



# Swan Hill Out of School Hours handbook 2025

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# Out of School Hours Care

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# Swan Hill Out of School Hours

## Philosophy

### All Children

Have the right to feel safe, secure and supported, and their emotional and physical wellbeing nurtured.

Have the right to be heard and their voices contribute to program outcomes.

Are seen as capable and competent individuals, whose diverse ways of learning and developing are respected and supported.

Are given every opportunity to succeed, and their diversities are respected and valued including Aboriginal and Torres Strait Islander children.

Have the right to relax, play and to join in a wide range of leisure activities that promote social and emotional wellbeing through peer and adult interactions.


### All families

Are welcome and encouraged to participate and become involved in the program.

Have opportunities to communicate & share information formally & informally, engaging in shared decision making.

Are encouraged to share their culture, values, beliefs, and diverse ways of being.

Are encouraged to collaborate with educators to ensure best outcomes for children.



## All Educators

Create a safe, secure environment where trusting relationships between children and educators are encouraged and valued.

Are committed to building respectful relationships with families.

Interact with children through meaningful leisure and play.

Seek ways to expand their knowledge through professional training.

Contribute their strengths to the program delivery.

Create an environment with a variety of meaningful experiences, building on the children's own strengths and interests.

Respect the diverse cultures of our community and acknowledge and support their inclusion.

Have a team approach to working with children and young people.


Act under the core principles of the Early Childhood Code of Ethics and adhere to the Victorian Child Safe Standards.

## Our program

Embeds sustainability into our daily routines and practices. Children are supported in implementing these practices and understanding their responsibility to take care of our environment.

Encourages children to learn and develop their social skills and know their rights and responsibilities as active citizens.

Assist children to develop an understanding of and participate in community through excursions to our surrounding areas and by bringing the community into our program through incursions.



# Swan Hill Out of School Hours Care

Out of School Hours Care provides care for primary school age children after school and during school vacations.

Our program is located at Swan Hill Primary School and has been sponsored by Swan Hill Rural City Council since August 1987.

Out of School Hours Care must meet the requirements of:

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- National Quality Standards
- Child Safe Standards

Out of School Hours Care services are assessed and rated as part of the National Quality Framework.

Out of School Hours Services available in Swan Hill are:

- After School Program
- Vacation Program


**Children must be at school or commencing school in that year to attend .**

## Program venue

All programs operate from the Swan Hill Primary school.

Pick up is offered from Swan Hill Specialist Development school. A bus transfer is available for students from Woorinen District Primary School and Beverford District Primary School to attend the After School Program.

Please talk to staff if you have any questions relating to the program or transport.



# Hours of care

## Vacation program

Operates from 8am to 6pm through each term break and for approximately three weeks in January.

## After school program

Operates from finish of school to 6.15pm each afternoon.

## Session charges

All services are charged by the session, not at an hourly rate.

After school care is a three hour session.

Vacation care is a 10 hour session.

# Fees

Fees are set each financial year in line with Government reviews of Child Care Subsidy levels. A fee schedule is available on request.


# Accounts and payment

Accounts are processed weekly and are emailed to you directly when processed.

Payment is to be made at council office or by BPAY. Families also have the option to use Centrepay. Centrepay payments are payments deducted from your Centrelink entitlements such as parenting payment, pension or family tax benefit, and paid direct to council on your behalf.

**Accounts must be paid within 7 days.** Failure to pay accounts will result in cancellation of care. Any accounts not paid in the specified time will be referred to council's debt collector to collect payment plus any costs incurred.


Due to new Government guidelines no cash payments can be accepted.



# Enrolment

An enrolment form must be completed prior to children attending the programs. Enrolments are current for each calendar year and must be completed for each year a child attends the programs.

Use this guide as a checklist for completing your enrolment form.

