

OUT-OF-SCHOOL-HOURS CARE (OSHC) HANDBOOK



MLC
OUT OF SCHOOL
HOURS CARE

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WELCOME

Methodist Ladies' College Out-of-School-Hours Care (OSHC) welcomes you and your child to our service. Under the supervision of our OSHC Coordinator, Rebecca Kelly, our goal is to develop a Service that is a home away from home; a place where your child will feel nurtured, respected and contented. A place where your child feels she/he belongs.

We believe in developing strong relationships with parents, and encourage open communication. If you have any questions or concerns, please immediately contact our Director, Mrs Melanie LeEVERS.

All OSHC educators have at least the minimum standard of Certificate III in Early Childhood Education and Care or School Aged Children and our programmes will provide appropriate developmental support for each child.

MLC'S PHILOSOPHY

The OSHC adheres to the College's Vision, Mission and Values.

Vision

An international leader of holistic learning and teaching.

Mission

Mentoring motivated learners to choose purposeful futures.

Values

- Integrity
- Mastery
- Enterprise
- Justice

Our inspiration and motto

Per Ardua ad Alta; through striving to the heights.

OSHC PHILOSOPHY AND GOALS

At MLC Out of School Hours Care (OSHC) we strongly believe that our Service should act as an extension of home and be a safe place for children to play, learn and grow. We endeavour to provide a high-quality Service for school-aged children that promotes every child’s sense of belonging, safety and security.

We strive to provide an environment for children which is creative, thought-provoking and challenging while allowing all children space to develop a sense of agency and independence. At MLC OSHC we value the benefits of play in both structured and self-directed experiences. By providing a flexible Service, we are able to be highly responsive to the care, rest and recreational needs of each child.

We work to create an environment where children have a voice, are heard and valued. Our environment is created in a way which fosters each child’s individuality, recognises their needs and interests as well as promoting their physical health and wellbeing. We strive to create an environment which is challenges the children’s strengths and encourages them to continue building on their developing skills.

Our Service values open communication, suggestions and feedback from our families and children and through such interactions we foster a spirit of equity and inclusion. We strive to acknowledge and celebrate the diversity of our families and community, while being sensitive to their cultural needs. By maintaining an environment which is responsive to the needs of our families, where open communication is valued, we can build and maintain, reciprocal, respectful and trusting relationships.

Our vision is to allow all children the space, time and resources to grow as active citizens in their community.

LOCATION ON CAMPUS

OSHC is located on the Ground floor of Sumner House, it is the third classroom on the left from the main entrance.

DAYS AND HOURS OF OPERATION

OSHC is open from Monday to Friday

Before-School Care: 7–8.30am

After-School Care: 2.30–6pm

Holiday Care: 7am–6pm

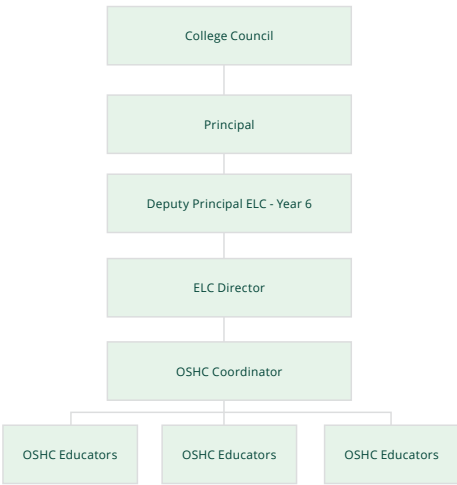
OSHC only operates on designated school days.

OSHC will be closed on all public holidays.

Please note we are closed for 2 weeks over the Christmas Period. These dates will be confirmed.

OSHC runs during the Mid-term Exeat except if it falls on a public holiday.

GOVERNANCE STRUCTURE



FEE SCHEDULE

OSHC fees are set annually and parents will be informed of any changes to them by the end of the school year.

To assist with the cost of child care, the Australian Government offers financial assistance via the Child Care Subsidy (CCS). For further information, contact the Department of Human Services. To be eligible for reduced fees, families are required to provide current and correct information, as requested on the OSHC Enrolment Form. Full fees will be charged until this information is received for families that attend the Service for regular bookings. All bookings are debited weekly on Fridays.

