

St Mary's Primary School



OUT OF SCHOOL HOURS CARE

@2 Murlong

Parent Handbook

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Service Operation Hours

Before School Care - 7:00am- 8:30am

After School Care - 3.25pm - 6.00pm

Vacation Care - 8.00am - 5.30pm

Service closed weekends, Public holidays and some days in the School Holidays

Contact Details

School Office: 03 5033 2541 (8.30am - 4.00pm)

OSHC Mobile: 0477 954 378 (outside of office hours)

Email: oshc@smswanhill.catholic.edu.au

Version 3 - 1/01/2024

Philosophy

St Mary's Swan Hill OSHC Centre exists in order to serve the families and children of our local schools in the Swan Hill community. We provide quality out of school hours care based on a sound understanding of the learning process and the developmental stages of primary aged children.

Our Philosophy evolves in relation to meet the needs of our community, driven by a commitment to Quality Improvement. We achieve this through community consultation and input, with regular evaluation of our services to ensure compliance with legislation and alignment to current industry standards and recommendations.

We aim to:

- Provide a safe, healthy, positive and nurturing environment for every child.
- Meet the individual needs of all children and their families as a priority.
- Support the local and wider community by sharing our knowledge, skills and resources and engaging in community activities.

We recognise:

- The importance of child-centred play as well as some structured activities in a child's development.
- The value of ensuring that staff are given opportunities for professional development to continue improvement of our centre.
- The significance of inclusivity in our program in relation to diversity in culture, gender and ability.
- The traditional custodians of the land upon which our Centre is situated and promise to foster respect for indigenous cultures.

We are committed to:

- Providing a quality, fun program that allows the children to choose how their time will be spent at OSHC to foster a sense of ownership and belonging.
- Ensuring that management supports and communicates effectively with parents, children and staff.

Xplor App

The Xplor application is used for all the daily running of the OSHC. Enrolments, payments, bookings, signing in and out of children and parent notifications are all completed through this application. We ask that you download this app onto your phone - Xplor Home. Xplor Home is used by parents and caregivers while Xplor Playground is used by our Educators at the Centre.

Enrolments

Contact the OSHC office to register your interest and you will be sent a waitlist form to fill in and return to Xplor, this is the first step to enrolment.

Once the completed waitlist form is received you will be emailed an enrolment form from Xplor.

Enrolment Form

Let's get started.

A few questions about your child will help us make your first day a breeze.
This enrolment form is in accordance with the Education and Care Services National Regulations.

Child Details
Education and Care Services National Regulations 2011 (NSW) reg 160C3.

You can still enrol even if your child has not been born yet. Please let us know by toggling the options below.
An enrolment record must include the following information for each child.

Has your child been born yet? Yes No Male Female

First Name (required)	Middle Name	Last Name (required)
Date of Birth	Child's Home Address	
Child's Suburb	Child's State	Child's Postcode
Child's Special Circumstances		

When the completed enrolment form is received by the Centre we will touch base with you to find out when your child would like to begin using our Centre and what sessions you would like to book in. We are able to make a weekly or fortnightly schedule based on your needs. We can even offer casual bookings if there is availability.

When we have your schedule booked in we can send you a CWA to sign. A Complying Written Arrangement (CWA) is an ongoing agreement between a Childcare service provider and a Parent/Guardian, to provide care in return for fees. More details on how to complete this are in Section 'Complying Written Arrangement (CWA)'. Once your CWA is signed the CCS can be registered with the Centre on MyGov - Centrelink, please refer to 'Child Care Subsidy (CCS) Payments' for more details.

As part of the Enrolment process you are asked to enter your account details for the weekly direct debit of the fees, if you need to make changes to these details you can do so in the Xplor Home app.

Signing Children In and Out

Before School Care

- Children must be signed in by a parent/caregiver or authorised person on arrival using Xplor Home app.
- At 8.30am, children will be signed out of the OSHC service by the educator, St. Mary's students will be released into the supervision of the staff on yard duty. The Swan Hill North students will be walked safely down to the school and handed over to the staff on duty.