- Ensure that **all** the questions on the enrolment form have been completed (do not leave any questions blank).
  - Please ensure that the parent who is claiming the Child Care Subsidy is the first listed parent on the enrolment form.
  - Please pay particular attention to you and your child's Centrelink Reference Number (CRN) and date of birth. You will have a different CRN to your child.
  - Ensure that you have signed and dated the enrolment form.
  - If you have in place custody orders, parenting orders, restraining orders, court orders, parenting plans for your children, it is a legal requirement that a copy of these orders is kept on our records.
  - Ensure the medical side of your enrolment has been completed. Attach a copy of a current asthma plan or any other medical management plan.
  - If your child has asthma the program needs to be provided with an asthma kit which includes a spacer and an inhaler. If your child has anaphylaxis then an epipen or anapen and any allergy medication must be provided.
  - Ensure all medical issues have been discussed with the supervisor in charge of the program.
  - Please ask staff if you are unsure of what information to include on the enrolment form.
  - If circumstances change, please contact a staff member to up date your information on the enrolment form.
  - All families and children must visit the program prior to commencing care to see the venue and discuss enrolment with a program educator.
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# Bookings

We are experiencing high demand for both After School Program and Vacation Care. Unfortunately our capacity to offer increased placements is subject to availability of educators.

Bookings will be closed and confirmed one week prior to start of program by telephone or email. Families can choose to go on a waiting list if they miss out on a placement.

A booking form must be completed for each school year for after school care and for each term break for vacation care.


Please leave a message on the program phone 0409 236 541 for any absences or cancellations. This phone is checked for messages at 3.00pm each day.

## Absences (Child Care Subsidy—CCS)

Families are charged for any booked days not used. Absence fees will be charged on public holidays but not if the child's school has a pupil free day.

Each family receiving Childcare Subsidy is entitled to an initial 42 days of absences per financial year. These may be used for any reason and without proof of circumstances. The normal fee including Child Care Subsidy will apply for booked care not used, up to 42 days.

After the initial 42 absence days have been claimed for a financial year, CCS will only be paid for absences which meet the following criteria.

- an illness with a medical certificate.
  - any other illness due to sickness of the child, a parent or sibling, supported by medical certificate.
  - temporary closure of a school or a pupil free day
  - shared custody arrangements due to a court order, consent or parenting order.
  - declared exceptional circumstances periods.
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# Government Child Care Subsidy (CCS)

Centrelink offers CCS as financial assistance to help with the cost of child care.

A family's entitlement to CCS will be determined by:


- Family income—combined family income estimate for the financial year
- An activity test—activity (work, study, training, volunteering) level of the parent undertaking the least activity
- The type of child care service and your bookings

Families need to:

- Sign a Complying Written Arrangement with program staff
- Log into your Centrelink online account through myGov
- Provide and confirm the above details
- Confirm your child care enrolment
- Provide to the child care service the date of birth and Centrelink Reference Number of the parent claiming the subsidy.
- Provide to the service the date of birth and Centrelink Reference Number of all children attending the child care service.

Childcare cannot start until the above information has been recorded.

Additional CCS to further support families in the following circumstances is also able to be applied for through Centrelink:

- Families who require practical help to support their children's safety and wellbeing
  - Grandparents who are primary carers
  - Families experiencing temporary financial hardship
  - Families transitioning from income support to work
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# Arrival and departure

## Vacation program

Children must be accompanied by a parent or guardian.

The following procedure must be followed when arriving and departing:

- On arrival you **MUST** sign your child/ren in on the electronic device provided. Each person authorised to drop off or pick up your child will need their own electronic pin. Please talk to staff to find out how to arrange this.
- Verbally tell the educator on duty that your child has arrived.
- If your child/ren are on medication you must sign the authority to administer medication before leaving otherwise staff are not able to administer medication. All medication must be clearly marked with the child's name and exact dosage required, be in original container, be within expiry date and the medication name must be clearly visible.

## After school program

- Children attending the After School Program will be signed in by an educator .


## Departure, all programs

- At all programs children must be signed out on the electronic device provided, by the parent or persons that have documented authority to pick up children. Persons authorised by parents to pick up children must be over 18 years of age.
- Parents/guardian or persons authorised to pick up children must verbally tell educator that they are picking up the child/ren.

## Late pick ups

- Children not picked up by closing time will be charged a late fee of \$2.00 per minute per child.
- If there is an emergency and you are going to be late, please ring the service so other arrangements can be put into place immediately.
- If children not picked up by close of the program:
  - Staff will attempt to contact parents or guardians
  - If parents are unable to be contacted, other authorised persons on the enrolment form will be contacted and asked to pick up the child
  - If parents or nominated persons have not picked up child/ren within half an hour of closing time Police will be contacted to collect the child/ren
  - A late fee will be incurred.

