



M A G I L L  
S C H O O L

# Out of School Hours Care

Parent Handbook

2020



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# Welcome

We welcome your family to the Magill Out of School Hours Care (OSHC). The OSHC provides care for school-aged children from Magill School Community.

We believe that Out of School Hours Care (OSHC) is a valuable and an integral part of the Magill School and the local community providing a fun, caring and secure environment which caters for the social, emotional, physical, cultural and developmental needs of children.

We look forward to providing the best possible level of care for your child during their time at our Service.



**Matthew Holmes**

Out of School Hours Care Director

# Key Contacts

## Out of School Hours Care

### OSHC Director – Nominated Supervisor

Matthew Holmes

### Assistant Director – Operational Leader

Responsibilities include: Vacation Care, Menu, Allergies & Workplace Health and Safety.

Monica Velea

### Assistant Director – Educational Leader

Responsibilities include: Educational program, Inclusion and Promotions.

Andrea Hooper

### Responsible People:

Geordie Mullan

Jason Matulick

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# Key Details

## Dates for 2020

### Term 1

Tuesday, 28<sup>th</sup> of January – Thursday, 9<sup>th</sup> April

### Term 2

Wednesday, 27<sup>th</sup> April – Friday, 3<sup>rd</sup> July

### Term 3

Monday, 20<sup>th</sup> July – Friday, 25<sup>th</sup> September

### Term 4

Monday, 12<sup>th</sup> October – Friday, 11<sup>th</sup> December

## Vacation Care

Is offered between term dates

## OSHC is closed on Public Holidays

Christmas closure dates

As advertised during Term 3.



## Opening Times

### Before school Care:

7:00am - 8:30am

### After School Care:

3:05pm - 6:00pm

## Vacation Care

7:30am – 6:00pm

## Pupil/Student Free Days

7:30am – 6:00pm

## Description

Magill OSHC is a non-profit organisation operated on the Magill School site adjacent to the courts. The service is licensed for 160 children. Our Approved Provider is the Magill School Governing Council who then delegate a person within the school. Delegations vary between the Magill School Governing Council, the delegate and the Director.

## Service Approval Number

SE-00010598

## Approved Provider

Magill School Governing Council Inc.

# Our Philosophy

## Aims and Objectives

The Magill School OSHC aims to provide high quality recreational care for primary school aged children, in a welcoming, comfortable and safe environment while their parents work, study, seek employment or have respite time. Magill OSHC provides a diverse range of programmed and self-initiated pursuits, where children can interact with peers of varying ages, backgrounds and ability levels. The service acknowledges the value of play and of providing opportunities for challenge and ongoing learning.

### 1. Is safe, stimulating and caring by providing:

- Appropriate supervision and engagement in a safe environment
- Relaxing and comfortable surroundings where children feel comfortable to relax and unwind
- Inclusive experiences that reflect the needs and cultural diversity of the community
- A range of challenging, rewarding relaxing and alternative activities for children which are continually evaluated to meet children's needs, interests and abilities.
- An understanding of the importance, value and choice of play
- Equipment and resources of high quality that meet Australian Standards and are appropriate to the development stages, interest and culture of the children at the service
- Close liaison with school staff for continuity of care

### 2. Encourages communication and social interactions by:

- Valuing the inclusion of the cultural diversity of all families using the service
- Exploring a range of experiences in an environment free from harassment, bias and racial prejudice
- Encouraging children to participate in program planning, evaluation and decision making within the service
- Actively seeking to build and maintain relationships between children, staff and parents
- Encouraging friendships that mix children from various ages, genders, cultures and abilities
- Promoting group activities while recognizing individual needs
- Guiding children's behavior through a positive approach, to build their confidence and self esteem
- Encouraging children to demonstrate responsible behavior
- Encouraging children to listen and respect the opinions, values and cultural differences of others
- Being inclusive of children who may have intellectually/physical disabilities. Working closely with supportive network bodies.