After School Care

- All students will be signed in by an OSHC educator.
- If a child is booked into care and has not arrived after school has finished, an OSHC educator will contact the front office for school attendance records. A staff member will contact the child's parents/caregivers if we need further information.
- When departing the OSHC centre departure time will be recorded through Xplor home with parents using the application on their phone.
- Students may NOT go home unaccompanied.

Vacation Care

- Children must be signed in by a parent/caregiver or authorised person on arrival using Xplor Home app.
- When departing the OSHC centre departure time will be recorded through Xplor home with parents using the application on their phone.
- Students may NOT go home unaccompanied.

Parent Sign-in/out Guide - Xplor Home

The most simplest way to sign your children in and out of the Centre is via the Xplor Home app. The parent/caregiver will need to have downloaded the Xplor home app and signed into their account.

They should then:

- Open their Home App
- Tap sign in/out
- Once the camera opens, scan the QR code on the Hub

If there is only one child, click the 'sign in/out' button to sign them in/out. If there are multiple children, select those you want to sign in/out, and click 'Confirm'

Once the sign in is successful, a success screen will display.

Emergency Contacts

We can only sign children out to those people listed on their enrolment as parents/caregivers or emergency contacts. So it is a good idea to ensure you have emergency contacts included in your enrolment or added as a hub guest. If they are not included on the child's profile we will require written authority (email to the centre), including name, address and date of birth of the person collecting the child/ren and they will need their license to verify these details.

How to Invite a Hub Guest

Parents/caregivers are able to invite a new hub guest to be able to sign their children in and out from childcare. To do this:

1. Parents should open Home App
2. Select Account
3. Select Hub Guests
4. Select + in the top right corner
5. Select Next
6. Add their details
7. Send invite
8. Hub Guests then receive an email and should create a password

When inviting a new hub guest:

- Email is required and must be in a standard format (ie hello@myxplor.com)
- First name is required
- Last name is required
- Address is required.

Late Collection

- Parents/caregivers who are unable to collect their child prior to closing time must contact the service to advise of their lateness and expected time of arrival. Another responsible adult should be arranged to collect the child as a result of emergencies that prevent the parent from collecting the child. The emergency arrangement will be documented and signed by the Nominated Supervisor.
- If the parent has not contacted the service and the child has not been collected by closing time, staff will telephone the parent. If the parent cannot be reached, staff will contact the emergency contact persons listed on the child's enrolment form to arrange for the child's immediate collection.

Fees

- The fee level will be reviewed each year.
- Families will be given 30 days notice of any fee increase.
- Families will be charged for an absence if the child has a regular booking in the system for that day and session, unless at least 1 week's notice is given of absence. The charge will be the normal rate of the session.
- *Vacation Care:* Absence or Cancellation after the booking closing date. Families will be charged the normal rate for the session for each child enrolled on the day.

- Details of a family's fees and accounts will be confidential and stored appropriately.
- Statements will be issued via email on Thursday each week. The amount owing can also be viewed on your Xplor Home app.

Sessions Times and Fees

Type of Care	Times	Fee
Before School	7:00am- 8:30 am	\$17.00
Before School	8:00am-8:30 am	\$7.00
After School	3:25pm- 6:00 pm	\$35.00
Vacation Care	8.00am-5.00pm	\$120.00

Payment for Accounts

- Fees are paid directly to the OSHC service through Debitsuccess by Xplor. Payments are debited Thursday's each week. Please be aware that if the payment is dishonoured due to insufficient funds, Xplor will charge you a dishonour fee.