## Children not attending

- Parents are requested to notify the program if their child will not be attending a booked day for any reason. Messages can be left on the program phone throughout the day—0409 236 541
  - The normal fee will be charged for booked days that are not attended.
  - Notice of one week must be given to cancel permanent bookings for after school care.
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# Excursions

- Children must be booked into the program to attend a planned excursion.
- Excursion consent must be completed and signed by a parent / guardian before child can participate in an excursion.
- Parent/guardians are provided with details of the excursion.
- A risk assessment is completed for all excursions to help ensure the safety of all participants and child/staff ratio is maintained.

# Extra activities

## Vacation Care

Offers a range of excursions and incursions throughout each program


For example:

Art workshops  
Dance

Swimming  
Yoga

The Vacation Program often use professionals to deliver a range of drama, music, dance, song writing and culturally specific activities. There is usually an extra cost to these activities which will be added to your account

# Health and safety

- Educators will observe and role model good health, hygiene and sun protection practices to educate and minimise risks to children.
  - Parents or guardians must notify the co-ordinator as soon as evident if their child has an infectious disease.
  - Children with infectious diseases are excluded from attending the program, as per the Victorian Government's Department of Health exclusion list for schools and children's services.
  - An educator with a current qualification in first aid , anaphylaxis and asthma management is on duty at all times.
  - All children on prescribed medication must have medicine clearly labelled with the child's name, address, dosage, use by date, circumstances for administration and in the original container.
  - Medication cannot be administered unless an authorisation form is completed by parent/guardian.
  - Facilities used for the preparation of cooking by the service are registered with the Health Department.
  - All accidents, both major and minor, are recorded and signed by parents and supervisor in charge.
  - The program operates in a smoke free environment.
  - Educator/child ratios are maintained as required by regulations.
  - Children who present with head lice are excluded until treatment has been given.
  - Parents will be notified if children are unwell.
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# Medical conditions

- A Medical Management Plan and medication must be provided for any medical conditions ie Anaphylaxis, asthma, allergies, ongoing medical problems etc

## Asthma or Anaphylaxis


- Children who have asthma or anaphylaxis must have an asthma or anaphylaxis management plan written and signed by their GP at least every year and when treatment changes.
- An asthma or anaphylaxis kit must be provided to the program. This kit must contain a spacer and an inhaler for the asthma kit. The anaphylaxis kit must contain an epipen or anapen and any allergy medication if required. Educators will notify families when the inhaler needs to be replaced.
- If for any reason the child is in need of inhaler medication and does not have a spacer at the program, the family will be charged the cost of replacing a spare spacer kept at the program.

## Sun protection

- Hats and sunscreen are compulsory between 1 September and 30 April each year.
- Children can bring their own hats but they must be wide brimmed hats and give good coverage to the neck, ears and face.
- No caps are permitted.
- If your child is allergic or sensitive to some sunscreens please send a sunscreen that they can use to the program with them.

## Child Safe Standards

We are a child safe organisation adhering to the 11 Victorian Child Safe Standards.



# Exclusion table – DHS

Condition	Exclusion of cases
Chicken Pox	Exclude until fully recovered or for at least five days after the eruption first appears. Note that some remaining scabs are not a reason for continued exclusion.
Conjunctivitis	Exclude until discharge from eyes has ceased.
Diarrhoea	Exclude until diarrhoea has ceased or until medical certificate of recovery is produced.
Gastroenteritis	24 - 48 hours after vomiting and diarrhoea ceases.
Head Lice	Until treatment has commenced.
Haemophilus type B	Exclude until medical certificate of recovery is received.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before seven days after the onset of jaundice or illness.
Hepatitis B	Exclusion is not necessary.
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.
Measles	Exclude for at least four days after onset of rash.
Mumps	Exclude for nine days or until swelling goes down (whichever is sooner).
Ringworm, scabies	Re-admit the day after appropriate treatment has commenced.
Rubella (german measles)	Exclude until fully recovered or for at least four days after the onset of rash.
Streptococcal infection (inc scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious.
Whooping Cough	Exclude the child for five days after starting antibiotic treatment.



