

Outside School Hours Care Parent Handbook



Updated 24/10/18

MEDICAL ALERT

We are an allergy aware centre – due to children with severe nut allergies we ask that you do NOT pack any nut products in your child's bag

SUN POLICY

(Effective from September to April)

Please ensure your child has the following:

- A broad rimmed or legionnaire hat
- Sun-protective clothing that covers as much skin as possible
 - A drink container

EDUCATION and CARE UNIT

1300 135 513

(ask for the Education and Care Unit)

ecu.comment@education.tas.gov.au

Outside School Hours Care

What is Outside School Hours Care (OSHC)?

OSHC is a program that provides a high quality learning environment for school aged children (4-12 years) before school, after school and during school holidays and student free days.

In the OSHC environment, we recognise that children need a place to engage in a range of play and leisure experiences that allow them to feel happy, safe and relaxed. We also recognise that children need time to interact with friends, practice social skills, challenge themselves, try new activities and learn life skills.

My Time, Our Place; Framework for School Aged Care in Australia

My Time, Our Place has been designed for use by school age care educators working in partnership with children, their families and the community, including schools. It represents Australia's first National Framework for school age care to be used by school age care educators, and aims to extend and enrich children's wellbeing and development at school age care settings.

The Framework acknowledges the importance of play and leisure in children's learning and development and that their learning is not limited to any particular time and place. Developing life skills and a sense of enjoyment are emphasised.

The Framework recognises the importance of social and emotional development and communication in learning through play and leisure, and it forms the foundation for ensuring that children in all school age care settings engage in quality experiences for rich learning, personal development and citizenship opportunities.

The Framework is designed to inspire conversations, improve communication and provide a common language about children's play, leisure and learning among children themselves, their families, the broader community, school age care educators and other professionals.

Learning

The Framework puts children's wellbeing and learning at the core. Working in collaboration with children and in partnerships with families, educators use the Outcomes to guide their planning for children's wellbeing and learning. A continued cycle of planning is used, whereby educators can plan, implement and evaluate ongoing learning journeys for both groups and individual children. In order to engage children actively in this learning, educators identify children's strengths and interests, choose appropriate strategies and design the environment.

OSHC Educators

Blackmans Bay Childrens Services prides itself on providing the highest quality care possible. Educators within OSHC have access to our own Professional Development and Educational Mentor as well as ongoing opportunities for upskilling and further personal growth. By allowing our educators the chance to grow and develop, this enables OSHC to provide high quality care, stimulating environments and better outcomes for children.

Each OSHC site is led by a Coordinator who is fundamental to maintaining an inviting and inspiring program for their Service. They are supported by regular educators who are rostered on to ensure continuity of care to help form safe and secure relationships with children.

Our Philosophy

PLAY

Is at the heart of childhood and simply the most important thing we offer children. Through play children learn to respectfully engage with the world and the people around them.

In the natural environment, children grow and develop through messy play, exploration and curiosity.

This provides opportunities for children to develop risk-taking and resilience, friendship, self-worth and a sense of social conscience.

We create an inclusive environment where every individual can feel safe, valued and happy.



Updated May 2018

Child Care Package Information

Child Care Subsidy (CCS)

The government recently introduced a new Child Care Subsidy (CCS) which is paid directly to the service to reduce your gap payment. For you to receive this subsidy (if entitled), you will need to complete the tasks under the CCS heading below as soon as possible.

Please note that full fees will be applied on commencement of care until the subsidy has been approved. Back payment is very limited, meaning you will be liable to pay full fees if the steps aren't completed in time.

Accessing Child Care Subsidy (CCS):

- Provide primary parent and child Customer Reference Number (CRN) and correct DOB's
- Register for the new child care subsidy, here is a link detailing what you need to do.
<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>.
- Agree to your Complying Written Arrangement in Xplor (see details below).
- Complete all steps in myGov as instructed by Centrelink.

Attendance Records

You are required to sign your child in and out each time they attend the Centre. This is a legal requirement. You must also mark your child as absent using Xplor, if they cannot attend the booking.

Xplor

At Blackmans Bay Childrens Services we implemented a dedicated child care management software called Xplor to improve communications and processes. Xplor is a tool to support families and Educators communicate the needs and growth of each individual child. It makes you feel like you're interacting directly with your child, even though it feels like you are on the other side of the world.

Xplor allows parents to quickly and easily manage logistics and scheduling, whether that's communicating with their child's Educator or reporting an absence. It also provides important resources, like weekly calendars, photos, videos and important health information.

