Centre Location
Glenorie OOSH Centre is located in the grounds of Glenorie Public School, Old Northern road, Glenorie 2157. The building is located on the right hand side of the School, next to the Glenorie Community Centre.

Postal Address
C/- Glenorie Public School
1731 Old Northern Rd
GLENORIE, 2157

OOSH Phone Number
(02) 9652 0074
(Answering machine regularly monitored)

OOSH Email Address
glenorieoosh@bigpond.com

Glenorie Public School Phone Number
(02) 9652 1237
(Emergency only)

Hours of Operation
Before School Care
7.00am – 9.00am

After School Care
3.30pm – 6.30pm

Vacation Care
7.00am – 6.30pm
Introduction:
Glenorie Out of School Hours Care (OOSH) cater for 40 children in each session. Glenorie OOSH (a not for profit organisation) has been established to provide quality care for children aged between 5 and 12 (who attend school) before and after school. Whilst the majority of children who attend are from Glenorie Public School, we also cater for children who attend local schools. This manual provides information to families on all issues relating to the care of your children. If any parents, children, teachers or members of the community have any suggestions or require any further information please do not hesitate to contact the OOSH.

We offer a range of activities including:
- Art and Crafts
- Indoor and Outdoor Play
- Sports Games
- Problem Solving
- Cooking
- Reading and Stories
- Drama
- Free Play

Hours of Operation
Before School Care: 7:00am-9:00am
After School Care: 3:30pm-6:30pm
Vacation Care 7.00am-6:30pm

The OOSH operates between these hours Monday to Friday and is closed on Public Holidays

Staffing
The recommended staff to child ratio guidelines from the Department of Community Services for children aged between 5 and 12 is 1:15.
The centre is licensed to cater for 40 children Before school, After school and during Vacation Care. The centre employs one permanent Coordinator, a permanent Coordinator’s Assistant and several casual OOSH staff. Each staff member as a prerequisite is fully trained in First Aid, Asthma and Anaphylaxis and Child Protection.

Management
A Sub-Committee, directly manages Glenorie OOSH and the office bearers are as follows:
- President
- P&C OOSH Executive
- Treasurer

The P&C also meet to discuss any issues for the OOSH and school after this meeting, and then hold an annual general meeting each February, where the office bearers of the Management Committee are elected.
During the monthly meetings management views coordinator and treasurer reports as well as discussing changes, improvements and purchases which will be made in order to bring the centre in line with all Occupational Health and Safety laws as well as aiming to meet the NQF Quality Assurance.
These meetings are an opportunity to contribute to the smooth running of your centre and all parents and guardians are welcome and encouraged to attend meetings.
Philosophy

Glenorie OOSH strives to provide a reliable and affordable Out of School Hours Care whilst maintaining the highest quality standards of service that is accessible to all members of the Community.

We believe in providing a safe, welcoming, caring and stimulating environment that displays neither bias nor prejudice and encourages children, staff and families to share their individual traditions, stories and family backgrounds.

We recognise the importance of Parents, Families and the Community to ensure children develop a strong sense of identity and respect for others. We encourage children and parents to be actively involved in the planning, implementation and evaluation of the Program.

Glenorie OOSH is committed to providing a, fun, challenging and active program that provides interactions to foster social, emotional, physical and cognitive development.

Our Centre implements the My Time, Our Place Framework to ensure that School aged children have the opportunity to engage in meaningful play that is a reflection of their interests and choices. We believe in children having the opportunity to learn through play based activities and support their well-being, learning and development.

The Program offers safe challenges, opportunities for decision making and leadership, and individual and group activities designed to foster positive self-esteem and confidence, whilst encouraging independence and autonomy. Structured activities and child directed play provide opportunities for children to explore, experiment and engage with each other and the wider community through a range of media and communication technologies.

We believe in providing a healthy, nutritious and diverse menu that encourages the children to enjoy the social experience of sharing a meal whilst taking responsibility for their own health and well-being.

As Educators we provide the opportunity for children to resource their own learning through connecting with people, places, technologies and natural/processed materials.


Reviewed and updated May 2018
Glenorie OOSH Policies and Procedures
Management is constantly reviewing, renewing and creating policies for Glenorie OOSH.
If you are interested in viewing our Policies and Procedures folder to evaluate and provide feedback it is always available from the coordinator at all times, however they cannot leave the premises.

