

## Outside School Hours Care Service Family Information Booklet



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## **What is Outside School Hours Care (OSHC)?**

The ELC provides Outside School Hours programs including before school and after school care during school term. These programs provide a nurturing space for children to spend time relaxing and having fun in the transition times between home and school. During the school holidays our ELC operates a Holiday Care program that is run by our qualified staff members and includes many engaging activities both on campus and out in the community. Our Holiday Care program welcomes children aged 3 years -11 years.

## **Centre Philosophy**

At Mount Carmel College we believe that in the early years of a child's life play fosters the imagination enabling children to explore the world at their own level. Our early learning programs have a play based approach to learning and aim to support young children to individually grow and develop their love of learning, faith in Christ and their own identity with integrity. We endeavour to provide children with the opportunity to explore and extend their imagination, problem solving skills and creativity.

A Holistic approach to learning includes supporting spiritual, social/emotional, physical and cognitive learning. We believe that when a child is holistically supported and guided in their learning environment they are more likely to achieve great success that is meaningful to their individual experience.

Our educators strive to create and maintain a positive, vibrant and educational learning environment where children are nurtured by experienced educators. We aim to create a space for children that welcomes them and promotes a sense of belonging. Educators often collaborate with students, families and other early years professionals to create an environment that is safe, inviting and engaging for everyone.

Our College believes that strong partnerships with children and their families are an integral part of individual learning success. As educators we work with families to build positive relationships with children and create lifelong learners.

**Discover *new ideas***

**Imagine *all the possibilities***

**Create *new connections***

## **Location**

Mount Carmel College is located on picturesque grounds in Sandy Bay just 10 minutes from Hobart.

## **Child Safe Organisation**

Mount Carmel College OSHC aims to support the active participation of children in our Service. We support and respect our children, their families and our employees. We promote a child safe environment that is inclusive, transparent and promotes children's participation. Children's safety is paramount, and we aim to take all practical steps to protect children from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to comply with both the Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

## **Services Provided**

Before School Care	7.30am – 8.30am
After School Care	3.05pm – 6.00pm
Holiday Care	7.30am – 6.00pm
Student Free Days	7.30am – 6.00pm

Full-day Holiday Care is offered from mid-January to the beginning of the school year and during the April, July and October school holiday periods.

## **Enrolment**

The Mount Carmel College Early Learning Centre offers After School Care, Before School Care and Holiday Care programs. Enrolment information including medical details is sought at the beginning of each school year.

Our Enrolment process is completed via our online management system of Kidsoft. Families will receive a link where they can register for a Parent Portal account to begin the enrolment process. Please email [info@mountcarmel.tas.edu.au](mailto:info@mountcarmel.tas.edu.au) if you have any questions.

## **Bookings**

All bookings must be made via the Kidsoft Parent Portal. Parents/Carers are required to give a minimum of two weeks' written notice via Kidsoft communications of any cancellations or changes to bookings.

### Permanent and Casual Bookings

*Permanent bookings are an ongoing booking that:*

- remains the same from one week to the next
- must remain unchanged for a minimum of 3 weeks
- are chargeable regardless of attendance (unless you have provided the adequate notice to take up a make-up day)

*Casual bookings are one off bookings that:*

- can be booked from two weeks of the required date needed, this is provided that we have vacancies
- are designed to support families taking on casual work and shift work

## **Casual Bookings**

We offer casual days to give our families the flexibility and support when last minute work or life plans are made. This allows you to pick up additional days for your child to attend Early Learning and our Outside School Hours Care (OSHC) programs. Casual days are available by booking a Casual Booking directly via the Parent Portal App.

Should you see that the booking is not available on the day you want to book, it may mean we are full on that day, please call the Early Learning Centre (ELC) to speak to our educators and let them know you wish to go on a waitlist for that day.

To keep each child safe and to ensure we follow the regulations of staffing we adhere to a 1:10 educator to child ratio. We must maintain this ratio at all times we have preschool aged children in our service. In order to ensure that correct ratios are maintained all new bookings are now required to be made 72 hours prior to the booking date. This will provide us time to organise the correct number of educators in the space.

If you require a Casual Booking within 72 hours, please call our ELC directly and speak to one of our staff. You can contact us on 6216 7920. We will aim to accommodate your request, where possible.

## **Absences**

If your child is absent please follow the steps below:

1. Open the Kidsoft Parent Portal app
2. Click the tab in the right-hand corner
3. Select "Bookings."
4. Choose "Marking Bookings Absent."
5. Fill out the form

You can mark your child as absent at any point during the day, which will assist our educators in knowing not to expect them. If a child is not marked as absent, we will check with the school regarding their absence before our duty of care requires us to call parents.

