BAYSWATER PRIMARY SCHOOL

Out of School Hours Care Parent Handbook 2026

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Contents

Welcome	3
Contact Information	3
Educators	4
Statement of Commitment to Child Safety	5
Our promise to the children in our care	6
Acknowledgement of the Traditional Custodians of the Land	7
Philosophy and Goals	8
Bayswater Primary School OSHC Management Structure	9
Our Vision	10
Aims	10
Expectations	10
Priority of Access	11
Confidentiality and Privacy	11
ACEQA	12
Venue	12
Communication	12
Children's Input	12
Parent Involvement	13
Places	13
Hours of Operation	13
Enrolment Procedures	13
Child Care Subsidy (CCS)	13
Fees	14
Collection of Fees	14
Payment Methods	14
Non-Payment of Fees	15
Cancellations	15
Signing In/Out	15
Late Pick Up	15
Custody	16
Protective Care of Children	16
Nutrition	16
Medical Details/Medication	17
First Aid	17
Unwell Children at the Program	17
Sun Smart	17
Dvd's, Television, Computers, Electronic Games	18
Homework	18
Photographing of Children	18
Students with Additional Needs	18
Inclusion of All Children	19
Programming for Individual Needs	19
Positive Guidance of Children	19
Discipline Procedures	19
Staff to Child Ratios	20
Staff	20
Emergency Procedures	20
Complaints/Grievance	21
Children's Belongings and Toys	22

Welcome to Bayswater Primary School Out of School Hours Care

The Bayswater Primary School Out of School Hours Care Service operates from the OSHC room and utilises both indoor and outdoor playing space as well and the Hall.

The Out of School Hours Care Service is sponsored by the School Council.
The School Council and its committee are responsible and accountable for the service. The OSHC Sub Committee's role is to manage the service in its decision-making and give support to the OSHC Coordinator and staff.

This involves giving reports on the services progress and passing actions to the School Council for approval. The OSHC Sub Committee consists of: The Principal, School Council President (Parent) and another member of the School Council.

We offer a 30 place service and we endeavour to provide the highest quality childcare in a safe, enjoyable, stimulating, and caring environment. The Out of School Hours Care program includes a wide variety of activities that are thoroughly prepared and implemented to meet our children's social, emotional, intellectual and physical needs.

The Parent Handbook has been created as a guide for families. Please read it thoroughly. A copy of the policy and procedures, which guide our staff in the management of our Out of School Hours Care, is available for loan from the Education Leader. We are happy to answer any queries you may have.

We hope you and your child/ren enjoy the time spent at Bayswater Primary School Out of School Hours Care.

Contact Information

Phone numbers

Bayswater Primary School OSHC - 0409 320 237 or New phone number(Messages can be left 24 hours a day)
Bayswater Primary School OSHC email – 2163-OSHC@schools.edu.vic.au
Website (click on the 'OSHC' icon) – https://www.bayswaterps.vic.edu.au/

CCS-MyGov-Centrelink

Department of Human Services – 136 150

Educators

Michelle Moran – Commenced in April 2023

Certificates held
Diploma of School Age Education and Care
Certificate III in Child Care
Provide Cardiopulmonary Resuscitation
Provide Basic Life Emergency Support
Provide First Aid
Provide First Aid in an Education and Care Setting
ASCIA Anaphylaxis e-training for children's education/care
Manage Asthma risks and emergencies in the workplace
Provide first aid management of anaphylaxis
Verifying the Correct use of Adrenaline Injector Devices
Food Safety Supervision Skill Set
Develop risk minimisation and risk management strategies for anaphylaxis
Protecting Children – Reporting and other Legal Obligations (Mandatory Reporting)

Chloe Biddle – Commenced in April 2023

Certificates held
Diploma of School Age Education and Care
Certificate IV in Education Support
Provide Cardiopulmonary Resuscitation
Food Safety Supervision Skill Set
Provide Basic Life Emergency Support
Provide First Aid
Provide First Aid in an Education and Care Setting
ASCIA Anaphylaxis e-training for children's education/care
Develop risk minimisation and risk management strategies for anaphylaxis
Protecting Children – Reporting and other Legal Obligations (Mandatory Reporting)

The minimum staff to child ratios are 1 staff member to 15 children. All staff 18 years and over require a Working with Children's Check before they commence employment. One Diploma qualified Educator or above is employed for every 30 children attending the program.