You can check your statement any time, allowing greater financial management. No more chasing invoices, no more worry; an easy way to manage your investment.

Xplor allows you to schedule extra days, holidays and more. Your childcare centre will be notified instantly of your change and you will know they have read it, giving you greater control.

1. Prior to commencement at any of our services, to ensure a smooth start, we ask that you please do the following;
 1. Find the "Xplor" app (free) in your app store on your smart phone (available for Android and Apple devices).
 2. Click "install" to download.

3. Once downloaded you will need to input your account email address and password as per Xplor email. This email will come directly from Xplor once your child/ren have been activated in Xplor. It is suggested the password should be changed to something the parent will remember, making sure to include a capital letter, number and a symbol.
4. Set up Parent sign in on Xplor Hub using email and password as an alternative to signing in and out on your mobile phone. There is a monitor in the foyer of the service. Please ask Educators for assistance if you experience difficulty with registering.

What does the app allow me to do?

- Sign your child/ren in and out of the facility. **Signing in and out electronically is mandatory due to changes in government regulations during 2018.**
- Request additional bookings, should the need arise.
- Notification of any absences.
- View your accounts at any time.
- Receive posts and pictures, to keep in touch with what your little ones are up to throughout the day.
- Important information - sleep times, meal times, observation, sunscreen application.

You can find further information in the Xplor Parent Welcome Handbook. If you did not receive one then please contact the Administration team.

If you still have questions regarding Xplor, please do not hesitate to contact our Administration team on 6229 4914 or admin@bbchildcare.org.

Blackmans Bay Outside School Hours Care (BBOSHC)

Our Location

We are situated in a terrapin building (clearly signed) at the rear of Blackmans Bay Primary School. Parking can be found off both Roslyn Avenue and Opal Drive

Our Educators

We have a core group of educators within each service that provide care for your child. These educators come from diverse backgrounds with different qualifications and skill sets, providing a comprehensive approach to providing high quality care. Please refer to staff profiles located at each service for further information.

Contact Details:

Blackmans Bay Outside School Hours Care

0418 267 200 or 6229 4199

BBOSHC@bbchildcare.org

Please note all administration duties are based at:

Blackmans Bay Childrens Services

177b Roslyn Avenue

Blackmans Bay

oceanview@bbchildcare.org

Operating Hours:

During the school terms:

7:15 - 8:30 am Before School Care

3:00 - 6:15 pm After School Care

2.40 - 6.15 pm Kindergarten (Tue and Thurs)

1.15 - 6.15 pm Kindergarten (Wed)

Our Vacation Care program is run during school holidays from 7:15 am to 6:15 pm. Venues and age groups are detailed on the Booking Form. We also provide care for student free days.

Our Daily Routine

7:15-8:30 am	Before School Care
1:15 pm	Wednesday only – Kindergarten pick up
2:40 pm	Tuesday and Thursday only – Kindergarten pick up
2:55 pm	Children arrive from school and are signed in. Children have the choice to spend time outside for active play (weather permitting)
3:15 pm	Children wash hands and enjoy a healthy afternoon tea which includes fresh fruit, cheese, dips, crackers, vegetables, sandwiches, muffins and occasionally a “treat”. Water is readily available. During this time, children and staff members share ideas, talk about upcoming events, routines, safety issues and plans for the day
3:30 pm	Children have the opportunity to take part in programmed daily activities which include engaging in nature, sporting activities, art programs, craft, cooking, dance, drama, games and construction or children make take part in activities of their own choosing (inside or outside)
6:15 pm	Close

A quiet homework area is also available for children

Illawarra Outside School Hours Care (IOSHC)

Our Location

We are situated in a terrapin building behind Illawarra Primary School. For best access and parking, use Thornton Close (off Illawarra Road).

Our educators

We have a core group of educators within each service that provide care for your child. These educators come from diverse backgrounds with different qualifications and skill sets, providing a comprehensive approach to providing high quality care. Please refer to staff profiles located at each service for further information.

Contact Details:

Illawarra Outside School Hours Care

0408 294 917

IOSHC@bbchildcare.org

Please note all administration duties are based at:

Blackmans Bay Childrens Services

177b Roslyn Avenue

Blackmans Bay

oceanview@bbchildcare.org

Operating Hours:

During the school terms:

7:15 - 8:30 am Before School Care

3:00 - 6:15 pm After School Care

Our Vacation Care program is run during school holidays from 7:15 am to 6:15 pm. Venues and age groups are detailed on the Booking Form. We also provide care for student free days.