## **Staffing**

Mount Carmel College combined ELC and OSCHC operates in accordance with government regulations. The staffing ratio is 1:10. Our staff are qualified professionals who are passionate and experienced Early Childhood Educators. Each educator strives to build partnerships with families and positive relationships between each other and the children. They plan and implement programs that cater for individual needs, interests and abilities for children.

## **National Quality Framework**

Our OSCHC Service complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the School Aged Care Learning Framework-My Time, Our Place.

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing

future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at [ACECQA/nqf/about](https://acecqa.gov.au/national-quality-framework/about)

## **Educational Program**

We provide a range of both structured and non-structured play-based learning experiences that are designed to be stimulating, challenging, inclusive and meet the needs and interests of all children and young people attending our Service. Children and young people's learning in school age care settings complements their learning at home, school and in the community. Our educators collaborate with children and young people to provide play and leisure opportunities that are meaningful and support their wellbeing, learning and development. Children and young people are provided with choices and control over their play, leisure and learning.

The development of our program is guided by the My Time, Our Place Framework for School Age Care in Australia and is informed through ongoing observations, evaluations and collaboration between educators, children, families and relevant stakeholders. Our program format varies for before and after school care and during vacation periods.

'The Framework provides broad directions for school age care educators to ensure children and young people are supported, celebrated and connected to their community, taking account of their wellbeing, learning and development.' (MTOP, 2022, p. 7)

## **My Time, Our Place**

Fundamental to the Framework is a view of children and young people's lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture and place. Their earliest development and learning take place through these relationships, particularly within families, who are children's first and most influential educators. As children and young people participate in everyday life, they develop interests and construct their own identities and understandings of the world. A vision for children and young people's play and leisure is provided in the MTOP Framework:

*“All children and young people engage in learning through play and leisure that promotes creative and confident individuals and successful lifelong learners. All children and young people are active and informed members of their communities, with knowledge of Aboriginal and Torres Strait Islander perspectives.” (MTOP, 2022, p. 6).*

## **Communication and Parent Information**

We encourage all families to communicate with and access information about our Early Learning and School-aged programs by following the guide below:

- **StoryPark:** for learning updates, routines, and day to day running information (Non-urgent matters)
- **Phone calls:** general enquiries and emergencies
- **Parent Portal:** bookings and other general enquiries
- **Face-to-face:** everyday general updates
- **College website and *The View* newsletter:** general information
- **Parent notice board and displays:** located in the foyer of the ELC building

**StoryPark** is the online platform that our service uses for providing information, documentation and learning opportunities. All families are invited to Storypark and are encouraged to accept this invitation.

It is important that families regularly check Storypark and our Parent information board in the foyer of the ELC building to see any updates or information that may be relevant to their child.

## **Holiday Care**

While our Before and After School Care is exclusively for Mount Carmel College students, our Holiday Care program is open to both Mount Carmel College families and the wider community, offering fun-filled days of play, creativity and connection during the school holidays.

Our Service provides Holiday Care during the School holidays. Our program is developed towards the end of term and includes a variety of activities including excursions, themed and incursion days. Parents/guardians will need to complete their children’s booking and

permission forms and return by the specified cut-off date in order to secure your child/ren's position, along with any of the required excursion permission forms.

## **Meals**

Our Service provides a nutritious menu that has been developed in consultation with the Australian Dietary Guidelines. We offer Breakfast and Afternoon Tea.

Our menu is on display within the service. Children have the opportunity to contribute to the development of the menu by providing us with suggestions and feedback. We encourage families to do the same.

We cater to children's individual special dietary requirements by providing alternate options to what is being offered on the menu. Please ensure that your child's health, allergy and cultural dietary requirements are kept up to date to ensure that our team are providing appropriate food options for your child/ren.

## **Sun Safety**

Sun protection is required from September to April. This includes but is not limited to a hat, sunscreen and protective clothing. You can see our Sun Protection Policy for more information.

Our service provides sunscreen for students. If your child has sensitive skin please talk to our educators about how to protect them from the sun.

All students must bring a hat from home. We encourage children to have a spare hat at the bottom of their school bag that is labelled with their name on it.

## **Items from home**

We do not encourage children to bring toys from home, as they may be lost, broken or considered inappropriate in group settings. This includes phones and devices. We may ask children to place such items in the office until parent collection if keeping in bags is not sufficient.

All belongings must be labelled with your child's name, including uniform.

