.

Signing your child in and out of the programs is a legal requirement under the *Education and Care Services National Law and Regulations 2010*.

Children can only be picked up by those authorized on your enrolment form by the enrolling parent/guardian or with prior written consent that has been received by the Co-ordinator. Children *must* be picked up by 6.00pm otherwise a late-penalty fine will be charged. Only people nominated by you on the registration form can collect your child unless you have provided written consent (which can be in the form of an email), addressed to the Co-ordinator, for an alternative/emergency arrangement.

Educational Program of Activities, Experiences and Practice

The OSHC Team offer a varied, rich and inclusive program of play-based Activities and Experiences appropriate to the ages, needs and interests of all the children. The program is designed to be fun and stimulating, providing a number of structured and open-ended activities the children can choose from each day, including; art & craft, games, sport, drama, music, dance, indoor games, cooking, videos & DVD's (on rainy days). *'Framework for School Age Care in Australia; My Time, Our Place'*

Food

A daily menu is provided at the service for both morning and afternoon sessions.

Children with individual food requirements including allergies and intolerances will be catered for. The Enrolment form provides a space where you can indicate any particular needs/requirements. **Please discuss individual requirements with the coordinator prior to your child attending the service as we would like to make sure that your child has their individual needs catered for as best as we can..**

Medical

Families must inform the program of any medical conditions that your children may have. The online enrolment form provides a space to note any requirements. Correct and up to date Medical Management plans, signed by doctors are to be provided and kept by the service. Medical plans must be updated annually. Up to date Medication must also be provided to the service and be clearly labelled with the child's name. Risk minimization plans must also be completed by the family, updated regularly, and when changes are made. **All medical documentation and medication must be provided to the service prior to the child attending care.**

Communication with Families

Communication with Families is very important to us to ensure the quality of care we can provide to your children and occurs through a number of formal and informal channels;

- Daily informal chats with OSHC Staff & Coordinator
- Contact by phone or email to talk or request a meeting
- OSHC Family Information noticeboards - OSHC Children's newsletter; term, annually - Emails sent out to families
- Information pages posted next to sign in/out rolls.
- Compass Portal
- Xplor Home Hub notifications

Grievance and Complaints

All parents/guardians have a right to have their concerns heard by the OSHC Management team, and are encouraged to discuss any concerns with the Coordinator, Staff or Principal as they arise. All grievance and complaints will be dealt with in a timely, private and confidential manner.

Policies and Procedures

All OSHC Policies and procedures are available at the OSHC service.