Child Care Subsidy (CCS) Payments

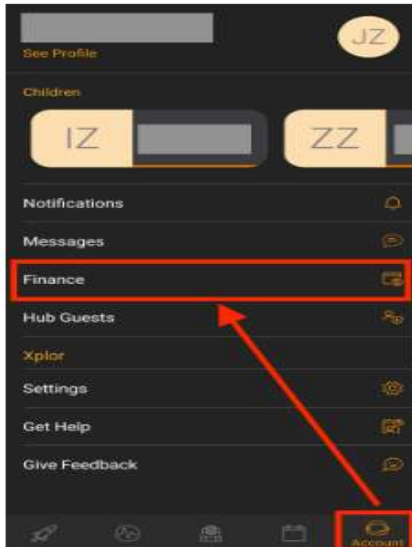
- Application for Child Care Subsidy is made through MyGov - Centrelink. They will determine the rate of subsidy paid to each family based on the family's combined gross income and work/study activity level.
- It is the parents/caregivers' responsibility to have their eligibility for Child Care Assistance assessed by Centrelink, and to notify them of any changes that might affect their CCS.
- CCS payments will be paid directly to the service in accordance with Australian Government requirements.
- Processing of CCS payment is dependent on providing the correct Child Reference Numbers (CRN) and date of birth of each individual to the service.

Complying Written Arrangement (CWA)

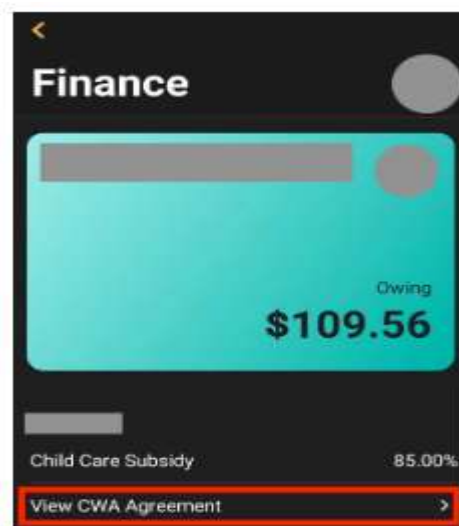
A Complying Written Arrangement (CWA) is an ongoing agreement between a Childcare service provider and a Parent/Caregiver, to provide care in return for fees. If you are eligible for CCS you need to sign a CWA, before you can claim your CCS.

Signing your CWA in Xplor home

1. Login into the Home App, using the Primary Carer's account, this is typically the parent you wish to claim CCS. Click "Account" then "Finance"



2. Click on "View CWA Agreement". If you do not see this button, please reach out to your administrator to ensure they have completed the actions needed on their end.

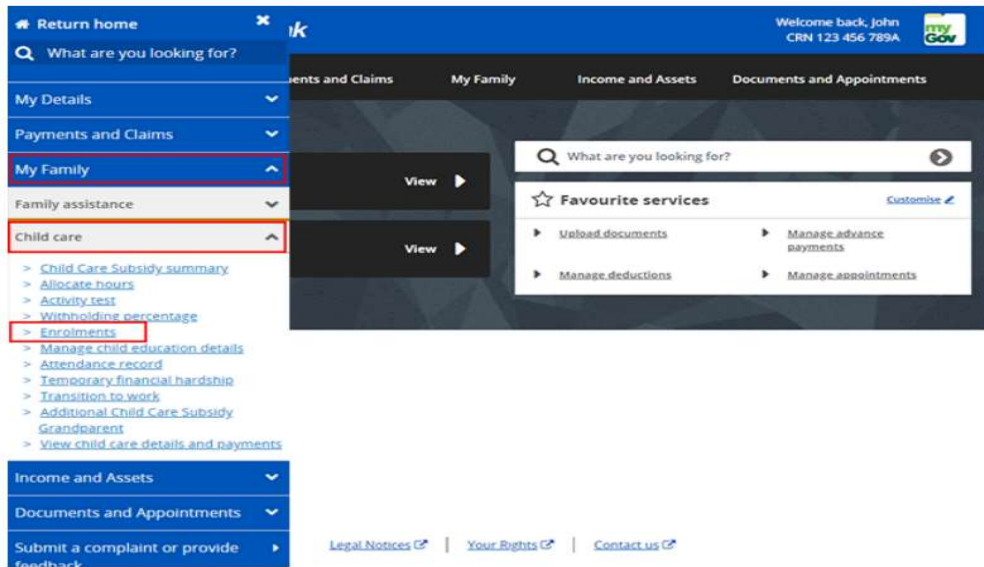


3. The CWA should appear for you to carefully review. Click "I Agree".

Approving your CWA in MyGov

It can take up to 4 hours for a CWA to populate in your MyGov account.

