

# Alpha Beta OOSH Out of Hours School Care



## Parent Handbook

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Head Office: 02 9831 4001



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## About Us

# Alpha Beta Out of School Hours Service (OOSH)

Welcome to Alpha Beta OOSH! The aim for our service is to provide an educating and stimulating environment for all children during before school/after school and vacation care.

We believe that children should be able to choose and engage in activities that are of particular interest to the individual. That is why our OOSH differs to that of others. We offer extra curriculum activities which are run by qualified professionals for your child.

Our Educators are trained to facilitate learning and guide your child with their schoolwork daily. Computers are available for children to use educational programs such as Study Ladder and Reading Eggs. The internet is also available for all children to use (Internet sites are monitored closely).

Educators ensure that children are provided with areas for rest or to engage in quieter activities for those needing relaxation. Outdoor physical activities are also offered to promote fitness, team skills and socialisation.

Parents are encouraged to become involved in the daily program and to communicate regularly with our Educators about their child's interests, needs and schooling. Our vacation care program includes loads of exciting excursions for all of the children to enjoy.

Alpha Beta's OOSH provides quality educational and enjoyable care for children aged 5-12 years. Parents can relax knowing that their child is content and cared for during out of school hours.

### **Hours of Operation:**

The hours OOSH is open for operation depends upon the needs of the families registered and the school operating hours but is generally 7am-9am for before school care and 3pm-6pm. Please refer to your OOSH Centre Information Sheet for the exact opening times.

### **Registered Childcare Provider:**

- Alpha Beta OOSH is an approved provider registered with the [Early Childhood Education and Care Directorate](#)
- Our centre is licensed to care for up to 65 children for Before School Care, After School Care and Vacation Care per day



# **Enrolment**

## **Enrolment Package:**

An enrolment package must be completed and signed by a parent/guardian, prior to their child attending our before school, after school or vacation care programs. All details must be completed and copies of relevant documentation, such as Birth Certificates, Immunisation Schedules, Court/Custody Orders and any Asthma/Allergy plans, submitted with the completed forms.

**Without these documents your enrolment will not be finalised.**

## **Enrolment Fee:**

A one off enrolment fee is charged per family upon registration. This payment is non-refundable.

## **Family Induction:**

All families will receive the Parent Handbook with their Enrolment Package. It is your responsibility to read through the Parent Handbook. While it is desirable that children come and meet Educators prior to their first day, we recognise that this may not always be possible. We do encourage families to thoroughly read our services policy and procedures, which can be found in this Handbook and are also available at the OOSH Service.

## **Our Handbook:**

Our handbook provides families with detailed information with regards to our services. We encourage parents to keep a copy of this handbook for referral and to ensure that you understand all of the information provided. A brief outline of our procedures is included in this handbook but we stress the importance of thoroughly reading our detailed policy and procedure manual for this OOSH service. Lastly we would like support and encourage parent involvement within our service. Communication and feedback is greatly valued.

## **Fees and Bookings**

### **Fee Structure:**

Attendance Fees are set out in your OOSH Centre Information Sheet. Please ensure you take note of the below fees and read through the explanations below.



Fee	Fee Amount
Late Fee – 1 <sup>st</sup> 5 minutes	\$15.00
Late Fee – After 1 <sup>st</sup> 5 minutes	\$1 per minute
Declined Payment Fee	\$25.00
Non-Notification Fee	\$15.00
Administration Fee	\$80.00

### **Permanent bookings:**

A permanent booking is classed as a booking made for the **same days each week, for the entire School Term.**

All permanently booked days must be paid for regardless of attendance and booked days cannot be swapped or refunded.

### **Casual bookings - \$7 Surcharge:**

Casual bookings can only be made through Head Office by phone 9831 4001 or email [supervisor@alphabeta.com.au](mailto:supervisor@alphabeta.com.au)

Once booked, a cancellation for a casual booking must be made within 48 hours of the booking being made or the full applicable rate will apply.