### 3. Is affordable and addresses the needs of all families in the community by

- Encouraging all families to participate in the service
- Respecting all families' rights to have input in the decision making
- Endeavouring to make responsible decisions about income, expenditure and quality of care
- protecting the privacy of individuals and families of the service
- supporting inclusion for children with additional needs
- operating according to stated philosophy and aims to reflect the local community by encouraging participation and discussion about all issues relevant to, the running of the service

### 4. Employs appropriately qualified and skilled staff who also

- Are caring, supportive and inclusive in their interactions with the children, families and other staff
- Recognize children as individuals and have an understanding of their individual's needs;
- Are responsible role models for children by encouraging and upholding the values of the school and OSHC expectations of the program
- Have the ability to provide a stimulating environment through developmentally appropriate programs
- Are provided with opportunities to attend training and development during their employment to ensure a quality, safe service is maintained
- Strive to achieve and maintain high quality standards and work as flexible members of a team
- Strive to achieve outcomes for children in line with the National Quality Framework, My Time Our Place.

# Fees & Accounts

## Fee Structure per child

<u>Session</u>	<u>Permanent &amp; Casual</u>
Before School Care	\$10.00
After School Care	\$17.00
Vacation Care	\$50.00
Pupil/Student Free Days	\$50.00

Child Care Subsidy may apply.

## Late Fees

A late collection flat fee per child will be imposed when a parent/caregiver arrives later than the closing time of 6pm due to breach of license finishing time.

<u>Time</u>	<u>Fee</u>
6:00pm – 6:05pm	\$5.00
6:06pm – 6:15pm	\$20.00
6:16pm – 6:30pm	\$40.00
Every 15 minutes after	\$20.00

Fees and reminders will be issued on your statement

The service will attempt to contact listed authorities however if no contact can be made or non-collection within 30 minutes the police will be contacted.

Please refer to our late collection policy for further information if needed.

## Enrolment

As of 2019, Magill OSHC utilises a Child Care Management System called QikKids to manage our bookings/accounts. QikKids is completely online which gives parents the ability to easily manage their accounts.

Click here for [Enrolment Information](#)

## Accounts

Attendances are processed for the previous week on a Monday. Statements are issued generally on Thursday. In the event there is a public holiday, this might be delayed for 1-2 days.

Statements are Monday to Sunday for the previous week.

## Child Care Subsidy

Child Care Subsidy (CCS) is available to all families who are complete the activity test through Centrelink. Centrelink will determine a subsidy amount based on families activity test which make a contribution to child care fees. Child Care Subsidy is paid to the service and families are liable for the gap amount. If you are eligible for Child Care Subsidy, you will need to provide the eligible parent's and child's Customer Reference Number (CRN) and individual date of birth within the enrolment.

Child Care Subsidy can only be claimed if the child is signed in and out by the parent/caregiver or collection authority.

## Payment of Fees

All families by enrolling agree to pay the billed fees. Payments can be made by Cash, Cheque, Credit Card, and EFTPOS through the school finance office. Online is available via the school website under the OSHC section and via QKR.

All fees must be paid within 2 weeks of accounts being issued. Receipts will be issued on payment and will appear on the next Account.

The School Finance Office is open 8:30am-9:30am & 2:45pm-3:15pm daily. You can also contact them on: 08 8331 9422.

Payment may take a couple of days to process.

Magill OSHC is looking into Direct Debit. There will be more information to come when available.

## Debt Management

All families using the Magill Out of School Hours Care service must contribute to the cost of care by paying their fees in full and on time.

We understand families may experience financial hardship however are required to notify the Director and Finance Manager at the school to arrange a suitable payment plan and further assistance if needed.

### **In the event of non-payment of fees:**

#### Step 1: Reminder

Families who have outstanding fees greater than 14 days will receive notification via their email

#### Step 2: Payment within 7 days request

If the account is not paid up to date or if contact is not made with the service, the family will receive notification via their account requesting payment within delegated days.

#### Step 3: Cease of Care & Debt Collection

Further non-payment of fees owed will result in notification to families advising that attendance at OSHC will be refused until all outstanding fees are paid. If the child attends OSHC they will be taken to the school office and the school procedures will apply. Further action will be taken on behalf of Magill School Governing Council to ensure outstanding fees are recovered through the use of a Debt Collection Agency.