Our Daily Routine

7:15-8:30 am	Before School Care
3:00 pm	Kindergarten and Prep children are collected from their class room and all children are signed in.
3:10 pm	Group time; children are given the opportunity to share their day with educators and other children and information such as daily activities, lost property, expectations etc. is shared with children
A/noon tea	Children are provided with a nutritious snack which can include dips, slices, sandwiches and muffins. Fresh fruit and/or vegetables and water are offered everyday
3:30 pm	Indoor and outdoor programmed experiences are available for children, along with free choice and spontaneous activities. Educators provide a relaxed and happy atmosphere
6:15 pm	Close

A quiet homework area is also available for children

Kingston Outside School Hours Care (KOSHC)

Our Location

We are situated in the building next to Mountain View Child Care Centre in the grounds of Kingston Primary School.

Our Educators

We have a core group of educators within each service that provide care for your child. These educators come from diverse backgrounds with different qualifications and skill sets, providing a comprehensive approach to providing high quality care. Please refer to staff profiles located at each service for further information.

Contact Details:

Kingston Outside School Hours Care

0427 294 196 or 6229 4196

KOSHC@bbchildcare.org

Please note all administration duties are based at:

Blackmans Bay Childrens Services

177b Roslyn Avenue

Blackmans Bay

oceanview@bbchildcare.org

Operating Hours:

During the school terms:

7:15 - 8:30 am Before School Care

3:00 - 6:15 pm After School Care

Our Vacation Care program is run during school holidays from 7:15 am to 6:15 pm. Venues and age groups are detailed on the Booking Form. We also provide care for student free days.

Our Daily Routine

7:15-8:30 am	Before School Care
3:00 pm	Children are signed in and then supervised indoors and outdoors for free play, craft activities and structured games
3:50 pm	Group time; children are given the opportunity to share their day with educators and other children
A/noon tea	Children are provided with a nutritious snack which can include dips, slices, sandwiches and muffins. Fresh fruit and/or vegetables and water are offered everyday
4:10 pm	Free choice
5:30 pm	Packing up time commences and quiet activities and games are available
6:15 pm	Close

A quiet homework area is also available for children

St Aloysius Outside School Hours Care (SAOSHC)

Our Location

We are situated at the rear of St Aloysius School grounds. We have two buildings, the Terrapin and the Cottage, which we can utilise daily.

Our Educators

We have a core group of educators within each service that provide care for your child. These educators come from diverse backgrounds with different qualifications and skill sets, providing a comprehensive approach to providing high quality care. Please refer to staff profiles located at each service for further information.

Contact Details:

St Aloysius Outside School Hours Care

0400 294 914

SAOSHC@bbchildcare.org

Please note all administration duties are based at:

Blackmans Bay Childrens Services

177b Roslyn Avenue

Blackmans Bay

oceanview@bbchildcare.org

Operating Hours:

During the school terms:

7:15 - 8:30 am Before School Care

3:00 - 6:15 pm After School Care

2.40 - 6.15 pm Kindergarten

Our Vacation Care program is run during school holidays from 7:15 am to 6:15 pm. Venues and age groups are detailed on the Booking Forms. We also provide care for student free days.

Our Daily Routine

7:15-8:30 am	Before School Care
2:40 pm	Kindergarten children are collected from their class
2:55 pm	Prep children are collected from their class and other children arrive
3:10 pm	Group discussion; children and educators share information regarding routines, safety issues and plans for the afternoon
3:40 pm	All children are supported to join in a variety of active games/walk for 30mins. The remainder of the afternoon is left to the children's choice, where a variety of experiences are able to be accessed
5:30 pm	Packing up commences and children are encouraged to choose a quiet experience until pick up time
6:15 pm	Close

A quiet homework area is also available for children

New Town Outside School Hours Care (SAOSHC)

Our Location

We are situated at the rear of New Town Primary School grounds.

Our Educators

We have a core group of educators within each service that provide care for your child. These educators come from diverse backgrounds with different qualifications and skill sets, providing a comprehensive approach to providing high quality care. Please refer to staff profiles located at each service for further information.