A \$7 Casual Booking Surcharge applies on top of the regular fee, per session booked.

### **Changes to Booked Days:**

We recognise that families may require flexibility due to work commitments or in order to encourage their child's participation in extra-curricular activities. Changes to booked days must be in writing and received 2 weeks prior to the requested change in care or fees will be incurred for booked days. All changes are dependent on the availability of spots. Booked days cannot be "swapped".

### **Withdrawing from OOSH:**

Parents may withdraw their child from the program at any time. However, if you have a **permanent booking** you will be required to pay full fees until the end of the current school term. Parents are required to give the Administrator written notice. Written notice must be sent to [supervisor@alphabeta.com.au](mailto:supervisor@alphabeta.com.au)

### **Payment of Fees:**

Invoices are emailed fortnightly to parents, on the Sunday prior to the fee payment week. Fees are deducted by direct debit the following Tuesday, from your nominated Credit Card or Bank Account. **Fees must always be kept two weeks in advance. Failure to do so may jeopardise your child's position at OOSH.** Statements can be emailed anytime, upon request. A Schedule of Payments is emailed out to all Parents at the start of the year, to advise the dates that Fee Payments will be debited.



### **Childcare Benefit and Rebate Information:**

#### **Child Care Benefit (CCB) :**

CCB is available to eligible families in OOSH before, after school and vacation care programs.

To determine your CCB eligibility and entitlement please contact the [Department of Human Services](#) – Families Division on 13 61 50.

#### **Child Care Rebate (CCR):**

In addition to the CCB, you may also be eligible to receive the Child Care Rebate. This rebate may be paid in the following ways:

1. Directly to you on a weekly/fortnightly/quarterly or yearly basis.
2. To the service provider, so that your out of pocket fee payment is reduced.
3. As a lump sum payment at the end of the financial year after your Tax Return has been processed.

Families can receive up to 50% per year for each child in care. For further information about how to claim the rebate contact the [Department of Human Services](#) – Families Division on 13 61 50

#### **Allowable absences.**

Each child receiving Child Care Benefit (CCB) is allowed 42 unexplained absences per financial year. Once the child has been absent (unexplained) for 42 sessions of care, the parent must pay the full fee for every subsequent session the child attends and CCB no longer applies. If your child is absent due to illness and a Doctors Certificate is provided, this will not count towards the allowable absences.

All absences for booked care (allowable or otherwise) must be paid for.

#### **Declined Payments:**

If your fee payment declines, you will be sent an email and/or text message to advise this and also to advise when the payment will be reprocessed.

The first time you payment declines you will also be sent a warning email to advise that any subsequent declined payments will incur a \$25 Declined Payment Fee.

#### **Fees in Arrears:**

If no previous arrangements are made with OOSH regarding payment of overdue fees, families will receive a reminder requesting prompt payment or negotiating a deadline for settlement of the debt. If the deadline is not adhered to the Administrator will be in contact to discuss cancellation of your child's enrolment.

Parents are encouraged to discuss any difficulties they have in paying their fees with the Administrator. The Administrator will discuss suitable arrangements for payment of the fees, as well as suggest other avenues for financial support if required.



### **Late Fees:**

Children are to be picked up promptly by the service closing time. Failure to do so will incur late fees as follows:

- \$15.00 for the first five minutes and \$1.00 per minute thereafter. Families with more than one child will pay the late fees per child according to the above policy. (For example three children who are left for five minutes after 6pm will cost a parent/caregiver \$45.00)

Late fees cover the costs of the carers having to work overtime until all the children have been collected. If you know you are going to be late please telephone the centre so the children can be informed and they will not panic.

### **Non-Notification Fee:**

Anytime a child is absent from OOSH, we must be notified by the parent, prior to the absence. Should we not receive notification and Educators are required to search for the child, a Non-Notification Fee of \$15.00 will be charged. Please see the Absences section of this handbook for our full procedure for Non-Notified Absences.