## Fees & Child Care Subsidy

### Child Care Subsidy

1. **Child Care Subsidy (CCS)** is available to all Parents/ Carers who meet the eligibility requirements. All information and applications are available through Services Australia.
2. **Absences:** Under the Child Care Management System (CCMS) CCS is strictly monitored. A child is allowed to have 42 absences in a financial year for any reason, but a fee must be charged to gain CCS. Once 42 absences have been reached, documented proof is required for any additional absences for continued CCS entitlement as assessed by Services Australia. A fee is still required to be charged to claim CCS.
3. **Bookings** may be adjusted during the year, and must be made via the Parent Portal. **Casual bookings** are available however a place is not guaranteed if our numbers exceed our licensed places. All casual bookings must also be made through the Parent Portal.
4. **Fees are payable** by Parents/Carers as agreed on the enrolment forms. All accounts must be paid at least fortnightly by Direct Deposit, EFTPOS, or BPoint (via the College website) and a nil balance achieved. Overdue accounts may attract interest and an overdue account fee of \$10 per month.
5. **Children may be excluded** from the Centre if fees are not forthcoming.
6. Parents/Carers are required to give a **minimum of two weeks' written notice** via Kidsoft communications of any cancellations or changes to bookings.
7. **Fees may be changed** at any time at the discretion of the management. Parents/Carers will be given at least one month's notice of fee increases.
8. **Enquiries** regarding fees should be directed to the Accounts Department via [accounts@mountcarmel.tas.edu.au](mailto:accounts@mountcarmel.tas.edu.au)
9. **Statements** are produced fortnightly in arrears and are sent via email. Please advise any changes to your email address.

## **Charges**

- Before School Care: \$16.25
- After School Care: \$41.25
- Holiday Care and Student Free Day: \$81.60
- Late Pick Up Fee (for every 5 minutes after 6.00pm): \$32.60
- Absent Sessions: 100% of session fee

Families who anticipate, or are experiencing difficulty in paying fees should contact [info@mountcarmel.tas.edu.au](mailto:info@mountcarmel.tas.edu.au) or call the ELC directly on 62167920

## **Childcare Subsidy**

Mount Carmel College OSHC is an approved child care provider and therefore the Child Care Subsidy (CCS) applies to all Outside School Hours Care fees, including the Early Learning Centre. Child Care Subsidy offers assistance to families to help with the cost of child care aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [myGov website](#). This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the 'gap fee'.

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

## **Complying Written Agreement (CWA)**

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the MyGov website.

## **Arrival and Departure**

Parents are responsible, each day, for signing their child in **AND** out of the Outside School Hours Care Centre via the electronic Attendance Program. This is a government requirement. On arrival please check with staff to ensure that any relevant information about your child is shared.

Please note if you are unable to collect your child personally from the Centre, an alternative person to collect form **must** be filled in authorising nominated persons over the age of 16 to collect your child. Children will only be released to parents or nominated persons.

All children should be collected from the Centre **prior** to 6pm. If you are unavoidably delayed, a telephone call is appreciated – 6216 7920 (direct to the Centre). Charges of \$31.60 per child, for every 5 minutes after 6:00pm apply.

## **Late Collection of Children**

If there are children still present at the Centre upon closing, it is best practice to ensure a minimum of two Educators remain until all children are collected.

If parents/carers know that they are going to be late, they should make arrangements for someone else to collect their child(ren). Parents/carers must also notify the Centre of these changes.

If parent/carers have not arrived by 6:00pm, the Centre will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the Educator in charge will

call the alternative contacts, as listed on the enrolment form, to organise collection of the child(ren).

If by 6:00pm neither the parent or any of the authorised nominees are available or contactable, the Centre may need to contact the police and other relevant authorities as listed below. In addition, either the Principal, Deputy Principal or Business Manager will also be contacted.

- Child Protection Agencies and Regulatory Authority
- Child Care Hotline 132 111
- Tasmanian Police 131 444 or 000 if in an emergency
- Department of Education and Care

If the child is taken to an alternative safe location, for example a Police Station, a sign will be displayed at the Centre notifying parents/carers of the child's whereabouts.

Where families are continually late to collect children, a *Late Collection of Children Letter* will be presented to parents/carers.

## **Behaviour**

Educators adhere to positive behaviour management. They encourage children to be responsible for their actions and encourage positive behaviour choices. Students are encouraged to solve conflicts and to be responsible for their behaviour.

## **Family Involvement**

Families are always welcome and are encouraged to participate in the program where possible. All volunteers must attain a Working with Vulnerable People check and provide a copy to the school before coming in to help.

Donations of art/craft material (e.g. material off-cuts, cardboard/printer off-cuts, computer paper etc) are most welcome and useful in the Centre.

## **Grievance (Complaints) Procedure**

Feedback from families, educators, staff and the wider community is fundamental in creating an evolving Education and Care Service working toward the highest standard of care and education.