Bayswater Primary School Outside School Hours Care service acknowledge that a professional educator equates with quality programs, and that parents need to feel comfortable with the educators supervising their children.

Statement of Commitment to Child Safety

Bayswater Primary School OSHC is a child safe organisation which welcomes all children, young people and their families.

We are committed to providing environments where our students are safe and feel safe, where their participation is valued, their views respected, and their voices are heard about decisions that affect their lives. Our child safe policies, strategies and practices are inclusive of the needs of all children and students.

We have no tolerance for child abuse and take proactive steps to identify and manage any risks of harm to students in our school environments. We promote positive relationships between students and adults and between students and their peers. These relationships are based on trust and respect. We take proactive steps to identify and manage any risk of harm to students in our school environment. When child safety concerns are raised or identified, we treat these seriously and respond promptly and thoroughly.

Particular attention is given to the child safety needs of Aboriginal students, those from culturally and linguistically diverse backgrounds, international students, students with disabilities, those unable to live at home, children and young people who identify as lesbian, gay, bisexual, trans and gender diverse, intersex and queer (LGBTIQ+) and other students experiencing risk or vulnerability. Inappropriate or harmful behaviour targeting students based on these or other characteristics, such as racism or homophobia, are not tolerated at our school, and any instances identified will be addressed with appropriate consequences.

Child safety is a shared responsibility. Every person involved in our school and OSHC service has an important role in promoting child safety and wellbeing and promptly raising any issues or concerns about a child's safety. We are committed to regularly reviewing our child safe practices, and seeking input from our students, families, staff, and volunteers to inform our ongoing strategies.

Our Services Promise to the Children in Our Care:

Our promises to you...

Respect, Inform, Give you a voice, Help, Trust and Safety

We will treat everyone equally no matter where they are from or who they are.

We will make sure that you have the right to be identified as Indigenous without the fear of being judged.

We will make sure everyone no matter their race, sex, religion or gender feels included and welcome.

We will give you information about your physical, emotional and online safety, and what to do if you feel unsafe.

We will listen and act on what you tell us. We will help you with your hopes and dreams as well as your worries and fears.

You can trust that we will care about your needs and feelings and will support you.

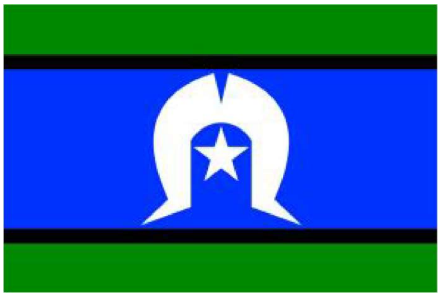
We will continue to get better at what we do.

We will make our place happy and comfortable for you.

Acknowledgement of the traditional custodians of the land

We at Bayswater Primary School OSHC would like to acknowledge the traditional custodians of the land on which we play and learn today, we would also like to pay our respects to the Elders past and present.

We extend our respect to the Aboriginal or Torres Strait Islander [people/colleagues/staff/students] who are a part of our school community and the wider community in general.



The information in this handbook will assist you and your child/ren in settling in and enjoying your experience with our service.

If you require further information after reading this document, please do not hesitate to contact the Out of School Hours Care staff via Email: 2163-oshc@schools.edu.vic.au or OSHC Mobile 0409 320 237 (messages can be left at any time)

The Bayswater Primary School Out of School Hours service policy manual is available at the service for you to read at any time

Philosophy and Goals

Bayswater Primary School OSHC Program aims to provide a holistic, supportive, interesting and inspiring program aimed at primary school age care. We will ensure that we respond to and reflect the needs of the children, their families and also other educators. We will endeavour to give every child the opportunity to experience success in a safe and stimulating environment, this enables and empowers the children to grow and thrive.