Fee Structure
Permanent Bookings: Fees are payable weekly, an account will be emailed or printed and sent to you, as you choose. All sessions have to be paid for, regardless of attendance. In the case where you have provided 24 hours notice, you will not be charged. Any changes in terminating a permanent position must be given in writing and with one weeks’ notice.
Casual Bookings: It is required that any casual days be paid on the day of care. At the very latest this must be paid at the end of the week in which you use the care. You will only pay for the care you use.
Our preferred method of payment is by EFTPOS, Cheque {made payable to Glenorie P&C Association (OOSH); or Internet {Bendigo Bank. BSB: 633 000, Account Number: 134 173 574}
For safety reasons, please refrain from paying cash. If you can only pay cash, please have the correct money as the staff are unable to give change. Any excess will be credited to your account.
If payment is not made, Glenorie OOSH have the right to cancel your child’s place in the centre, until payment is made.
PLEASE SEE GLENORIE OOSH FEES POLICY FOR MORE INFORMATION.

Permanent Bookings
Morning Session: $12.00 per child per session
Afternoon Session: $16.00 per child per session

Casual Bookings:
Morning Session: $14.00 per child per session
Afternoon Session: $18.00 per child per session

Vacation Care Bookings
The charge is $50.00 per child per session
**Please note that excursion may be an additional cost

Late Pick up Fee
A Late Fee of $1.00 per child per minute will be charged after 6:30pm
The time of collection will be recorded accurately on the sign out sheet and also recorded by staff. The clock located on the parent’s table will be the reference point.
If you know that you will be late, please notify staff on 9652 0074

If a child has not been collected from Glenorie OOSH by 6.40pm with no notification, staff will attempt to contact all of the emergency numbers on the child’s enrolment form. If the child is not collected by 7:00pm, staff will contact the local police. Your child will remain in their care until a parent or guardian is found.

Child Care Subsidy
The Child Care Subsidy is a Commonwealth funded program that assists eligible families to meet the cost of work-related child care expenses for dependent children less than thirteen years of age.

The centre is approved to offer Child Care Subsidy (CCS) to eligible families, therefore we are able to pass on Child Care Subsidy to families as a reduction in your fees.
All you need to do is provide OOSH with your customer reference numbers which are obtained from the family assistance office. You will receive a reference number for yourself, and a separate number for each child attending OOSH. Your date of birth is also necessary for your details to be submitted. If you have other children in care elsewhere you will need to let us know.

It is recommended that all parents obtain these numbers in order to make tax time easier, when you are claiming the child care tax rebate. Families cannot be offered CCS until assessments are completed.

Lost Property
Please label your child’s belongings as we do not take responsibility for any lost items. All items left at OOSH will be placed in the Lost Property Container located at the front door and at the end of Term placed in the School’s Lost Property.

Reviewed and updated May 2018
Enrolment Procedures
The Glenorie OOSH enrolment form is to be filled in for each child prior to attendance. Please ensure all medical information is given. All information given will be kept confidential. If any children require medication please indicate details on the enrolment form as well as following the procedure outline in the “Medication” section of this booklet.

Arrival and Departure of Children
When you arrive please sign your child in, with time and signature, and ensure a staff member is aware that your child has arrived. Similarly, on departure please ensure that your child is signed out and a staff member is aware that you are collecting your child. If your child is to be collected by anyone other than yourself, he/she must be named on the enrolment form as having authorisation to collect your child, or has a signed note from the parent nominating them to collect their child on the day, which must be given to the coordinator.

Glenorie OOSH is not permitted to allow your child to leave the centre with anyone under the age of 16 years, nor someone who is not authorised to collect the child. You will be contacted if these requirements are not met.

Non-Attendance – All Bookings
Parents must notify the Centre if a child is not attending or if the child has been taken home from school during the day (regardless of whether or not sibling attends the school). If 24 hours’ notice has not been given, the full amount will be charged to your account.

Programming
All activities are planned and based on the My Time Our Place Framework. It also includes:
- Children’s different interests and personalities; age groups; safety; equal opportunity and access to activities; cultural diversity; and children with special needs.
- Program input from children and families is actively encouraged through Emails, Daybook, Group Discussions and the Children’s Ideas Wall

Routine
Our Weekly Program is displayed on the Programs Board for viewing.