Contact Details:

St Aloysius Outside School Hours Care

0499 975 066

NTOSHC@bbchildcare.org

Please note all administration duties are based at:

Blackmans Bay Childrens Services

177b Roslyn Avenue

Blackmans Bay

oceanview@bbchildcare.org

Operating Hours:

During the school terms:

7:15 - 8:30 am Before School Care

2:45 - 6:15 pm After School Care

Our Daily Routine

7:15-8:30 am	Before School Care
2:55 pm	Prep children are collected from their class and other children arrive
3:10 pm	Group discussion; children and educators share information regarding routines, safety issues and plans for the afternoon
3:40 pm	All children are supported to join in a variety of active games/walk for 30mins. The remainder of the afternoon is left to the children's choice, where a variety of experiences are able to be accessed
5:30 pm	Packing up commences and children are encouraged to choose a quiet experience until pick up time
6:15 pm	Close

A quiet homework area is also available for children

Outside School Hours Care

Regulatory Authority/Assessment and Rating

Outside School Hours Care is regulated by the Education and Care Unit with a key focus being to promote continuous quality improvement through an Assessment and Rating process. Services are rated against the National Quality Standard (NQS), which was informed by research on best practice and the way in which high-quality education and care contributes to positive outcomes for children. The 7 quality areas in the NQS are Educational program and practice, Children's health and safety, Physical environment, Staffing arrangements, Relationships with children, Collaborative partnerships with families and communities and Leadership and service management.

Policies and Procedure

The Education and Care Services National Regulations state that an education and care service must have policies in place. A copy of BBCS Policies and Procedure Folder is readily accessible and available to view by all parents.

Medication

Please advise staff about any medication your child requires. A Medication Consent Form is required to be completed before we/your child administers any medication.

It is a regulation that Action Plans for ASTHMA and ANAPHYLAXIS are provided PRIOR to commencement of care

Accidents

Accidents can occur within the education and care service. Our services roster educators so that OSHC environments have educators with nationally recognised first aid qualifications on at all times. More serious accidents require an educator to inform parents of the details of the accident and complete an Accident Report Form. This form is to be sighted and signed by a parent or guardian.

Behaviour Guidance

Techniques used by educators reinforce positive behaviour (i.e. positive role modelling by adults, intervention and redirection). We aim to foster socially acceptable behaviour and encourage children to take responsibility for their own actions.

Personal Belongings

Children are encouraged to take responsibility for these and therefore bringing special items from home is not encouraged because these items may get broken or go missing and the staff take no responsibility for these items.

Parent Information

- www.bbchildcare.org
- www.acecqa.gov.au
- www.education.gov.au/early-childhood-and-child-care
- www.mychild.gov.au
- Documentation about each child's program and progress is available to families.
- Educators are available to talk about your child's day or assist with any enquiries.

Outside School Hours Care

Outside School Hours Care – Fees (as at 2/07/18)

<u>Permanent Rates:</u>	
Before School Care (7:15-8:30am).....	\$14.00
After School Care (3:00-6:15pm).....	\$30.00
Kinder children Blackmans Bay Primary only (1:15-6:15pm).....	\$42.00

<u>Casual rates:</u>	
Before School Care (7:15-8:30am).....	\$19.00
After School Care (3:00-6:15pm).....	\$35.00
Kinder children Blackmans Bay Primary only (1:15-6:15pm).....	\$47.00

Vacation Care – Fees (as at 02/07/18)

Full Day.....	\$60.00 per child (includes excursion costs unless otherwise stated)
Half Day.....	\$40.00 per child using under 4 hours (excludes excursion days)

Vacation Care Programs are available approximately 3 weeks before vacation care commences.

Casual Bookings

Casual bookings are available dependent on space within the service. To make a booking, please use the xplor app to request an extra booking and confirmation from service. Children who turn up without prior agreement with service coordinator will not be accepted into care. This enables the service to maintain legal ratios to ensure the safety of children at the service.

Sign In/Out

Parents are required to sign their child/children in and out each day using the xplor app on your phone. There is also an I-pad located at each service to use to sign in/out if required.

Absences

If your child will be away from the Service, it is important that you notify the Service using the xplor app or an email to the individual Service. An Allowable Absence will be recorded (75% of the normal fee less your CCB component). This applies to both permanent and casual bookings once a booking has been made.

Search Fee

A fee of \$10.00 applies if your child/ren does not attend their booked day without prior notification, as an educator undertakes a lengthy process to ensure the safety of the absent child/ren.

Withdrawal of Care

The service shall at all times have the right to withdraw the availability of care with notice. Reasons for withdrawal of care can include:

- Non-payment of fees
- Physical or verbal abuse directed at children or staff by parent/guardian or child; and
- Failure to comply with service policies and procedures

Withdrawal from Service

We ask that you give 2 weeks' notice on withdrawing from any of our services.



Blackmans Bay Childrens Services