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# Bookings & Cancellations

## Bookings

At Magill OSHC we accept permanent and casual bookings subject to license and staffing ratio capabilities.

To make a permanent booking, families will need to log into QKENROL on a computer, sign in using the relevant credentials and fill in the 'booking request'. The service will then send an offer if space is available. If you receive an offer, you will be required to accept within 3 days or it will lapse.

Casual bookings can be made by downloading the My Family Lounge app from the relevant app store, signing in using the credentials and viewing the 'sessions'.

Green – Space Available

Blue – Permanent booking placed

Purple – Casual booking placed

Red – Booked out

Grey – Not available

To place a booking, you will need to select the date and select create booking. Once a booking has been placed, the services policies and procedures apply.

Families wishing to change their permanent booking will need to try on the booking requests and if not will need to email us.

Fortnightly bookings are requested to provide the weeks and dates for each term, day, and session. Families are responsible to ensure their bookings fall on the correct weeks. Our educators are available to assist.

## Complying Written Agreement

A Complying Written Agreement is for families to confirm that their child is attending Magill OSHC with the Government.

Families who would like to receive their Child Care Subsidy will be required to confirm the child's enrolment in MyGov after providing the Child Care Subsidy information and a session booked to the service.

If you do not utilise care in an 8 week period you will need to notify the service via email only if you plan on reutilising the service within 14 weeks and re-confirm your child's enrolment in MyGov or you will be liable for full fee within 24 hours.

If you do not utilise the service for an 8 week period and if your child's last booked session(s) were marked as absent, you will be liable for paying full-fee on all absent sessions. Even though CCS may have been applied initially, Centrelink will revoke this and your account will go into debit.

As of January 13<sup>th</sup> 2020 forwards the period will be changing to 14 weeks.

## Cancellation

A one week (7 days) cancellation period will apply for all bookings made. That being, all bookings not cancelled prior to 7am for Before School Care and prior to 2:30pm for After School Care 7 days prior to the booking will be charged as per normal. *CCS entitlements will still be paid if eligible.*

For Vacation Care and Pupil Free Days, once a booking has been made, full fee will apply to all cancellations.

You can cancel by marking your child absent or cancelled in the My Family Lounge app, by emailing with the relevant subject heading 'Cancellation, child's name and relevant period', in person or on the phone. The service will then go through and cancel the relevant period or mark the booking as absent if enough time is not provided.

We encourage families to utilise the My Family Lounge app as the first option.

## Absent

Absent means that your child will not be attending the session and you will be liable for the fee. The service will mark your child as absent if your child does not attend the service or if you do not cancel according to our cancellation policy. **Please notify us before sessions begin if your child is going to be absent.**

CCS allows 42 absent days per financial year, each child where your subsidy will be applied to absentee days for any reason.

## Medical certificates

If you are wishing to cancel and not be liable for the fee within our cancellation policy, Magill OSHC accepts sick certificates as an alternative. Sick certificates are asked to be in by the Sunday after the date as we submit attendance data on a Monday morning. Bookings will be cancelled for the relevant dates on the sick certificate and must contain the child's name. In the event the child attends on a day the sick certificate states, the sick certificate will not be valid for the cancellation as the certificate is recommending for the period to be taken off.

If you do not provide a sick certificate for an absent session, you will be liable for the full fee of the session.

Families that receive the Child Care Subsidy have 42 absent days in a financial year where the day will be subsidised. In the event you go over your 42 absent day's full fee will apply. A sick certificate for any member of the immediate family can be presented when over 42 absent days for additional absent sessions each time. The session will not be cancelled and subsidy will apply if it does not contain the child/ren names.

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# Children's Health and Safety

## Food & Allergies

We encourage healthy eating at OSHC. During Before School Care, we offer continental breakfast food and during After School Care a variety of afternoon tea options is available. Our menus are developed per term and guided by Dietary Guidelines for Children and Adolescents in Australia.