Accounts are payable by direct debit only. Parents must setup their OWNA account with their banking details before their child will be allowed for their first booking. Overdue fee accounts may result in the suspension or termination of your child's enrolment at OSHC. Direct debits returned as unpaid are regarded as a late payment. Outstanding fees may be handed over to the College's debt-collection agency, and all costs associated with the recovery of the debt will be added to the fee account.

SERVICE	HOURS OF SERVICE	COST PER SERVICE
Before-School Care	7–8.30am	\$30
After-School Care	2.30–6pm	\$46
Holiday Care	7am - 6pm	\$94 Additional costs apply for excursions

Parents will be given two weeks' notice if the College is going to have to terminate a particular day's service.

For children who are collected after the Service's 6pm closing time, a late fee of \$30 for every 15 minutes or part thereof will be charged to the fee account. Please call the Service if you think you are going to be late, so that children can be informed.

WHO CAN USE OUT-OF-SCHOOL-HOURS CARE

Before and After School Care is available to all Kindergarten to Year 6 children who attend MLC and Christ Church Grammar School. While our Holiday Care Program is available to Kindergarten to Year 6 children from any school.

ENROLMENT DOCUMENTATION

Please visit the OSHC website to complete the OSHC enrolment form and also submit the documentation as outlined in the form:

owna.com.au/enrol.aspx?c=mlcoshc

BOOKING SYSTEM

All bookings are made on a casual basis using the OWNA app or by emailing the OSHC Coordinator.

Families are able to make recurring casual bookings each term, please contact the OSHC Coordinator to book these days. Bookings are to be made each term and not annually.

Bookings for Holiday Care will open in the first half of each term, this will be communicated to enrolled families through email.

24 Hours notice is required to cancel a booking and credit is added to the family's account. If less than 24 hours is provided, it will be classed as an absence and the family will still be charged.

Families can make a request to cancel a booking by marking their child absent via the OWNA App or simply by sending an email to the OSHC Coordinator.

SIGN-IN AND SIGN-OUT PROCEDURES

It is a legal requirement that all parents/guardians sign their child/ren in and out of OSHC. Only those listed on the Enrolment Form as an authorised collector can legally pick up the child.

BEFORE-SCHOOL CARE

To record the time of arrival, parents must sign in their child using the OWNA App. Students are not to be sent to Before-School Care from the School carpark. They must be accompanied by a parent/guardian.

AFTER-SCHOOL CARE

On arrival the supervising Educator will sign in the child via OWNA and assist them in settling into the Service for the afternoon.

Parents must sign their child out using the OWNA App when collecting their child from the Service. This confirms the student's attendance and, if not done, could jeopardise fee relief.

HOLIDAY CARE

All children must be accompanied to the Service by a parent or guardian.

Children are not allowed to make their own way to the Centre from the parking lot.

Parents must sign their child in and out using the OWNA App and see an Educator to ensure they are aware of your arrival or departure.

COLLECTION OF A CHILD BY A NON-REGULAR CARER

People who do not regularly collect a student from OSHC are required to provide photo identification as proof of identity. If the person is not nominated as an authorised collector on the OSHC Enrolment Form, the parent must provide the authorisation via email and include the person's full name and phone number, authorising them to collect the student.

POLICIES AND PROCEDURES

As part of our policy development and review process, and in accordance with the National Regulation and National Quality Standard (NQS), OSHC aims to provide effective management and quality by seeking family and community feedback.

Our policy and procedures folder is available for viewing in the OSHC classroom. Feedback is welcome.

NATIONAL QUALITY FRAMEWORK (NQF)

Out-of-School-Hours Care is managed and governed according to the National Quality Framework.

The National Quality Framework is made up of:

- the Education and Care Services National Law (WA) Act 2012
- the Education and Care Services National Regulations 2012
- the National Quality Standard.

The seven areas of quality defined by the Standard are:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and leadership

There are resources in the Service which will give you further information on the National Quality Standards, or you can access it online at:

www.startingblocks.gov.au/at-child-care/child-care-ratings

MLC OSHC is managed according to the requirements of the National Quality Framework.