The philosophy is guided by the following goals:

To provide an environment which:

- All families are encouraged to provide constructive feedback and to contribute to their children's learning and development
- Encourages educators to work in partnership with the children and families to ensure a holistic approach
- Promote good health, hygiene and nutrition
- Promote positive attitudes
- Is enjoyable and relaxed, where the importance of play is valued
- Each child is treated equally and respectfully
- Supports a range of opportunities for learning both indoors and outdoors
- Educator's support and participate in play and learning with all children
- Develops children's understanding of cultural awareness and diversity
- Provide flexible routines to support children to develop resilience
- All children are given the opportunity to explore, accept, challenge and work collaboratively
- Encourages all educators to be friendly, approachable and are responsive to the community, children, families and other staff
- Promotes sustainability through reducing waste, minimising consumption, and protecting and conserving wildlife and natural habitats
- Complies with and meets the National Standards in Childcare

We aim to provide a place where families and caregivers are encouraged to share their interests, culture and skills.

We strive to achieve the highest level of quality care as determined by the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011 and the National Quality Standards for Early Childhood Education and School Aged Care.

Created April 2023 written by Michelle Moran & Chloe Biddle – (updated 21/01/2024)

Source: National Quality Framework Draft, The Victorian Early Years Learning and Development Framework, The Early Years Learning Framework.

The Bayswater Primary School OSHC Management Structure

Our Vision

Our OSHC aims to help each student become a happy and confident person. A person who is well equipped for the challenges of lifelong learning, contributing to society and achieving their full academic, creative and social potential.
We strive to integrate and further develop the sense of belonging, being and becoming for all students, families and staff. We value the diverse range of cultural experiences within our community of families and encourage all stockholders to have their say in shaping our program.

Aims

• Include and welcome students from diverse backgrounds and those with additional needs.
• Provide appropriate programs based on the development and individual interests of our students.
• Provide a relaxed social learning environment.
• Promote warm, friendly and respectful relationships between Educators, parents and students.
• Encourage individual responsibility for others.
• Comply with the Educational and Care Services National Law Act, National Quality Standards and the Framework for School Aged Care.
• Ensure the program complements and enhances the school's curriculum activities and is consistent with the school's philosophy.
• Ensure the safety of all students under our care.

Expectations

We follow the schools code of conduct book which all children will have received at the beginning of each year. We ask all parents and children who go to the BSC and ASC to sign a Code of Conduct form which sets out the steps and consequences we follow.
The children also sit down and work out rules and consequences which they follow when in the program. We have ages ranging from 5-12 years of age so children have to learn to share, get along and take turns with each other. The children need to learn how to respect each other and belongings that are not theirs. We will not tolerate rude or offensive behaviour to staff or each other.

Priority of Access

All enrolments received by Bayswater Primary School Out of School Hours Care Service will be accepted in accordance with the Commonwealth 'Priority of Access Guidelines'. Any applications for enrolments received after all places are taken will go onto a waiting list. As vacancies arise, the priority of access guidelines will be applied to place children into the service.

If day/s requested are not available, then Bayswater Primary School Out of School Hours Care Service will contact parents/guardians and discuss the following options:

- Change of days (subject to availability)
- The child's place on waiting list
- Cancellation of a booking enabling the child to enter care

Priority for allocating places:

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

Confidentiality and Privacy

Bayswater Primary School Out of School Hours Care Service protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and school are kept in a secure place.
The Victorian Privacy Laws, the Information Privacy Act 2000 and the Health Records Act 2001, provide for the protection of personal and health information. Therefore, Bayswater Primary School Out of School Hours Care service protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure location at all times.

CCSS assessment notices, enrolment forms, attendance sheets, attendance amendments, payment sheets and medical certificates will be kept at the Bayswater Primary School Out of School Hours Care Service office.