As part of each term we also offer special breakfast and cooking activities in Before and After School Care. This is displayed at the service and through our communication methods.

During Vacation Care we do not offer breakfast, however there are delegated days on the Activity Program where we offer cooking activities.

Many children have serious and life threatening allergies. We encourage all families to speak to their children regarding allergy awareness and to assist us, ***not send foods containing nuts, eggs or related foods and products.***

Please speak with our Assistant Director – Operational Leader for any health concerns.

## Medication

If a child has an allergy or requires medication families will be required to obtain:

- Prescribed Action Plan by a medical professional
- Authority to medicate form by a parent unless specified otherwise on the form.
- Have the original label detailing the child's name, required dosage matching the above forms.

All medication must be given to the responsible person. We cannot access medication at the school. Non-prescription medication such as Panadol requires the same authorisation as above.

A communication plan and risk management plan will need to be completed in conjunction with our leadership team.

## First Aid

In the event of illness or injuries, an illness/injury form will be completed by educators. Parents will be informed of the incident at pick up or if urgent, as soon as possible. Parents will be asked to sign the form. In the event of a serious incident require hospital or medication treatment, parents are informed and an ambulance is called.

At all times there is at least one educator on duty with a current Education and Care first aid certificate.

## Illness & Infectious Disease

We ask that families consider the wellbeing of others in the service. Therefore, if your child is sick or contagious please keep them at home. No child with a fever, vomiting, severe respiratory infection, diarrhoea, immunisation preventable disease, a transmissible skin infection not yet treated or other suspected infectious illness can attend OSHC.

If a child becomes unwell at the service, the parents will be notified and asked to collect.

We follow the exclusion guidelines from [National Health and Medical Research and Staying Healthy.](#)

## Sun Protection

From September to April sun protection is required at all times. It is also required when the U.V is 3 or above in other months.

- **Shade:** All outdoor activities will be planned to occur in shaded areas
- **Hats:** educators and children are required to wear sun safe hats that protect their face, neck and ears. This includes a legionnaire hat, bucket hat and broad brimmed hat. Please pack a spare in your child's bag.
- **Clothing:** when outdoors, educators and children will wear sun safe clothing including loose fitted shirts and dresses with sleeves and collars or covered neckline, longer style shorts/trousers. Children not wearing sun safe clothes can be provided with alternatives.



## Communication

The service uses many forms of communication techniques.

- School Stream
- Magill School Facebook
- Termly newsletters
- Emails
- Phone calls if urgent.

## Car Park

For children's safety, UNDER NO CIRCUMSTANCES SHOULD PARENTS CARS BE DRIVEN INTO SCHOOL PROPERTY. This refers to any time of day, and all weather conditions. Please park on the road and enter via the gate when dropping off or collecting your child/ren.

## Evacuation/Lockdown

Magill School OSHC has an lockdown and evacuation policy that assists the service and children in an emergency. We have practice drills every 3 months.

In the event of an Evacuation the service will move to either ovals. For an Invacuation, we move to the gym and lock all doors.

If you are on site, please follow educator's instructions to assist everyone's safety and awareness.

# National Quality Standard

As an Education and Care service we are rated and assessed upon 7 quality areas. The National Quality Standard (NQS) is designed to promote the best possible level of education and care by outlining elements that best support children's development and safety. The service develops a Quality Improvement Plan that outlines the services strengths and key improvements which is used for assessment and rating process by the Education Standard Board.

The service encourages every possibility for families, especially children to share feedback to our service.

## Program

Our educators plan a program which includes the skills and knowledge that children need in the five Learning Outcomes. We focus on supporting your child to develop skills for life. Educators are happy to meet with parents and share feedback and information about your child's progress and wellbeing.

**My Time, Our Place (MTOPI)**, the Learning Framework for School-age care in Australia, focuses on three interconnected elements: Learning Outcomes, Principles and Practices. Within all our programmed learning experiences, there are direct links to one or more of the five Learning Outcomes, as well as aspects of the Principles and Practices within the Framework.

The following are the specific Learning Outcomes which guide our educational program.