Our Mornings are a relaxed atmosphere where the children involve themselves with reading, drawing, computer games, board games and free play. With weather permitting the Cola is also used.

The Afternoons are slightly more structured with the Staff taking roll call at 3.30pm and explaining to the children what activities will be available. From 4.00pm the children are involved in Outdoor and Indoor activities before quiet activities are encouraged from 5:30pm till close.

Menu
Our Menu is based on the Australian Guide to healthy eating. We encourage nutritious foods for the children and change our Menu weekly to accommodate the children’s feedback. It is displayed in the Kitchen.

Breakfast is served from 7:00am-8:15am and includes muffins, cereal, toast and Milk or Water to drink.

Afternoon Tea is served from 3:30pm-4:00pm and includes a healthy snack sized meal, fresh fruit or vegetable platter and Water or Milk to drink. A late snack is also served at 5.15pm.

**Our Centre is Peanut Free

If your child has any food allergies or special dietary requirements, please inform the coordinator in writing.

Reviewed and updated May 2018
Administration of Medication
Parents/guardians must give details on the enrolment form as well as provide a signed permission note to the coordinator or a member of staff. The permission note will need to contain the following information:

- Child’s name
- Medication Name
- Reason for Medication
- Amount of medication
- Time of medication
- Nature of illness/condition
- Methods of acute care

A Glenorie OOSH “Permission to give Medication” will also need to be completed on site. Medication must be given to coordinator/staff and be clearly labeled with the child’s name. The medication must be in the original packaging; otherwise it will not be administered. Although Asthma sprays are the responsibility of the child, the staff must be informed if the child has a ‘puffer’ or nebuliser and is required to use it. An asthma record form also needs to be filled out.

Medication will be kept out of reach of children. All medical information will be kept confidential. Under no circumstance can Panadol or Nurofen be administered by staff.

Illness
If your child becomes ill at the Centre, you will be contacted so that your child can be collected as soon as possible. If parents/guardians cannot be contacted those persons listed in the enrolment form as emergency contacts will be telephoned. If medical or hospital attention is required, it will be sought without delay.

Immunisation must be declared on the enrolment form.

If your child becomes ill with an infectious disease they will not be allowed to attend the centre as listed in “Glenorie Public School Information Manual”.
If your child is ill with a cold or flu, please keep them at home.

Sun Protection
At Glenorie OOSH, we follow the ‘no hat, no play’ policy, as well as ensuring that children are provided with sunscreen and a hat when they are outdoors. This policy applies all year round and no exemption will be made. During Vacation Care we encourage children to bring a wide brim hat in from home, wear correct clothing such as shirts with a sleeve and appropriate swimwear/rash vest on water play days.

Behaviour Management
Glenorie OOSH’s Behaviour Management Policy is based on guidance, redirection and positive reinforcement. Basic Rules are established based on safety, respect for others, order and involves the children’s input. Educator’s will act as positive role models and encourage and reward acceptable behaviour. Glenorie OOSH have in place a 3 point Behaviour Management Plan along with a Rewards Program. In extreme cases, the Centre reserves the right to exclude the child from the service in order to protect other children and educators.

Photographs and Videos
Photographs are taken at Glenorie OOSH in order to evaluate programs and show parents the types of activities in which children participate in. These photographs are displayed throughout OOSH and may also be used in documents which are sent home to families attending Glenorie OOSH and on the website. Please inform the coordinator in writing if you do not wish to have your child’s photographs in documents and/or you do not wish for your child’s photograph to be taken.

Reviewed and updated May 2018
Emergency and Evacuation Procedures

**Please see attachment

Television, Movies and DVD’s
We encourage the children to participate in reading, playing games and to use their imagination.
We have developed a system that limits the hours of television watching per week. The children do not watch programmed television in the mornings or afternoons and only view DVD’s rated G or PG and approved by the staff. There are often prescribed movie afternoons, and movies are also often viewed at the centre on rainy days. There are always other activities for the children to choose when the TV is on. Occasionally DVD’s with a ‘G’ rating or ‘PG’ rating may be used as part of the program of activities.
Please advise the Centre in writing if there is a problem with viewing ‘G’ or ‘PG’ material or if there is a particular fear or a special topic to be avoided. Children are briefed on the content of the film before it begins and are given the option of whether or not they wish to view the material.

