

# PARENT HANDBOOK



Altona Green Primary School

## *Outside School Hours Care Program*



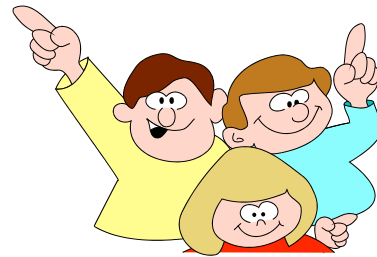
## INTRODUCTION

Welcome to the Outside School Hours Care Program for the children of Altona Green Primary School.

Our aim is to provide the highest quality Outside School Hours Care Program for children and parents of our school community. Our program is designed with working families in mind, ensuring that they can continue in their work environment without concerns about the safety and care of their children.

Our belief is that a school age program of exceptional quality is one that provides a safe environment for children to learn, relax, thrive and have fun.

Please feel free to drop in and see the service in action. I am sure you will be impressed by what you see!!!



### OPERATION TIMES

Before School Care: 7:00am-9:00am  
After School Care: 3:30pm-6:00pm

### ENROLLING IN THE PROGRAM

Enrolment is easy. All you need to do is complete the enrolment form. On the enrolment form you need to nominate the days that your child/ren will attend. You are more than welcome to visit the program and meet our staff before your child attend for the first time.

**An enrolment form must be completed before your child/ren can attend the program.**

### BOOKINGS

Children can be booked into the program either by a permanent or casual booking. A permanent booking means that your child/ren will be attending on regular days each week. For example you tell us your child/ren are to attend every Wednesday. Permanent bookings can be changed throughout the year based on your needs.

A casual booking can be made at any time. To make a casual booking contact the office on 9360 0777.

### YOUR FIRST DAY

The first day for any child can be a nervous and anxious time. It is critically important that you have made sure you have completed an enrolment form and communicated to the office what day you would like to start.

We will ensure your child has arrived at the program and introduce them into the program. Your child will be monitored closely to ensure they are comfortable, participating and having fun.

On your arrival it is critically important that you sign your child out from the program at the sign out desk. If you have any questions about your child's day please feel free to speak to the coordinator.

### **CONTACT DETAILS**

If you have any questions, issues, or would like to make a booking then please call the office and speak to Raelene or Tracy on 9360 0777.



### **EXPECTATIONS OF FAMILIES**

- On enrolment to the program it is important that families read our parent handbook carefully.
- It is our expectation that all our procedures are followed by families
- If your family details change please ensure we are notified so that we can keep our records and booking up to date
- It is important that all children are signed into the Before School program and out of the After School Care program. This can be done at the sign in/out table within the program. Signing In/Out is very important so that we know who is at the service at any particular time and enables your family to claim its Child Care Benefit deduction.
- All accounts must be paid within 14 days of being received.

If you have any questions or concerns about our expectations please feel free to contact the program coordinator.

### **FEES**

Our fees vary from family to family and are dependant upon your income as assessed by the Family Assistance Office. Your fees can be between:

\$2.50 to \$10.00 per child for Before School Care

\$2.50 to \$12.00 per child for After School Care

Cost maybe even less per child for families with 2 or more children.

**APPLYING TO FAMILY ASSISTANCE OFFICE**

It is important that all families register with the Family Assistance Office before they attend the program to receive their entitlement for discounts on our fees. Registration is not time consuming or stressful. You need to contact Family Assistance Office on 13 61 50 for details on how to register. You will need to quote the Customer Reference number below:

Altona Green Primary Combined OSHC

407 179 768 H

### **PAYING YOUR BILL**

Accounts are issued every two weeks and will be posted out to families. Accounts must be paid within 14 days of being issued. Payments can be made at the office either by cash, credit card or cheque. You can also pay your account by sending your payment to:

Altona Green Primary School  
230 Victoria Street  
Altona Meadows 3028

If you are having difficulties in paying your account please call Tracy on 9360 0777.

### **CANCELLATIONS**

All cancellations must be made before 2:00pm for the After School Care program and by 6:00pm for the next day's Before School Care program otherwise your normal fee will still be charged.

### **LATE PICK UPS**

The program closing time is 6.00pm. If a parent/guardian is late, then a \$1.00 fee per minute will be charged to cover staff wages. Three late collections after 6.00pm in one year may lead to exclusion from the program.