Outcome 1:

*Children have a strong sense of identity*

Outcome 2:

*Children are connected with and contribute to their world*

Outcome 3:

*Children have a strong sense of wellbeing*

Outcome 4:

*Children are confident and involved learners*

Outcome 5:

*Children are effective communicators*

The following Principles in the MTOPI Framework underpin our practice, as we focus on working in partnership with children to support development.

We focus on:

- Secure, respectful and reciprocal relationships;
- Partnerships;
- High expectations and equity;
- Respect for diversity; and
- Ongoing learning and reflective practice.

Our Practice is underpinned by our Principles, as we promote learning through:

- Holistic approaches;
- Responsiveness to children;
- Learning through play;
- Intentional teaching;
- Learning environments;
- Cultural competence;
- Continuity of learning and transitions; and
- Assessment for learning.

## Grievance Procedure

All members of the OSHC community have a right to be heard if they have a grievance and receive a response to that grievance within a reasonable time.

Parents raising concerns should be prepared to talk about their own child and a particular incident. Parents may use a support network to assist them to raise an issue.

Steps to be taken:

### Step 1:

All personal matters and OSHC matters should be raised directly with the OSHC Director or the Assistant Directors. Where this is not possible, through the Deputy Principal in a confidential manner. Issues such as nutrition, behaviour management, activities and care policies should be raised with the OSHC leadership team.

### Step 2:

If the matter is not considered to be satisfactorily resolved, a meeting with the Deputy Principal should be made.

### Step 3:

If the Grievance matter remains unresolved contact the DECD Project Officer for Eastern suburbs, or ACECQA, Education Standard Board who may provide further assistance.

It is important that these grievances remain confidential.

Upon receiving a grievance, an initial response will be provided within 24 hours.

## Additional Information

If you would like any additional information about the service please see the Director. All policies and procedures are located in our Policy and Procedures Folder for you to view at any time near our parent area. If you would like to make any suggestions about improving our service please email:

[oshc@magillschool.net](mailto:oshc@magillschool.net)



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# Magill School OSHC

## Enrolment Steps

### 2019

Dear Families,

Thank you for enquiring and choosing Magill OSHC. We encourage all families and children to access our service wherever possible for a fun, desirable experience.

Please be aware there are multiple enrolment steps on this document. We encourage you to read the heading, as there are 3 options:

*1. Families who have never utilised Magill OSHC.*

*2. Families who have utilised Magill OSHC however need to renew their account or update their details (Pre-existing) and,*

*3. Families wishing to add additional child/children to their enrolment).*

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## 1. Families who have never enrolled in OSHC

### *Families who have never had an account or booking with Magill OSHC:*

- Head to the following website  
  
Head to [Magill OSHC website](#) and select 'register' on the My Family Lounge Widget.
- Enter relevant fields.
- This will send you a link to register your account.
- Follow the instructions to set up your account.
- Log into the below website and fill in all fields: contacts, enrolment and for all new children on the booking requests
- Please note, booking requests for the following year (e.g in 2019 for 2020) will be manual and not on My Family Lounge. Generally released end of October until places are offered around November-December. Then requests will be back online.

**To update your enrolment form (All families and children):**

[www.qkenhanced.com.au](http://www.qkenhanced.com.au)

- Go to View Enrolment/Start Enrolment
- Update main contacts, additional contacts, medical contacts and child information.
- It is important to allow permissions for all contacts as this effects how children are signed in/out.
- Check that all mandatory\* parts are entered, as this is a requirement to submit your enrolment form.
- Then click submit.
- If there is an error, it will indicate up the top in red, this means the enrolment form has not successfully submitted.
- Fill in contacts on the home screen and booking requests.
- If you would like a permanent booking, you will need to fill in the booking request tab, once we receive your enrolment and it has been viewed, this will be allocated each year depending on access to service policy.
- If you currently have a permanent booking and the booking request screen does not work, please email through your request.
- Casual bookings can be made on the casual booking calendar (My family lounge app).
- Please notify us via email that you are a new family interested in OSHC.