This information is only accessed by, or disclosed to, those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

All photography, Facebook and or filming of the children will only be allowed with written permission from the parent/guardian/approved person and remain the property of the service.

AUSTRALIAN CHILDREN'S EDUCATION AND CARE QUALITY AUTHORITY (ACECQA)

The National Quality Standard encourages continuous improvement in children's education and care services quality across the country. ACECQA supports the regulatory authorities that implement and administer the NQF. This process includes consulting with jurisdictions, the wider community and the sector to ensure the services ACECQA provides and meet the needs and expectations of all stakeholders. ACECQA also works with many professional bodies to support quality reforms.

ACECQA encourages continuous improvement in the quality of service provided. The aim of this system is to ensure children in care have positive experiences that foster all aspects of their development.

Bayswater Primary School Out of School Hours Care Service Educators will work together to provide quality care for all children attending the service.

Educators will participate in the Quality Assurance process by providing feedback for the Self-Study report and by filling out surveys as well as participating in the continual improvement process.

Families will also be asked to contribute to the evaluation and improvement of the service through surveys, discussions and the OSHC Sub Committee. Bayswater Primary School Out of School Hours Care Service would like all families to contribute in some way to the ACECQA process.

Venue

The Out of School Hours Care program operates from the OSHC room in the A building. We have access to the hall, outdoor playgrounds and community gardens.

Communication

The Program will provide information to families on a regular basis via a range of methods; these include the school newsletter, notice boards and face-to-face communication with staff. At enrolment all families will be provided with a copy of the Parent Information Booklet.
Parents are requested to read the notice boards and program plans displayed at the program in order to keep informed of activities of OSHC. Families wishing to discuss matters of a more confidential nature are encouraged to make an appointment with the Educational Leader.

Children's Input

At the start of each term, we meet with the children and ask them for their input into the program plan and menu. During the term we have regular meetings at afternoon tea time to find out if the children are happy with the way things are going or if they would like to change anything.
We have a suggestions box and book which the children put ideas and wishes in. We open them at our meetings and discuss if the ideas/wishes can be done. Parents, you can also participate in this by putting forward ideas that you would like to see us do with the children.

Parent Involvement

Bayswater Primary School Out of School Hours Care Service welcomes input by all families and children regarding any aspects of the service. Parents/guardians are encouraged to participate in the OSHC Management Sub Committee. Evaluation forms will be available to all families and children who use the service. Families can communicate feedback directly to the coordinators.

Places

Before School Care - 30

After School Care - 30

The service is unable to accept any children over the approved places mentioned above. To do so would be in breach of regulations and risk the service's entitlements.

Hours Of Operation

Before School Care - 7.00am – 8.45am
After School Care - 3.30pm – 6.00pm

At times staff may attend the service out of the above hours. This time is used to prepare programs and complete administration tasks. Children will not be accepted into services out of the above-mentioned hours.

Enrolment Procedures

An enrolment form needs to be completed online on the Bayswater Primary school Website and sent by a parent/guardian prior to children being accepted into the OSHC service. The enrolment form contains personal information that will assist the OSHC staff to deliver the best quality programming for your child. Also, any other requirements such as dietary, religious and cultural expectations.

It is the parent's responsibility to update enrolment details if information changes.

Parents will need to attach the child's immunisation certificate and any other relevant information to the Enrolment form: Court orders, medical information (Anaphylaxis, Asthma, Epilepsy and allergies) will need a management plan.

Child Care Subsidy CCS

Bayswater Primary School Out of School Hours Care Service supports a fee system that is affordable and accessible to all families and ensures the service maintains viability. Users of the Baywater Primary School OSHC are eligible for Child Care Subsidy.
Bayswater Primary School OSHC Service will keep parents informed about the availability of Child Care Subsidy (CCS) by advising all parents to apply for CCS (through Family Assistance Office by logging on to MyGov and the Centrelink app), on all enrolment forms

.

Parents are required to initially do an "Activity Test" which includes confirming bookings and making a confirmed written agreement (CWA).