1. If you're not already in your Centrelink online account, sign into MyGov and access your account. Select MENU from your homepage.
2. Select My Family > Child Care > Enrolments.



3. View and confirm your child's details. On the Child Care Subsidy Enrolments page you can view your child's enrolment details. Under Enrolment status you can see if you've confirmed the details or not. If the status is Pending Confirmation you must confirm or dispute the details.

Select view details to do this.



4. This will take you to a new page. Check the information on this page carefully. If your child's enrolment details are correct, select 'Yes'. If you select 'Yes', select 'Next' and proceed.

If they're incorrect, select 'No'. If you select 'No' you'll need to speak to your child care service. They'll need to submit the correct details. Once they do this you'll need to start this process again from the beginning.

Child Care Subsidy Enrolments Help ?

THOMAS SMITH'S enrolment for CHILD CARE CENTRE

✓ Pending Confirmation

Care type Centre-based Day Care	Enrolment period 30/01/2019 -	Address 1 Smith Street
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Regular sessions

Week 1

Session Day	Time	Fees
Monday	08:30 - 12:30	\$100.00 per session

Are these enrolment details correct?
 Yes No

5. If you understand and agree with the declaration, select 'I accept this declaration', then Submit.

Child Care Subsidy Enrolments Help ?

Review & submit

Your submission

You have indicated the following enrolment is correct.

THOMAS CITIZEN'S enrolment for CHILD CARE CENTRE

✓ Pending Confirmation

Care type Centre-based Day Care	Enrolment period 30/01/2019 -	Address 1 Smith Street
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Regular sessions

Week 1

Session Day	Time	Fees
Monday	08:30 - 12:30	\$100.00 per session

You have indicated that the enrolment details are correct

Declaration

I declare that:

- The information I have given is correct.
- Giving false or misleading information is a serious offence.
- I must contact the Department of Human Services of any changes to this information as soon as possible.
- I have read and accept the [privacy statement](#).

I accept this declaration

6. Services Australia will give you a receipt to let you know they've got the update.



Bookings/Absences

Your child's session bookings can be viewed on the Xplor Home app. If you wish to amend your child's schedule, please contact the office and we will update the Master Roll. If your child is going to be absent from the Centre due to holidays, illness etc, please advise us by using the Xplor Home app. If you require to book an extra session, as a one off, please use the Xplor Home app. You will receive notification that the booking has been approved, if there is availability.

Please remember to notify the school office if your child/ren needs to be informed of this change and updated PAM - Transport passes if this change will impact their bus schedule.

Family Contact

Staff will communicate with parents/caregivers regularly regarding children's development to foster a positive and supportive relationship.

The Observations section in the Xplor application is a good way for parents/caregivers to see what their child/children are doing at OSHC. The educators will post pictures and a short summary of what the children have done.

Families will have access to the Nominated Supervisor at any reasonable time to discuss any concerns regarding their child. This may be on the spot, by telephone or by appointment. Staff will not discuss with parents confidential information regarding any other child or family within the service.

Management of Unwell Children/Accidents and Injuries

If a child becomes unwell or injured whilst at the service the staff will provide first aid if required and the parents/caregiver will be notified and asked to collect the child.

Any illness or injury at the service is recorded by the educator. A staff member will ensure that the authorised person collecting the child is given all information concerning symptoms and treatment given and that they sign off on the entry.

Serious accident: In the case of serious accidents staff will:

- Assess the injury and recommend to the Nominated supervisor whether an ambulance should be called and parents/caregivers notified.
- Monitor and comfort the child until the parent or ambulance arrives.
- If an ambulance is called, a staff member will accompany the child, in absence of a parent/caregiver or authorised person.

Anaphylaxis/Allergies/Asthma

- Where a child is diagnosed with Anaphylaxis, Allergies or Asthma it should be recorded on the enrolment form and all staff will be made aware of it.
- If a child has a severe life threatening allergy, the child's photo and an appropriate action plan will be clearly displayed at the Service.