### **Administration Fee:**

This fee may be applied in the following instances:

- If you did not supply/or supplied the incorrect CRN details upon enrolment and Administration staff are required to cancel and resubmit attendances to Centrelink for your benefit
- If you dispute charges and attendance records must be sought to reconcile your account, and are the charges are found to be correct

### **Fee Increase:**

Alphabeta OOSH reserves the right to raise fees, in order to cover costs at any time. Fees are reviewed every 6 months. A minimum of two weeks notice will be given in the event of a fee increase. Any fee changes will be communicated to parents in writing.

### **Vacation Care:**

Vacation Care Fees are payable at the time of booking, for all registered days and are non-refundable. In the event that your child is sick and will not be attending OOSH please call or email OOSH to notify of your child's absence. Vacation Care requested after the close of bookings will incur an additional casual fee of \$10 per session.

### **Fee Queries:**

Should you have any questions about your fees please contact the Administrator during OOSH hours by emailing [supervisor@alphabeta.com.au](mailto:supervisor@alphabeta.com.au)

Onsite OOSH Educators are unable to assist with questions regarding fees and charges.



## **Attendance Procedures**

### **Roll Call / Collection of Children from School:**

Each school has their own designated "meeting point" where children wait to be collected for OOSH. You will be advised of this "meeting point" by the OOSH Co-Ordinator, before your child commences. Parents co-operation in reminding the children of where the "meeting point" is and asking them to move directly there once released from class, is greatly appreciated.

OOSH Educators will call the roll and account for all children.

- Kindergarten children are collected from their classrooms. They are then handed over to the OOSH carer who marks off the attendance list to make sure all are in attendance. The children then follow the OOSH Coordinator to the OOSH premises.

Please ensure that your child's Class Teacher is aware of the days your child will attend Alpha Beta OOSH, so they may assist them if necessary. Please contact your OOSH Coordinator for any other arrangements.

### **Absences:**

A roll call is conducted promptly after the children are collected. If a child is missing, an OOSH Educator will search for the child. This involves checking the playground and the "kiss & drive" area, calling the parents work, home or emergency contact numbers until the location of the child has been established. This procedure can take anywhere up to 20 minutes and longer if there is more than one child not accounted for. This is the busiest time of the afternoon for OOSH. This also takes time and attention away from the other children. If your child is genuinely lost or something has happened to them, approximately 20 minutes will have passed before we alert the proper authorities.

Therefore, if your child is not attending OOSH on a registered day, parents **MUST** notify the centre in advance. This can be done over the phone on 9831 4001 or by email where appropriate. Payment will be charged for booked days, even if your child does not attend.

Note: Please ensure you advise if your child will not be attending any booked session or the Non-notification Fee will be applied.

### **Attendance on non-registered days/ Casual Bookings:**

You must call or email Head Office on 9831 4001 or [supervisor@alphabeta.com.au](mailto:supervisor@alphabeta.com.au) if you require care for a day on which your child/children are not registered (preferably at least the day prior to the required day of care) to check that there is a place available. If a child arrives at After School Care and their name is NOT on the attendance list for that day,





the Coordinator will contact the child's parents to ensure they know their child is at OOSH and confirm this is where they should be collected from. If the extra child attending OOSH means that we exceed the staff:child ratio regulations, then arrangements will be made for the parent to collect the child as soon as possible. Care will be charged at the Casual Surcharge Rate.

### **Sign In/Out Procedures:**

Parents/guardians are required to enter the OOSH building and sign their child in for before school care, out for after school care and similarly for vacation/pupil free care. Parents who do not meet this requirement are jeopardising their child care spot. Sign in/out sheets are located inside of the OOSH service. Sign in/out sheets are a record for CCB purposes. If your child is not signed in/out every day by you and the centre is audited, you may be required to repay your CCB for all the days that your child was not signed in/out. Sign In/Out sheets are also used during evacuations as a record of children who are on the site at the time.