Grievances and Complaints
We will support parents’, children’s’ and the wider community’s right to complain and will help them to make their complaints clear and try to resolve them. A complaint can be informal or formal. It can be anything which a parent thinks is unfair or which makes them unhappy with the service.
If an individual/s has a complaint or comment about the service, they will be encouraged to talk to the Coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue. There is also a Complaint Form located at the Parent Sign In Desk for the person to complete and can either place in the Parent Feedback Box or hand to the Coordinator. If the complaint is not handled to the individual’s satisfaction at this level they should discuss the issue with the Chairperson or liaison person of the Management, either in writing or verbally.
The Management will discuss the issue with the Coordinator and develop a strategy for resolving the problem, this would be discussed further with the person raising the complaint or if necessary a meeting will be organised with the Coordinator and the individual/s to resolve the problem.
The Coordinator or Management will inform the individual/s of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis then the committee or Coordinator will write personally to the individual/s. If any complaint cannot be resolved internally to the consumer’s satisfaction, external options will be offered such as an unbiased third party.

Information regarding Families
Glenorie OOSH encourages families to have input into the operation of the service and activity programming. Improvements to our program are often derived from feedback and changes may be possible to meet your needs.

Comments or suggestions on the service can be made in the following ways:
- Speak to the coordinator
- Use the suggestion box which is located in the Parent Area
- Attend committee meetings

Suggestions will be implemented if considered appropriate and feasible.

If you would like to speak to the coordinator privately please feel free to contact and arrange a time to meet.
Confidentiality is assured.

Conclusion

We encourage you to get to know our staff and familiarise yourself with the Policies and Procedures of the Centre. If there are any points that you are unclear about, or any comments that you wish to make, please do not hesitate to contact the Coordinator or management committee.

We hope that you and your child/ren find the Centre to be a happy and safe environment.

Reviewed and updated May 2018
Emergency & Evacuation

**POLICY STATEMENT:**

*Glenorie OOSH* will provide an environment that ensures the safety and wellbeing of the children at all times ("*My Time, Our Place*"1.1, 3.1). All children and educators will be aware of, and practised in emergency and evacuation procedures. In the event of an emergency, natural disaster or threats of violence these procedures will be immediately implemented. In implementing the practise sessions of emergency procedures with children, educators will encourage children to discuss possible scenarios where emergency procedures may be required and support children to come up with solutions and ideas for improving on the procedures or discussing ways to avert emergency situations ("*My Time, Our Place*" 4.2). Opportunities for older children to access and use the written emergency procedures to orientate new children prior to an emergency drill will be provided by educators on a regular basis prior to carrying out the emergency drill ("*My Time, Our Place*" 5.1 and 5.2)

**PROCEDURE:**

- A risk assessment will be conducted by educators and management annually to review and refine emergency procedures
- Emergency evacuation procedures and floor plans will be clearly displayed in a prominent position near the main entrance and exit of each room used by the service.
- All educators, including relief staff, will be informed of the procedure and their specific duties identified in their orientation to the service. Educators will make arrangements as to duties undertaken in the absence of other educators.
- Educators will discuss the emergency procedures with the children and the reasons for practising the drills prior to each emergency drill being undertaken. Following each drill, children should be reassured and their suggestions and comments welcomed for how the drill might be improved to provide them with a sense of control and understanding of the process.
- Children and educators will practice the emergency procedure at least twice a term, in all types of care, before school, after school and at the beginning of vacation care.
- All emergency drills will be recorded with date, time and length of time it took to leave building. Additional comments on recommendations for improvements can also be included in the record.
- Drills will be conducted more regularly when there are new children.
- Families will be informed of the procedure and assembly points in the parent handbook.
- No child or educator is to go to their bags to collect personal items during an emergency evacuation. This would lead to confusion and delays.
- The service will maintain a fire blanket and smoke detectors and have them checked regularly as per the manufacturers instructions.
- Fire extinguishers will be installed and maintained in accordance with Australian Standard 2444. Educators will be instructed in their operation.
- Educators will only attempt to extinguish fires if the fire is small, there is no threat to their personal safety and they feel confident to operate the extinguisher and all the children have been evacuated from the room.