Please note, booking requests for the following year (e.g in 2019 for 2020) will be manual and not on My Family Lounge. Generally released end of October until places are offered around November-December. Then requests will be back online.



We welcome you and look forward to meeting your family.

## 2. Families who have used Magill OSHC

Dear Existing Families,

If you have utilised Magill School OSHC you will need to notify us that you would like to rebook/reenrol. We will reactive your account and you will need to follow these steps.

Once all families receive their link from [do\\_not\\_reply@gikkids.com.au](mailto:do_not_reply@gikkids.com.au) they will be asked to complete the following steps to renew **their enrolment annually. Enrolment forms need to be submitted before your child can attend OSHC.**

### To update your enrolment form:

[www.qkenhanced.com.au](http://www.qkenhanced.com.au)

- Go to View Enrolment/Start Enrolment
- Update main contacts, additional contacts, medical contacts and child information.
- It is important to allow permissions for all contact as this effects sign in/out.
- All mandatory\* parts are required to be entered to submit your enrolment form and then click submit.
- If there is an error it will indicate up the top in red, this means it has not successfully submitted.
- Fill in contacts on the home screen and booking requests.

- If you would like a permanent booking, you will need to fill in the booking request tab once we receive your enrolment.
- Casual bookings can be made on the casual booking calendar (My family lounge app).
- If you do not receive the link and are a pre-existing family please let us know **via email**.
- Please note, booking requests for the following year (e.g in 2019 for 2020) will be manual and not on My Family Lounge. Generally released end of October until places are offered around November-December. Then requests will be back online.

The screenshot shows the 'myFAMILY' web application interface. At the top, there is a header with the 'myFAMILY' logo, a 'Help' icon, and a user profile icon labeled 'MH'. Below the header, the 'Child Care Company' is set to 'Magill Out of School Hours C' and the user is logged in for a family. The main content area is titled 'Enrollment Management' and includes an 'Editing Family' dropdown menu. There are four main sections: 'CONTACTS', 'CHILD', 'CASUAL BOOKINGS', and 'BOOKING REQUESTS'. Each section has a table with columns for various fields and an 'Add' button. The 'CONTACTS' table has columns for NAME, RELATION, CONTACT TYPE, ADDRESS, CONTACT NO., EMAIL, USER NAME, and EDIT. The 'CHILD' table has columns for CHILD NAME, STATUS, DOB, Due Date, AGE, EDIT, DELETE, and Enrolment Information. The 'CASUAL BOOKINGS' and 'BOOKING REQUESTS' sections both show 'No records found'.

**\* If you have forgotten your password, please click on forgot your password! \***

*If this does not work or you do not have access to my family lounge please contact us.*



### 3. Adding a new or additional child/ren

Dear Existing Families with new or additional child/ren

We welcome you back to Magill Out of School Hours Care. You would have already set up your account with my family lounge or we have your details on record however, we will need to add the new child or children to our records.

#### Access to my Family Lounge Account:

[www.qkenhanced.com.au](http://www.qkenhanced.com.au)

- Click on add child and fill in relevant details.
- Go to View Enrolment/Start Enrolment
- Update main contacts, additional contacts, medical contacts and child information.
- It is important to allow permissions for all contact as this effects sign in/out.
- All mandatory\* parts are required to be entered to submit your enrolment form.
- Then click submit.
- If there is an error it will indicate up the top in red, this means the enrolment form has not successfully submitted.
- Fill in contacts on the home screen and booking requests for 2019.
- If you would like a permanent booking, you will need to fill in the booking request tab once we receive your enrolment. Please refer to our access to service policy.
- Casual bookings can be made via the Casual Booking Calendar (My family lounge app)
- Let us know you have completed the above steps via email with a new child starting.
- All enrolments need to be updated annually and bookings.
- No enrolment form means no bookings.
- Please note, booking requests for the following year (e.g in 2019 for 2020) will be manual and not on My Family Lounge. Generally released end of October until places are offered around November-December. Then requests will be back online.

**\* If you have forgotten your password, please click on forgot your password! \***

*If this does not work or you do not have access to my family lounge please contact us.*

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