Families are allowed 42 absence days per child without medical certificates. When you are updating your child's absence, please select 'other' for the first 42 days.

Fees

Before School Care - $25.00 per child per session
After School Care - $30.00 per child per session
Late pick up - $15.00 per 10 minutes or part thereof
(Not claimable as CCSS)

Late or Non-notification - The normal fee of the session missed will apply.

Clients of the service are eligible to receive reduced fees when they register with the Family Assistance Office for Child Care Subsidy.

Child Care Subsidy can be received as reduced fees and this is paid directly to the service.
Parents can register by calling the MyGov Tel: 1300169468 and quoting the services Customer Reference numbers (CRN) or going on line to https://my.gov.au/ and filling out all information required and confirming your child's enrolment. If you have the MyGov APP you can access information and update there as well.

Collection Of Fees

Bayswater Primary School Out of School Hours Care Service fees must be paid electronically. Cash payments are not permitted. Permanent bookings are to be paid weekly, unless other arrangements are agreed to by the coordinator.

If more than $150.00 is outstanding at any one-time payment must be made before the child can continue to attend the service. Weekly statements will be sent each Wednesday for the previous week to all parents via email through our Software provider (Xplor).

Payments can be made by direct deposit into the school's bank account or Eftpos at the school office.

Payment Methods

Eftpos at the school office
Pay by Phone to the school office (Credit Card only)
Direct Deposit (Preferred) Account Name: Bayswater Primary School Council
BSB Number: 063 199
Account Number: 10054950
Description: "Child's Full Name – OSHC Fees". It is very important that you include your child's surname in your description field

Non-Payment Of Fees

Bayswater Primary School Out of School Hours Care Service encourages parent/guardian/approved persons to contact the service if there is a problem with paying their account. Any difficulties encountered in paying the account should be discussed with the Coordinator or Principal. Continuous non-payment of fees may jeopardise your child's place in the OSHC service and your child's care will be suspended until payment has been made.

Cancellations

If a parent/guardian needs to cancel their booking for a particular day, it is important to notify the service as early as possible.

Failure to notify the coordinator that a child is not attending the service will incur a non-notification fee, $25.00 Before Care and a $30.00 After Care, fee is payable when notice of cancellation is not given.

Notice of absence/cancellation must be given prior to **6.30am on the day for Before School Care and prior to 1.00pm on the day for After School Care.**

Verbal cancellations by children will not be accepted. It is the parent's/guardian's responsibility to notify the coordinator of any cancellations.

Signing In/Out

Accurate attendance records need to be kept, as this is a legal requirement of the Family Assistance Office. (MyGov).

All children must be signed in (Before Care) and Out of (After Care) of the service by the parent/guardian or approved person.

The service will only release children to authorised person/s listed on the enrolment form unless the family has provided prior verbal/written documentation outlining the name of the person, their relationship with the child and the time the child will be picked up. **Authorised person/s must be 18 years or over.**

No child/ren will be permitted to leave the venue/school grounds alone.

The coordinator has the right to refuse the release of a child to anyone parent/ guardian if they feel it necessary. And a report will be made to the Department (DET) and the principal.

Late Pick Up

If you are unavoidably detained and unable to collect your child by closing time, you need to organise another authorised person to collect your child/ren. It is **important** that you phone the service (0409 320 237) and advise the OSHC staff. This allows staff to be able to inform the child of the situation.

If a child has not been collected 10 minutes after close and the parent/guardian has not contacted the service, the OSHC staff will endeavour to contact parents. If this is unsuccessful, emergency contacts will be called. If this is also unsuccessful, the local Police will be contacted and informed that the child is still in care.

A fee will be charged for late pick-ups: $15.00 per 10 minutes or part thereof. This fee is not claimable as Child Care Subsidy.

Custody

The service will abide by any existing court orders issued by the Australian Family Court where a child attending the service is not living with both parents. A copy of the court order must be attached to the enrolment form or supplied to the coordinator. Families need to provide legal documentation for a change in the court order otherwise the current order will be adhered to.