**You are placing your child's safety at risk if you do not sign them in and out.**

### **Collection by another Person:**

You must contact OOSH to advise if you cannot collect your child and that you have arranged for someone else to collect him/her. You will need to provide the name and description of the person and they will be asked to provide some form of photo identification before the child can be released into their care.

**Children will only be released to persons nominated on the enrolment form.**

### **Non Collection of Children:**

Children are to be picked up promptly by the OOSH Service closing time. Failure to do so will incur late fees outlined in the Fee and Attendance section of this handbook. Should your child/children not be collected by closing time on any day and where you have not made any contact with OOSH staff, all efforts will be made to contact you or the emergency contacts listed on your enrolment form. If these contacts cannot be reached and alternative arrangements have not been communicated to the staff then the Department of Education and Communities will be contacted for further advice and action.

**NOTE: It is important to keep all contact numbers up to date in case of an emergency. Please advise any updates in writing to [supervisor@alphabeta.com.au](mailto:supervisor@alphabeta.com.au)**

### **Public Holidays:**

The centre will be closed on all Public Holidays. Children normally enrolled on that day will be charged.



### **Pupil Free Days:**

OOSH provides care on pupil free days however we reserve the right to decide if we will be open on any given pupil free day. Parents will be provided with notice if care is not being provided on a pupil free day. Parents are normally advised of pupil free days via the school newsletter or alternatively by the OOSH Coordinator. Regular before and after school care fees apply, unless your child attends Pupil Free Day care.

### **Vacation Care:**

OOSH provides vacation care during school holidays and a Vacation Care Program will be issued to parents 4 weeks prior to the commencement of the vacation care period. In addition, the Coordinator will publish the Vacation Care Program in the OOSH Service outlining the proposed program. Programs will include a mix of in-centre days (indoor and outdoor activities on the School grounds) and excursions where the children leave the School grounds (such as bowling, movies, walks to the park, etc.) The Coordinator will complete a "risk assessment" whenever the children leave the school grounds.

**Please Note: Vacation Care is subject to the number of bookings and may be not offered or cancelled if minimum numbers are not met.**

## **Health and Safety**

### **Emergencies:**

OOSH is committed to procedures which ensure, as far as possible, the safety of all children and staff in the event of an emergency. The children's safety will be held paramount at all times. In the event of a localised fire or emergency all staff members are required to clear the children of the affected areas immediately. They are required to check and vacate the kitchen, general purpose room, storeroom, toilets and playground and then check the attendance list and complete a roll call after assembling in the grass meeting area.

### **Illness and Medical Emergencies:**

Infections and illnesses can easily spread amongst Educators and children in a child care environment. An effective preventive measure is the implementation of exclusion periods which ensure that children and staff attend OOSH only when well enough to do so. OOSH follows procedures which ensure that appropriate exclusion periods are observed for both staff and children who are suffering an illness.

In the event of a child becoming ill whilst at OOSH, we have legal and professional responsibilities to the child. The policy and procedures are designed to ensure that these responsibilities are met, and that the child is



made as safe as possible. Educators may need to isolate the child from other children depending on the medical condition. Parents will be contacted to collect their child if it is determined by staff they are too ill to remain at OOSH. If Educators cannot make contact with the parents or nominated emergency contact, and the child requires professional medical treatment, the Coordinator will take the child to the local medical centre. An ambulance will be called in the event of any medical emergency, where urgent treatment is required.

### **First Aid**

Basic first aid will be given to any child who requires assistance by a trained staff member of OOSH. Should further medical attention be required an ambulance may be called.

**Medication** If your child takes regular medication you must include details of the same on their enrolment form and speak to the Coordinator about your child's medical requirements. A medication form must be completed for Educators to administer medication. OOSH and its Educators cannot assume responsibility for enforcing the taking of medications.