### **PRIORITY OF ACCESS GUIDELINES**

As our program is an approved Commonwealth Government Program we must comply with their priority of access guidelines. These guidelines are to be used when demand out numbers the amount of places we have been approved for:

Priority 1: a child at risk of serious abuse or neglect

Priority 2: a child of a single parent who satisfies, or of parents who both satisfy the work/training/study test

Priority 3: any other child

### **FOOD AND SNACKS**

Healthy and nutritious snacks are one of the most important components of our programs. We provide a light snack after school. The food we provide includes:

**Before School Care**

Cereal

Toast

Crumpets

Muffins

Juice

Milk

**After School Care**

Variety of sandwiches

Toasted Sandwiches

Nachos

Fruit and vegetables

Dips

Pancakes Soups

Water

**ACTIVITIES**

Our programming provides children with a variety of choice. Everyday a variety of activities will be provided both indoor and outdoor. Such activities vary from:



and

Cooking

Science

Woodwork

Music

Games

Art/Craft

Drama

Outdoor Play

Sports

By no means do the children have to participate in the set activities, as there are many other play environments that they can choose from including:

- Dress up area full of a variety of different clothes and accessories
- Quiet area made up of bean bags, mats, pillows for children to 'chill out', chat or read
- Reading library full of age appropriate books
- Construction area of building blocks
- Board games
- A variety of art/craft materials that children can use
- Homework area

All activities programmed for the coming week will be on display at the program and highlighted within the school newsletter.

**STAFFING**

At all times our program follows the National Standards for Outside School Hours care when appointing staff and meeting staff to child ratios.

We follow the ratio of 1 staff to 15 children at all times with a minimum of two staff at the program (unless approval has been given by the Commonwealth government for a single staff model)

All staff who are working in our programs have under gone a Working with Children check.

**FAMILY INPUT INTO THE PROGRAM**

As the program is run by the school you can be sure that the program continually meets the needs of the school community.

Parents and families will at times be asked to complete surveys. If you do receive a survey please complete and return to us as this provides us with valuable information on how we can improve the program.

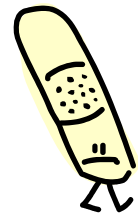
### **SPECIAL NEEDS**

Our program supports the inclusion of children with special needs into our program. If your child has a diagnosed illness we may be able to apply for support to help in the inclusion of your child. For more details please contact the Program coordinator to organize a meeting to discuss your specific needs.

### **ACCIDENT PROCEDURES**

We are very serious about our management of accidents and illnesses. At all times your child/ren's welfare is our major concern. If an accident occurs we follow the procedures below:

- Staff to assess injury and perform first aid
- If the injury is determined to be serious enough the parents/guardians will be notified to collect their child.
- An accident report form will be completed and is to be signed by the appropriate staff member.
- Child will be continually monitored until the arrival of the parent/guardian
- Please Note: If the accident is not serious, then the parent will be notified of the incident when they arrive to pick the child up.



**The A.G.P.S. Outside School Hours Care program reserves the right to contact an ambulance if we believe the child's safety is a risk at any time.**

### **MEDICATION**

For medication to be given to a child the parent/guardian must sign a Medication Authorisation Form stating the child's name, type of medication, dosage and time to be taken. Once the medication has been given this will be signed and witnessed by program staff members. Parents will be asked when picking up the child to counter sign this form.

Staff will only administer medication if:

- It is prescribed by a doctor
- It is an over the counter medicine that has been authorised by the child's parent/guardian
- The parent has completed and signed the program's medication authorisation form

No child will be given medication if the container does not contain information that states the child's name, required dosage, date and storage requirements.

### **BEHAVIOUR MANAGEMENT**

Our behaviour management model has been developed to ensure that all children can enjoy the program in a safe and non threatening environment. If your child/ren displays behaviour outside our rules the following steps will be followed:

- Warning 1 Verbal warning and reminder of expected behaviour
- Warning 2 5-15 minutes away from the main group but within the program ie; colouring, reading by themselves
- Warning 3 Child separated from the main group and asked to complete a behaviour record sheet. Once this sheet has been completed the staff member must sit down with the child and go over the issues and the behaviour management sheet. This behaviour management sheet must be signed by the child's parent or guardian when the child is picked up. The child will be separated from the group for no more than 30 minutes.
- Warning 4 If the behaviour continues the parent will be called and asked to pick the child up from the program. (Only in the most serious of incidents that may threaten the safety of that child or children.)

### **NEW PREPS TO OUR PROGRAMS**

It can be very difficult for any new prep to feel comfortable within a Outside School Hours Care Program. To overcome this, we have developed programs that are specific to all new preps. Some of these program features are listed below:

- All preps to be picked up from their classroom for the 1<sup>st</sup> term of each year
- Activities are developed that accommodate the needs of these children
- A staff member is assigned the responsibility of ensuring preps are well catered for and are happy during our program.
- Parents will receive verbal reports when picking up the children on how their child is going.
- Parents are welcome to approach the co-ordinator at any time with any questions or concerns.

### **ISSUES OR CONCERNS**

If at anytime you are unhappy about the program or would like to discuss an issue please feel free to contact the program co-ordinator through our office on 9360 0777.