Protective Care of Children

Bayswater Primary School Out of School Hours Care Service has a responsibility to all children attending the service to defend their right to care and protection against abuse and neglect. Procedures are in place to record and report any cases of suspected abuse. The principal will be notified and will investigate the claim further. All matters will be kept confidential. We are guided by Family Safety - Orange Door and Commission for Children and Young People.

Nutrition

Bayswater Primary School Out of School Hours Care Service aims to promote healthy eating habits during Out of School Hours Care services, and in doing so, will respect and support any special dietary requirements of individual children.

Food prepared during snack times and cooking activities shall reflect the cultural diversity of the community.

Cooking with the children is one of the experiences provided by OSHC. We ensure that children are supervised and educated in necessary health and safety precautions whilst cooking.

Staff are aware of the individual dietary needs of the group. Parents are encouraged to discuss their child's specific needs with staff. It is important that staff are aware of the foods which can cause any child's allergic reaction.

The coordinator, along with the assistance of children and families, will plan a menu that reflects policy guidelines and takes into consideration seasonal availability of foods, religious and cultural differences as well as budget constraints.

We will also be guided by the "Healthy Eating in the National Quality Standard" in conjunction with Nutrition Australia.

Medical Details/ Medication

Bayswater Primary School Out of School Hours Care Service aims to provide a safe environment in which children may play, free from harm. In the event of an accident, trained staff will apply appropriate First Aid.

Parents/guardians are required to provide written authority (included in the enrolment form) for staff of the service to seek medical attention for their child if required. All children's medical records will be readily available and updated annually or as children's details change.
Parents/guardians need to provide the program with up-to-date Anaphylaxis, asthma or allergy response plans if these apply.

When a student requires medication while at the Service, the parent/guardian must complete the Confidential Medication Form and provide the prescribed medication in its original and labelled packaging/container. When medication is administered, an Educator will complete and sign the Confidential Medication Form.

The parent/guardian is then required to sign the same form upon collection of the student. In the case of an emergency, an Educator will administer medication once they have received phone approval from the parent/guardian.

First Aid

All permanent and casual staff will have a current Level 2 or 3 First Aid, CPR qualification which meets the Children's Services regulations 2009. One staff member qualified in First Aid will be on duty when children are present at all times. All Staff will have Asthma and Anaphylaxis training.

The Service will ensure that a First Aid kit is maintained in effective order on the premises in a position that is inaccessible to children but readily accessible to staff in an emergency.
All minor/ major incidents will be recorded in an incident book and also recorded on a school report form supplied by the school.

Unwell Children at the Program

The Program is not able to care for children who are ill. The following policy has been developed to protect your child and the other children attending the Program.
It is important that the OSHC Coordinator be notified if your

Sun Smart

Bayswater Primary School Out of School Hours Care Service has a responsibility to keep the children safe and protected at all times. This is especially important when children are outside and need protection from harmful ultraviolet radiation (UVR) of the sun.

The service will ensure that all children and staff attending the service are aware of the Sun Smart policy and procedures and that we have SUNSCREEN available at all times. While outdoors children and staff

will wear broad brimmed/legionnaires hat which protects the face, neck and ears and seek the shade wherever possible if the uv rating is over 3.

The Sun Smart program will be followed throughout the year but with particular emphasis on Terms 1 and 4.

Dvd's, Television, Computers, Electronic Games

OSHC endeavours to reflect children's interests, therefore activities such as dvd's, television, computers, and electronic games will be offered within a balanced program of activities. The amount of time children can participate in these activities will however, be limited.
OSHC will ensure that the content of TV programs, dvd's and games will be appropriate for all the children present and will not contain any physical, verbal violence or ridicule. These activities will be limited to G ratings and on a few occasions PG with parental permission.

Homework

As part of the children's program the staff will provide an area for children to undertake homework tasks. Educators will be available to assist children with homework, however, OSHC cannot take responsibility for completion of homework; this is the responsibility of the parent and child. Parents are encouraged to discuss any homework concerns with the Educational Leader.