# Behaviour management


Bullying and physical or verbal abuse to educators and children will not be tolerated.

The following strategies are used to support children with their behaviour:

- Focus on a positive approach.
- Involve children in deciding on the rules for the service and the consequences for inappropriate behaviour.
- Encourage a sense of pride and ownership.
- Utilise other services eg: Inclusion Support Officer to work with staff, child and family to help find ways to resolve behavioural issues and child's school.

## Complaints and grievances

Verbal complaints may be made to the supervisor in charge and will be dealt with informally.

- If the complainant is not happy with the outcome, a formal complaint may be lodged.
  - A formal complaint must be in writing, clearly identifying the problem and all relevant details, signed and sent to the manager of the service.
  - Formal complaints will be treated as confidential.
  - Investigation of the complaint will be carried out by the appropriate officer, with all results and outcomes registered on the confidential complaint file.
  - Children are encouraged to talk with educators about issues that they are unhappy with or concerned about.
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# General information

## Recycling

We ask parents to participate in helping our environment by saving anything that can be recycled; paper, glass jars, material, wool, plastic containers and lids. Collecting these items, reduces our costs as well as providing children with the opportunity to discuss sustainable practices.

## Childrens belongings

All children attending the program are responsible for their own belongings. Please ensure that names are on all pieces of clothing, shoes, lunch boxes and toys that children might bring to the program. Children are required to bring a bag to all programs that they are able to put their belongings in.

## Meals

**Vacation program** - All meals are catered for including morning and afternoon snacks and lunch.

**After school program** - Children receive a nutritious afternoon tea.

**Fruit is always on hand for children who need something extra.**

## Clothing

- Children should wear washable, comfortable play clothes appropriate to the weather.
- Clothing that covers the shoulders should be worn, no halter neck, singlet or shoe string tops.
- Water fun is often a feature during warmer days, so extra clothing and a towel could be included in your child's bag.
- During swim excursions to the outdoor pool a swim shirt is required to be worn.
- Shoes should be an enclosed shoe like runners or sandals that are buckled and suitable for all activities. **No slip-ons, thongs or high heeled shoes.**

## Children's input to the program

Children have the opportunity to provide valuable input into the program

- Rules for designated areas are discussed on a regular basis these have been set by the children and staff.
- Children are encouraged and supported to participate in program planning. This is done in a variety of ways such as discussion times, surveys, interactions with educators etc.
- Children are encouraged to role model behavior and set consequences for actions.

## Family involvement

Families and children are welcome to have input into the educational program activities and experiences for the service. Suggestions and feedback are welcome through discussion with educators, surveys and evaluations.

Please feel comfortable to speak to an educator or email any suggestions

## Newsletters

Newsletters are sent out through your school each term and include the schedule for the next vacation program.

Periodically other news is sent out with family accounts to keep families abreast of the happenings at the program.


Information from other services and government departments is often received and is passed on to families with our newsletters.

## Policies and procedures

The Out of School Hours Policy and Procedures document has been developed to ensure a high quality, consistent service for all parties.

Please ask staff if you would like to access this document.

We welcome feedback, questions and suggestions for our policies, programming, quality improvement plan and philosophy.



# Children's Services Regulatory Authority

Swan Hill Out of School Hours Program is a licenced child care service.

The Department of Education and Training is the licencing authority responsible for children's services

The Loddon Mallee Area Team—North Western Victoria Region Quality Assessment and Regulation Division are the contacts for this area.


Queries, serious incidents or complaints in relation to education and care services can be notified to this team.

## General contact details

<b>Location:</b>	7-15 McLaren Street BENDIGO 3550
<b>Mail:</b>	PO Box 442 BENDIGO 3550
<b>Telephone:</b>	(03) 4433 7502 1300 338 691
<b>Fax:</b>	(03) 5442 5321
<b>Email:</b>	<a href="mailto:lmr.qar@edumail.vic.gov.au">lmr.qar@edumail.vic.gov.au</a>
<b>Web address:</b>	<a href="http://www.education.vic.gov.au">www.education.vic.gov.au</a>

### Acknowledgement of Country

Swan Hill Rural City Council acknowledges the traditional custodians of the land on which we meet, and pays its respects to their elders, past and present.





## **Swan Hill Rural City Council**

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