Each year OSHC conducts an internal review and completes a Quality Improvement Plan. The Quality Improvement Plan is kept in the OSHC classroom and can be viewed at any time.





PROGRAM

We aim to provide a program of activities that reflects the different needs and interests of all children attending OSHC.

The program includes a wide selection of structured and unstructured activities that are stimulating, interesting and exciting, and these are developed in consultation with children attending the service.

The program is displayed on a weekly basis for families to view in the OSHC room. The program continually builds on the interests and goals of the children and may include focus areas, projects and special celebrations. Families are welcome to make suggestions for the program at any time.

Cultural Relevance

MLC OSHC ensures it is accessible to children and parents from different cultures and languages, and our programs encourage children to enjoy activities free from discrimination. We take a cross-cultural approach to activities and endeavour to incorporate these into the program.

Children With Additional Needs

MLC OSHC has a commitment to accept children with additional needs. We are able to accept children with additional needs/disabilities.

Parents are advised to speak to the OSHC Coordinator to ensure a child's needs can be accommodated. If your child has additional needs, prior notice is required to discuss additional support arrangements.

The OSHC program is able to cater for special medical and nutritional needs and personal care. Please ensure that all relevant information has been provided to the Service as well as on the OSHC Enrolment Form.

Clothing

Messy play, paint and glue are part of the fun of the OSHC program. To avoid damaging your child's clothes, we provide aprons for the children and younger students to wear during messy art experiences. It is advisable to pack a spare change of clothes.

Children's Suggestions

Children's suggestions are readily encouraged at OSHC. These suggestions play a vital role in our programming. Suggestions are encouraged via suggestion forms and surveys.

PARENT COMMUNICATION

MLC OSHC recognises the importance of parental involvement within all programmes. It is understood that, for many parents/guardians, time is limited, and therefore OSHC aims to provide a variety of opportunities for their participation. Parents can participate by:

- facilitating discussions during the enrolment process;
- holding informal conversations at the beginning and end of the day;
- completing feedbacks sheets;
- providing entries in the suggestion box; and
- providing input into programmes, menus, policies and procedures, and philosophy.

HEALTH PROCEDURES

Even if your child is enrolled in the College, please ensure that all relevant health details are up to date at the Service.

- Educators must be notified if the child has been unwell or received an injury since last attending OSHC.
- Educators must be informed if the child is receiving medication at home, even if the medication is not required to be given at OSHC, as the child may experience side effects. If a child is unwell at home, they are expected not to attend OSHC.
- Any child who becomes ill while in OSHC will be closely observed and provided with the required level of care while parents are contacted. Parents will be expected to collect their children as soon as possible if they are unwell.
- If urgent medical attention is required, the OSHC Coordinator (or staff member in charge at the time) will call an ambulance or doctor. Every effort will be made to contact the parent or their nominated emergency contact as soon as possible. All medical and ambulance costs are the parent's responsibility.
- Parents will be notified of any infectious diseases in the Service.

If your child has an accident:

- Staff will undertake an initial assessment and provide first aid and comfort to the child.
- Parents will be informed as soon as it is possible, and decisions will be made as to the next steps. OSHC staff may call emergency services at any time if it is in the child's best interest to do so.

For more information, please see a copy of the following policies:

- Accidents, Emergencies and First aid
- Illness and Exclusion

ANAPHYLAXIS, ALLERGIES AND ASTHMA

Families of children with allergies, asthma or anaphylaxis are required to inform OSHC staff and provide a copy of their plan issued by the doctor to the OSHC Coordinator before enrolment. If your child requires an Epipen and/ or Ventolin, an Emergency Kit including all required medications must be stored at the Service. All medication must be provided by families and must preferably remain at the Service.

The OSHC Coordinator will collaborate with each family to create an individualised plan for their child.

As anaphylaxis is potentially life-threatening, we aim to be a nut aware environment.

We ask that children do not bring food containing these items to OSHC.

MAINTENANCE OF RECORDS

MLC OSHC keeps secure and accessible records for each child relating to personal details (parents, addresses, date of birth, CRN details). It is the parents'/guardian's responsibility to ensure this information is kept current. Any changes to personal information should be directed in writing to the OSHC Coordinator.