Reviewed and updated May 2018
• Educators should be aware of bush fire danger and if relevant have appropriate training on the necessary procedures. **SERVICES IN BUSH FIRE PRONE AREAS MUST HAVE A PLAN.**

**Example Plan - The evacuation plan will include:**

- Routes of leaving the building suitable for all ages and abilities. These should be clearly mapped out.
- Plan of where the fire extinguishers are located displayed in a public place.
- A safe assembly point away from access of emergency services.
- An alternative assembly area in case the first one becomes unsafe.
- List of items to be collected and by whom.
- List of current emergency numbers.
- Educator’s duties in the emergency.

**Educators will be nominated to:**

- Make the announcement to evacuate, identifying where and how.
- Collect children’s attendance records and families contact numbers.
- Collect emergency services numbers.
- Make the phone call to 000 or other appropriate service, management and families as required.
- Collect the first aid kit.
- Check that the building and playground is empty and that all doors and windows are closed as far as possible, to reduce the spread of a fire.
- Supervise the children at the assembly area, and take a roll call of children. Educators should be aware of any visitors.

When the emergency service arrives, the Coordinator will inform the officer in charge of the nature and location of the emergency and if there is anyone missing.

No one should re-enter the building until the officer in charge has said it is safe to do so.

**HARASSMENT AND THREATS OF VIOLENCE**

If a person/s known or unknown to the service harasses or makes threats to children or educators at the service, or on an excursion, educators will:

- Calmly and politely ask them to leave the service or the vicinity of the children.
- Be firm and clear and remember your primary duty is to the children in your care.
- If they refuse to leave, explain that it may be necessary to call the police to remove them.
- If they still do not leave, call the police
- If the Coordinator is unable to make the call another educator should be directed to do so. Educators should liaise with team members in advance to determine a code phrase that will alert another team member to a threat situation arising and prompt them to contact police.
- The code phrase is ‘Can you put the kettle on for some herbal tea’
• No educator should attempt to physically remove the unwelcome person, but try to remain calm and keep the person calm as far as possible and wait for the police.
• Educators should be aware of any unfamiliar person on the premises and find out what they want as quickly as possible and try to contain them outside the service.

LOCKDOWN
• In the event of a Lockdown, ONE long blast of the whistle will be signalled. All staff are to bring the children inside immediately.
• Staff are to lock all doors and windows to the building and assemble the children in the corner of the room near the Office, out of sight from the doors and windows.
• If they refuse to leave, explain that it may be necessary to call the police to remove them.
• If they still do not leave, call the police
• No educator should attempt to physically remove the unwelcome person, but try to remain calm and keep the person calm as far as possible and wait for the police.

CONSIDERATIONS:
• Education and Care Services National Regulations
  r97
• National Quality Standard
  2.3
• Other
  - My Time, Our Place Framework
  - Network OSHC Code of Professional Standards.

ENDORSEMENT BY THE SERVICE:

| Approval date: | ________ March 2018 ______________________________ |
| Date for Review: | ________ March 2019 ______________________________ |
EMERGENCY EVACUATION PROCEDURES

On hearing THREE (3) long blasts of the Whistle

- In the event of a FIRE
- In the event of a GAS LEAK
- In the event of a BOMB THREAT
- In the event of a BUSH FIRE

1. Collect all children
2. Close windows and doors if time allows
3. Take Sign In book
4. Take a Mobile Phone
5. Take Evacuation Bag
6. Go to Sporting Ball Pole at Volleyball Courts

Once there...
1. Mark off Roll and account for all Students and Staff
2. Call Emergency Services ‘000’
3. Inform the Management Committee
4. Wait for the all clear from the Police/Fire Department

On hearing ONE (1) long blast of the whistle

- In the event of a LOCKDOWN

1. Collect all children and account for all Students and Staff
2. Gather in the Corner backing the Kitchen Area
3. Close and Lock all Doors and Windows
4. Take Sign In Book and mark off the Roll
5. Take Mobile Phone or Portable Phone
6. Call Emergency Services ‘000’
7. Inform Management Committee
8. Wait for the all clear from the Police/Fire Department