Photographing of Children

On every enrolment of children to the program you are asked to give permission for your child to be photographed whilst at the OSHC program. All photos will only be displayed at the program. Photos may be displayed in the newsletter with parent permission. The purpose of these photos is to share this experience with the other children and staff.

Our service follows the National Model Code for taking images and videos of children in early childhood education and care in Victoria**.** In line with this Code, the use of personal devices such as mobile phones, cameras, or tablets to take photos, record videos, or capture audio of children while in our care is strictly prohibited. Only service-issued devices may be used by educators and these are managed in line with our privacy, confidentiality, and child protection policies. This ensures that all images and recordings are used safely, respectfully, and appropriately to support children's learning and development, while safeguarding their privacy and wellbeing.

Students With Additional Needs

We encourage the inclusion of students with additional needs where appropriate. There is specific additional needs funding available. Advance applications are required. We offer an induction program for all new students needing extra support. This allows the family and the program to assess the needs for the student and how this is best provided. We aim to work with the school and their support staff to ensure your student's time is enjoyable and safe.

Inclusion Of All Children

Bayswater Primary School OSHC service is committed to the care of all children and believes in the rights of all children. It recognises, appreciates and respects the uniqueness of each child. The service recognises the impact that culture has on families, and will provide culturally responsive care by affirming human differences and the right of all people to make choices about their lifestyles.

In keeping with its commitment to the rights of the child, Bayswater Primary School OSHC service is committed to providing a service that is truly inclusive of all children. Where children require additional support, the Inclusion and Professional Support Program (IPSP) in conjunction with the Education Department, will be contacted to determine needs and support required assisting with inclusion (Inclusion Support Subsidy or other funding options).
For more information on Inclusion of All Children please refer to the Service Policy Document.

Programming For Individual Needs

Bayswater Primary School Out of School Hours Care Service will provide a program where children have access to a wide variety of safe, stimulating opportunities that are developmentally appropriate and cater for the social, intellectual, physical, recreational and emotional needs and interests of all children present. These programs will reflect cultural diversity and incorporate the views of families/approved persons and the OSHC children. Children, families and staff are expected to provide input into the program. These programs will be regularly evaluated to determine the needs of all children and will be clearly documented and displayed within the service.

Positive Guidance of Children

Bayswater Primary School Out of School Hours Care Service has a commitment to providing a safe, positive and stimulating environment, which encourages responsible and constructive behaviour in all children and believes the management and guidance of children's behaviour is a critical part of providing quality services.

Behaviour management strategies will always respect the child's self-esteem and rights, whilst at the same time being appropriate to the individual child's stage of development.
Staff will provide a consistent approach to the guidance of children’s behaviour and will intervene to prevent inappropriate behaviour.

Rules will be clear, child focused and easy to understand. They will be on display at the service and children will be included in the process of out lining these guidelines.

Staff will endeavour to communicate and work with the child/ren displaying inappropriate behaviour to understand and discuss the issues. When appropriate, child/ren will be redirected into a positive experience.

For a full description of this policy, please refer to the Service Policy Document.

Discipline Procedures

All expectations regarding appropriate behaviour are reinforced during the program. Inappropriate behaviour such as fighting, swearing or discriminating comments will not be tolerated.

Students who behave in such a way that endangers the physical and emotional health of any other student or adult in the service or behave in a manner that is consistently and deliberately offensive will be addressed in the following manner:

1. An Educator will discuss the behaviour with the student and question why he/she is behaving in this manner. Explain to the student why the behaviour is inappropriate.

2. A maximum of three warnings will be given to the student at this stage.

3. If inappropriate behaviour continues the principal will be notified and the student may be temporarily suspended from the Service.

4. Once the student has been returned to the Service, if behaviour has not improved, the student will not be permitted to attend in the future.