If your child is the subject of an Access or Custody Order, please ensure this is recorded on the Enrolment Form and a copy of the Order is attached.

SUPPORT FOR OSHC RULES

Acceptable standards of behaviour are required to ensure the Service is able to meet its objectives without undue disruption. The support of parents in maintaining these standards is vital.

CODE OF CONDUCT

All staff employed within the College are obliged to abide by the College's Code of Conduct policy.

SUN-SAFE POLICY

The Service is sun smart. Sunscreen will be applied 20 minutes before children go outdoors and reapplied every two hours after.

When the UV is below 3, sunscreen will not be applied. The outdoor environment provides shaded areas, as required in the National Quality Standards. Children must wear hats when the UV is 3 or above.

GRIEVANCE AND COMPLAINTS POLICY

In order to provide the best possible care and education for your child, we aim to keep communication lines open.

Should you have any problems or concerns, it is appropriate to initially speak to the OSHC Coordinator. If you are not satisfied with this discussion, please approach the Director.

OSHC has a comprehensive policy on dealing with any complaints, a copy of which is available at the OSHC Reception.

USE OF TECHNOLOGY

At MLC OSHC we discourage the use of iPads or other technology, unless it is required for Educational purposes. In that case, the Educators will be able to support the children with their research and supervise the use of the technology.

GUIDING CHILDREN'S BEHAVIOUR

MLC OSHC takes a positive approach to guiding behaviour. We encourage children on their journey towards self-regulation, which allows them to manage their own conduct.

Using a positive approach to guiding behaviour means understanding why a child may behave a certain way, encouraging the continuation of acceptable behaviours and developing a solution for any concerning behaviours.

This approach helps children understand their own behaviour and start developing the skills necessary for self-regulation.

We ask all children to:

- learn, work and play in a safe and friendly environment;
- be treated with respect, understanding and kindness;
- expect a pleasant, clean and safe environment;
- act in a safe, considerate and cooperative manner and not distract others from their activities;
- show respect, understanding and kindness to everyone; and
- care for the College's environment.

BOUNDARIES

- Children are shown their boundaries on the College grounds.
- Children are not permitted to leave the grounds unless escorted by an authorised adult.
- Children are to ensure they stay within sight of staff at all times.
- Due to safety considerations, unsupervised play or wandering around the grounds is not permitted during OSHC.

CHILD AND YOUTH RISK MANAGEMENT STRATEGY: STATEMENT OF COMMITMENT

OSHC supports the rights of children and is committed to ensure the safety, welfare and wellbeing of students. Therefore, we are committed to responding to allegations of student harm resulting from the conduct or actions of any person, including that of employees.

This commitment includes the provision of a safe and supportive living and learning environment, and requires all employees, volunteers and visitors to protect students from harm. Employees, volunteers and visitors are required to model and encourage behaviour that upholds the dignity of students. In support of this commitment, MLC OSHC is dedicated to our Child and Youth Risk Management strategy, which includes having relevant policies, procedures and training in place to effectively address the safety and wellbeing of students in our care.



SPEAKING TO A TRUSTED ADULT

If students are at any time feeling unsafe or fearful of being harmed, or if they are concerned for another student, we encourage them to speak to a trusted adult.

FOOD AND NUTRITION

OSHC will provide nutritious, balanced food for children reflecting their tastes and any religious, cultural or health requirements. Children have access to water at all times. The menu is displayed for children and parents to view. Children are involved in preparing a healthy afternoon tea each day. Both children and their families are encouraged to make suggestions for the menu.



METHODIST
LADIES'
COLLEGE

USEFUL CONTACTS

OSHC Coordinator

Rebecca Kelly | Phone 9383 8811 | Email oshc@mlc.wa.edu.au

OSHC Director/Nominated Supervisor

Melanie Leever | Phone 9393 8805 | Email mleever@mlc.wa.edu.au

Junior Years' Administrator

Louise Miller | Phone 9383 0223 | Email fmclarty@mlc.wa.edu.au

Deputy Principal Early Learning Centre – Year 6

Kylie Cross | Phone: 9383 0247 | Email kcross@mlc.wa.edu.au

OSHC Administrator

Sherie Moore | Phone 9383 8805 | Email smoore@mlc.wa.edu.au