### **Allergies:**

As there are a number of children in the school with serious allergies to nut products, fish and eggs, we ask that parents do not include either of these food items in the children's lunches. OOSH is a Nut Free Zone.

### **Anaphylaxis and Asthma:**

Children with anaphylactic/asthmatic reactions are required to have their own EpiPen/Ventolin spray to be held on the OOSH premises. **Parents are also required to have their Doctor fill out an Asthma or Anaphylaxis Action Plan and your child's enrolment will not be finalised until this has been provided.**

As part of OOSH's first aid kit an EpiPen and Ventolin are available but should be used only for emergencies.

### **Incident Reports:**

OOSH's incident report policy is designed to:

- Ensure that incidents are reported to parents on the day they occur
- Ensure reporting is consistent following any incident which has occurred
- Incidents which require a written report include: bleeding, bumps to the head or ice applied.
- Reports must be signed by parents and Educator/Coordinator

Parents will be contacted if we have any concerns relating to the child's health following an injury. An Incident Form will be completed and provided to the parent to sign upon collection of the child. The signed form will then be filed in the child's personal file.



### **Child Protection:**

Educators have a “duty of care” towards the children in the service. Under section 23 Children and Young Persons Care & Protection Act (1998) it is mandatory for Educators to report cases where they feel a child may be “at risk of significant harm”. Concerns will be reported to the Department of Families and Community Services and/or police. This will be done without consultation or consent from a child's parents/guardians. Parents will not be informed of any reports made.

### **Discipline:**

OOSH has implemented a “behaviour guidance policy” which is on display in the OOSH room. The policy encourages independence and responsibility as well as cooperation, sharing and safety among the children. OOSH Educators reinforce positive behaviour by praising children and recognising their attempts to be helpful and cooperative. Anti-social behaviour such as hitting, threatening and harassing is discouraged by using different methods according to the child's developmental level. Children are asked to follow the rules and accept responsibility for their behaviour. We encourage parents to discuss with Educators any behavioural difficulties they may be experiencing with their child so that the service practices can be consistent with those you are using at home and in the classroom.

### **Bullying and Violence by children:**

Alpha Beta OOSH has a zero tolerance policy towards bullying. We have implemented an Anti-Bullying policy which emphasises a procedure in the event of repeated bullying from a child or children towards others. The policy outlines procedures to be followed by Educators, parents and children that encourages resolution of bullying incidents. For the protection of all the children and carers we have also implemented a policy of Dealing with Violence by Children. The policy encourages parents to cooperate with the centre if their child has a continuing behaviour problem which manifests itself in violence. Parents are expected to seek assistance from external agencies to resolve such problems and failure to do so may lead to suspension or expulsion.

### **Grievance Procedures:**

We strive to maintain a positive working environment between our Educators and parents at all times. If a parent has any matter of concern they can raise the concern direct with the Coordinator in the first instance however if the parent does not feel comfortable doing this (or has previously done this but feels that the problem, concern or complaint has not been resolved to their satisfaction) then the problem, concern or complaint should be raised directly with the services



Manager and/or Licensee. The Manager and Licensee can be contacted at any time.

Our Management will address all problems, complaints or concerns as quickly and effectively as possible and as soon as practicable after the problem, complaint or concern has come to their attention. The highest standards of confidentiality will be practiced by all OOSH educators and management at all times.

OOSH has implemented a staff handbook containing our grievance procedures where staff are involved and the policies are set out in that handbook for staff to follow. Our aim is to provide a quality service through professional behaviour and high standards of conduct of our staff. We will encourage staff to maintain good working relationships with all concerned and have a commitment to maintaining a quality standard of work. Should staff fall below clearly identified standards then we will address this in a swift and considerate manner.