In the event that feedback includes divergent views which result in complaints, the Business Manager or Nominated Supervisor will ensure the grievance is managed conscientiously and confidentially with the following courses of action available:

1. Educators are contacted in the first instance and an appropriate time is found to discuss the parents' concern.
2. If it is not appropriate to discuss the matter with the Educators, parents have access to the Director/Principal or Business Manager to raise any issue of importance to them. The issue will be discussed within 24 hours of receiving the verbal or written complaint.
3. Should parents have a serious grievance with an Educator which requires some sort of conferencing, then the Director/Principal or Business Manager will act as mediator to provide opportunity for resolution.
4. Parents who are unable ultimately to achieve a satisfactory outcome then have access to the Outside School Hours Team, the Board, the Governing Council or the Director of Catholic Education.

Information about our Grievance Policy is accessible to all families, visitors and volunteers at either the Centre or the College Office.

## **Family/Staff Liaison**

Staff are always willing to explain or talk with families regarding the program or an individual child's progress. An appointment can also be sought with the Early Years Coordinator, Centre Manager or Lead Educator who is more than happy to discuss any issues that may arise.

## **Protective Care and Safety**

The Mount Carmel College Outside School Hours Care Service has effective policies and procedures on protective care and safety.

Evacuation plans are displayed in the Centre and procedures detailed in the Centre policies.

The Service promotes and models a safe environment for the children and staff. Mount Carmel College's Workplace Health and Safety commitment is based on the conviction that the well-being of its staff, students, outside workers and visitors is of major importance in its day-to-day operations. The College is committed to the concept of Duty of Care in relation to issues of health and safety.

## **Excursions**

Excursions are a valuable part of our Holiday Care program. The development of the whole child is enhanced through participation in experiences which encourage physical, intellectual, social/emotional and language growth. The minimum educator: child ratio for excursions is 1:10.

## **Transportation of Children**

The safety and well-being of children is a primary concern during excursions and vehicular travel.

Parents will be required to give written consent if a child is to be transported from one place to another. Full details of the method of transportation will be provided. Site-specific procedures have been developed for use of the school bus. All vehicles used to transport children shall comply with the appropriate transport regulations.

## **Changed Family Circumstances**

We recognise that family circumstances change. To assist us to best care for your child it would be appreciated if you would alert us to a change in the family situation (e.g. moving house, a new baby, separation, illness, death in the family, etc).

Please let one of our Educators know when circumstances change or email our Centre Manager [michelle.miles@mountcarmel.tas.edu.au](mailto:michelle.miles@mountcarmel.tas.edu.au)

## Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform staff if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

Condition	Exclusion
<b>Fever</b>	At least 24 hours after the fever has reduced
<b>Diarrhoea/Giardia</b>	Excluded until at least 48 hours after the diarrhoea has ceased.
<b>Hand, Foot and Mouth Disease</b>	Until all blisters have dried
<b>HIB</b>	Exclude until a medical certificate of recovery is received.
<b>Hepatitis A</b>	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
<b>Herpes/Cold Sores</b>	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.

<b>Influenza and flu-like illnesses</b>	Colds with fever, nasal discharge, coughing, wheezing are excluded for the period of acute illness (Not including COVID-19)
<b>Measles</b>	Exclude for at least 4 days after onset of rash
<b>Meningitis (Bacterial)</b>	Exclude until well.
<b>Meningococcal Infection</b>	Exclude until adequate carrier eradication therapy has been completed.
<b>Mumps</b>	Exclude for 9 days or until swelling goes down (whichever is sooner).
<b>Chicken Pox</b>	Until all blisters have dried
<b>Poliomyelitis</b>	Exclude for at least 14 days from onset. Readmit after receiving a medical certificate of recovery.
<b>Rubella (German Measles)</b>	Exclude until fully recovered or for at least 4 days after the onset of rash.
<b>Salmonella, Shigella</b>	Exclude until diarrhoea ceases.
<b>Streptococcal Infection (Including Scarlet Fever)</b>	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.

<b>Tuberculosis</b>	Exclude until a medical certificate from an appropriate health authority is received.
<b>Whooping Cough</b>	Exclude the child for 5 days after starting antibiotic treatment.
<b>Worms (intenstinal)</b>	Exclude if diarrhoea present.

## Medication

If your child requires medication whilst at our service, you must complete an Administration of Medication Record to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage.

Educators can only administer:

- Prescribed by a registered medical practitioner (with instructions attached to the medication) such as a chemist label.
- In its original packaging and have the original label clearly showing your child's name.
- Before the expiry or use by date (can not be passed expiry)

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the Authorisation of mediation form.

## Policies and Procedures

All Policies, Procedures and Guidelines are located in the ELC building. We invite families to view our policies and become familiar with the policies, procedures and guidelines we have created. Contact our staff if you would like to view them.