Sun Protection Policy

- OSHC will provide each child with a hat while attending OSHC. Children must wear a bucket or broad brimmed hat while outdoors when UV rating is 3 and above. Children will not share hats to minimise the spread of infections such as head lice. Children who do not wear hats will be required to stay indoors or play in an area protected from the sun.
- Staff will direct children to play in shaded areas during peak UV hours
- Children will apply sun lotion on exposed skin when playing outside when the UV rating is 3 and above
- Discretion is used by staff concerning outside play during extreme hot weather conditions.
- Staff will ensure children rehydrate by encouraging children to have frequent drinks of water.
- Staff will be positive role models and at all times wear hats outdoors to model sun protective practice.

Nutrition

- Staff will ensure that food is stored and prepared hygienically.
- The service will provide children with fresh produce and a variety of snacks that meet the recommended nutritional needs of children. Snacks and drinks will reflect a wide variety of cultures, especially the cultural backgrounds of families within the local community.
- Staff will encourage healthy eating habits by facilitating discussion on good diet choices.
- Drinking water will always be available and accessible to children.
- Children will be encouraged to try different food but will never be forced to eat. Children's food likes and dislikes and their family's religious and cultural beliefs regarding food will always be respected.
- Parents will provide the service a list of suitable and unsuitable foods to cater to children on a special diet.

- Breakfast will be provided before school care up to 8:00am.

Here is an example of a weekly menu at our Centre

	Monday	Tuesday	Wednesday	Thursday	Friday
BSC	Toast with a selection of spreads Cereal Fruit	Pancakes with a selection of spreads Cereal Fruit	Toast with a selection of spreads Cereal Fruit	Muffins with a selection of spreads Cereal Fruit	Toast with a selection of spreads Cereal Fruit
ASC	Ham and salad sandwiches on wholemeal bread	Pizzas - ham, cheese and tomato -tomato and cheese	Wraps with chicken, cheese and lettuce	Snack Session- cheese, dips, vegetable sticks and popcorn	Toasted cheese sandwiches

Newsletter

The newsletter is sent out each Term to families via Xplor. Copies are also available in hardcopy from our Centre.

Program

We have implemented the My Time, Our Place framework for our Centre. Their vision for children's learning through play and leisure is:

In school age care settings educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development. School age care settings pay attention to the needs and interests of individual children within a context that promotes collaboration and active citizenship. Children in school age care settings have choice and control over their learning as they collaborate with educators to extend their life skills and develop dispositions towards citizenship.

Here is an example of a weekly activity guide at our Centre

Activities	Monday	Tuesday	Wednesday	Thursday	Friday
BSC	Lego Fun	Imagination Station - Train tracks	Let's make our own breakfast	Captain Ball and Tunnel Ball	Where's Wally? books

ASC	GAGA Ball Sandpit Fun	I Spy Everyones it Tiggy	Hockey Skills Kinetic Sand Creations	Green Thumbs Let's feed the chooks Music in the music room	Playground Adventures Science with Rob
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Observations are completed on the children as part of the framework and these are uploaded to the children involved on Xplor. These can be viewed and commented on via the Xplor Home app.

Confidentiality

- Confidential conversations between staff and parents will be conducted in a quiet area away from children and adults.
- Personal forms and information will be stored securely.
- No member of staff may give information or evidence on matters relating to children and/or their families to anyone other than the custodial parent/guardian or to persons specified by the parent/guardian.
- Confidential information may be exchanged in the regular course of work with other staff members and may be given only when this is reasonably needed for the proper operation of the Service or the wellbeing of users and staff.

Policies and Procedures

- A copy of our Policies and Procedures Booklet is available on request.

Environment

- The service is a non-smoking area. This includes indoor and outdoor play areas and anywhere within sight of children.
- Consideration for environmental protection will be encouraged in the children's activities and in the day-to-day operation of the service.
- In the interests of children's health, staff are encouraged to use environmentally friendly products at the service where possible.

Visitors

- Visitors may be invited into the service as part of the children's program. They could include: local people with a skill, art or experience; members of the Fire Brigade, Police Department, or a medical or nursing profession.

Students and Volunteers

- The service may offer student placements to:
 - Secondary school students who wish to gain work experience as part of their school program
 - Students undertaking early childhood or child care training at college or university level