## **Inside OOSH**

### **Programs and Activities:**

Our Educational Leader, in conjunction with Educators and children, have developed weekly structured/unstructured programs which provide planned, age-related activities designed to enhance the physical, social, emotional and intellectual development of each child. The daily programs and activities are chosen to provide a learning environment which encourages children to be involved in activities that enhance self-expression and confidence through such areas as art, craft and sport. NOTE: Children are to wear covering (i.e. an old shirt) before being allowed to participate in painting etc. Programs are on display in your OOSH centre

### **Homework:**

OOSH supports the school's homework policy by providing a separate space within the facility conducive to study. Children are actively encouraged to use their time towards the completion of school set homework tasks but they are not forced to do so. If you require your children to do their homework please speak with the Coordinator.

### **Expectation of Parents:**

Parents are expected to be familiar with the procedures outlined in this handbook and must complete and return to OOSH the signed declaration on the enrolment form. Parents are also encouraged to raise concerns they may have with the Coordinator at your earliest convenience. Parents are expected to communicate all relevant information regarding their child, including up to



date contact details and medical information. A copy of OOSH's Policy and Procedures Manual is available for parents at the OOSH Service.

### **Staffing and Educator/Children Ratio:**

All Educators employed to care for our children must have recent references and complete a Working with Children Check. The Educator to child ratio is 1 to 15 children (1 to 8 on excursions). The Educator on duty will vary according to the number of children registered on a particular day.

### **Confidentiality:**

All information about children, parents, families and staff is confidential and will not be disclosed to unauthorised persons under any circumstance. Only the information necessary for the processing of CCB will be forwarded to Centrelink. All communication about your child will be kept as confidential as possible. For this reason the Coordinator may ask you of a suitable time for a private meeting to ensure privacy. You may also be asked to return at another quieter time to discuss issues of importance.

### **Parking:**

Parents/guardians delivering/collecting children are required to observe all parking restrictions and safety procedures around the school zone.

### **Food:**

OOSH has implemented a Nutrition Policy. Children will be provided with nutritional afternoon snacks when attending OOSH.

- Before School Care: fruit, cereal, toast, pikelets, crumpets, milk, juice and water.
- After School Care: fruit, sandwiches, tacos, pizzas, pasta, rice, cheese & crackers, vegetable sticks, rice biscuits, dips, yoghurt, and water.
- Pupil Free Days / Vacation Care Children must bring all their own food – morning tea, afternoon tea, lunch and drinks. Extra drinks and snacks will be provided as required.

Menus are on display in the OOSH centre, for parents and children to view. On days when children are required to bring their own lunch to OOSH, please keep "sometimes foods" to a minimum (e.g. chips, lollies, chocolate) in place of a proper lunch (e.g. sandwich, leftover dinner, yoghurt, cut up vegetables, etc.)

### **Sun Care and Hats:**

OOSH has a NO HAT, NO OUTSIDE PLAY policy just like the school. Hats should be worn outdoors at all times during the year. Sunscreen is always available at OOSH.

**Lost Property:**

All items of school clothing remaining at the end of each week will be delivered to the lost property basket. Please check for any missing clothing before leaving OOSH each day. The OOSH policy is the same as the schools in that we do not allow children to wear jewellery or bring toys or electronic games to OOSH. The staff members take no responsibility for any lost property. If you do not want to lose it – then do not bring it to OOSH.

**Our Philosophy and Mission:**

Our OOSH provides a warm, safe and stimulating environment which meets the developmental needs of each child and fosters self-esteem and a child's confidence. Children's individual interest and strengths are relished and incorporated into the program. The different cultural backgrounds are woven into the program to create a sense of belonging for all. We value and treasure children, irrespective of their gender, race, disability, ethnicity or social background. We will not allow any form of prejudice or biased comments and attitudes. We employ caring and experienced Educators who are sensitive and tuned in to each child's needs and desires. We believe this and the involvement of parents contribute enormously to the quality of child care provided by our OOSH.

**Thank you for taking time to read our Alpha Beta OOSH Parent Handbook.  
Please do not hesitate to contact us to answer any questions you may have.  
We trust you will enjoy the services we have to offer for you and your child**