5. Occasionally parents may be called to collect their child immediately.

Staff To Child Ratios

As per Children's Services Regulations 2009 there is to be 1 staff member for every 15 children or fraction of that number and 1 qualified staff member for every 30 children or fraction of that number.

Extra Educator/s will be at the service where a child with additional support is in attendance.

Staff

Bayswater Primary School Out of School Hours Care service acknowledges that professional staff equate with quality services, and that parents need to feel comfortable with the staff that will be supervising their children.

The service will ensure that Out of School Hours Care service staff are offered opportunities for appropriate training to provide a quality service. Staff will be suitably qualified and/or experienced and meet the requirements as set out in their position description.

Staff are also required to have WWC check/ VIT (Victorian Teachers Qualification) Child protection training and Level 2 and or Level 3 First aid Training, Asthma, Anaphylaxis, Police Check and CPR.

Emergency Procedures

Bayswater Primary School Out of School Hours Care Service aims to provide a safe environment for all children and staff. Personal safety and security of all children are of prime importance while in attendance at the service.

Smoke alarms and fire extinguishers will be properly installed and maintained. Emergency evacuation procedures will be clearly displayed on the entrance of the service and emergency evacuation will be practised with the children at the beginning of each term.
Emergency telephone numbers will be clearly displayed at the service and will be installed on the coordinators and OSHC phones.

All visitors are required to report to the coordinator or a staff member on arrival.
The service will adopt and adapt the Bayswater Primary School Displan, this includes telephone threats, general threats, bomb threats and evacuations. For more information, refer to the OSHC Service Policy Document.

Complaints/Grievance

Bayswater Primary School Out of School Hours Care Service will seek to foster positive relations between all families and staff. Every parent has the right to a positive and sympathetic response to his or her concerns. Solutions will be sought to resolve all disputes, issues, concerns that affect the day-to-day wellbeing of the service in a fair, prompt and positive manner. If you have any concerns or complaints, please do not hesitate to discuss these issues with the Educational Leader or School Principal by placing your concern in writing. You can ring the school on 97293394 and make an appointment to speak to the principal. All concerns will be addressed promptly, respectfully and in a confidential manner.

General complaints:

1. Discuss the problem with the Programs Educational Leader, either Michelle Moran or Chloe Biddle 0409 320 237 (Direct Line. Messages can be left 24 hours a day)
2. If unsatisfied, the complaint can be directed to Jo Baden, Acting School Principal 9721 3755 (school).
3. If still unsatisfied, the complaint can then be directed to the School Council via the Acting School Principal, Jo Baden.

Care of the child

If the complaint is related to the care itself, then there are procedures to follow:

1. Speak to the Programs Educational Leader, Michelle Moran or Chloe Biddle.
2. Speak to the School Acting Principal, Jo Baden.
3. Contact the School Council via the Acting Principal, Jo Baden.
4. If unsatisfied then contact:
   The Department of Educational and Early Childhood Development
   Children Service Adviser (North East Victoria Region)
   Telephone general enquiries: 1300 333 231
   Licensed Children's Service help line on 1300 307 415
   Email: nevr@edumail.vic.gov.au

All parents have the right to have their concerns heard by the OSHC Sub Committee.
Families with concerns or complaints are encouraged to discuss these with the Educational Leader in the first instance. Complaints, which are not resolved to the family's satisfaction, should then be referred to the principal.

All written complaints and concerns will be addressed promptly, either verbally or in writing within 5 working days. The nature of the complaint or concern will be reported to School Council at its next meeting, together with any action taken in response.

Children's Belongings and Toys

Bayswater Primary School Out of School Hours Care Service endeavours to meet the needs of all children who attend the service. Children may elect to bring their own toys to the service and are encouraged to keep them in their school bags or give them to a staff member for safekeeping. The service will not take responsibility for toys that are lost or damaged whilst at the service.

ALL OF OUR SCHOOL POLICIES, PROCEDURES AND REGULATION BOOKS ARE AVAILABLE UPON REQUEST AND ARE LOCATED IN THE COORDINATORS OFFICE