

## **Outside School Hours Care Service 2023 Family Information Booklet**



Centre Provider Number 555011394B  
361 Sandy Bay Road, SANDY BAY 7005  
Phone: 6216 7920 (Centre) or 6216 7900 (Office/Bookings)  
Fax: 6216 7999



**Mount  
Carmel  
College**

Courage.  
Compassion.  
Justice.

## **Contents**

- ☐ [Centre Philosophy](#)
- ☐ [Facilities](#)
- ☐ [Services Provided](#)
- ☐ [Enrolment](#)
- ☐ [Bookings](#)
- ☐ [Management](#)
- ☐ [Staffing](#)
- ☐ [Number of Staff on the Premises](#)
- ☐ [Program Planning](#)
- ☐ [After School Care Routine](#)
- ☐ [Parent Information](#)
- ☐ [Meals](#)
- ☐ [Sun Safety](#)
- ☐ [Toys from home](#)
- ☐ [Orientation Process](#)
- ☐ [Fees & Child Care Subsidy](#)
- ☐ [Charges](#)
- ☐ [Signing In/Out](#)
- ☐ [Late Collection of Children](#)
- ☐ [Behaviour](#)
- ☐ [Family Involvement](#)
- ☐ [Grievance \(Complaints\) Procedure](#)
- ☐ [Family/Staff Liaison](#)
- ☐ [Health](#)
- ☐ [Medication](#)
- ☐ [Protective Care and Safety](#)
- ☐ [Excursions](#)
- ☐ [Transportation of Children](#)
- ☐ [Changed Family Circumstances](#)
- ☐ [Policies and Procedures](#)



### Centre Philosophy

With Christ as our guiding light and in the charism of the Sisters of Charity, we educate each person to exceed their expectations, to nourish faith and contribute to shaping a just society.

We aspire to develop courageous learners who act with justice and embody a strong sense of inclusiveness and compassion.

Mount Carmel College, founded in 1942 by the Sisters of Charity, is a Kindergarten to Year 10 school in the Catholic tradition.

We provide care in an environment that is a home away from home.

In knowing that children learn most effectively through play in a safe and nurturing environment, we will provide a secure and stimulating environment where children's individual needs are recognised and supported and their health, well-being and safety are paramount.

Our program works to provide positive relationships between children, carers and our families. We aim to provide connections with the wider community to support our educational programs. Our programming seeks to reflect the interests of our children to engage their learning experiences.

All children and their families will be treated with equity regardless of ethnicity, gender, religion or culture. Our aim is to provide an inclusive program where children from diverse backgrounds and with differing abilities feel accepted and valued.

Family involvement in the centre is welcomed with parents and family members offered a variety of opportunities to participate. We believe that care should be given in partnership with families and we encourage regular communication between parents and Centre staff.

We will maintain and improve our physical environments to meet the needs of our developing program. Our aim is to introduce and promote environmentally aware practices which make use of recycled products and resources where practicable. We will develop our buildings and infrastructure to include environmentally sustainable systems. Our program will provide opportunities for children to be aware of and adopt efficient use of energy and resources.



We acknowledge that the skills, knowledge and commitment of our staff are the Centre's most valuable resources. As such we undertake to support and facilitate the ongoing professional learning of all staff members. Training opportunities will be offered regularly and staff members are encouraged and supported to seek formal qualifications.

### **Courage. Compassion. Justice.**

#### **Location**

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

#### **Facilities**

The Outside School Hours Care Centre is located in the Kindergarten building. The Kindergarten is separate from the main College property and has spacious open areas, quiet rooms, excellent educational and play resources and a playground designed to meet the needs of the younger age group. The children also have regular access to the College's specialist facilities including the O'Brien Resource Centre, Cahill Centre, Music, Dance Studio and Physical Education equipment.

#### **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 late January to the beginning of the school year and during the April, July and October school holiday periods.

#### **Enrolment**

The Mount Carmel College Outside School Hours Care 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. Updated family and health information together with parent authorities is sought prior to each holiday care period.



## Bookings

All bookings must be made through Student Services in our College Office. Please call 62167900.

To avoid distress and to ensure that licensing guidelines are adhered to, it is essential that the College Office is informed of any change in your child care bookings.

If you have any concerns about bookings please email [info@mountcarmel.tas.edu.au](mailto:info@mountcarmel.tas.edu.au)

## Management

The Director of the Mount Carmel College Outside School Hours Care Centre is the College Principal, Mrs Megan Richardson.

## Staffing

Our staff are quality educators who are passionate about working with children. They work as a team, using their diverse experiences, skills and qualifications to develop successful programs.

The OSHC staff regularly attend a variety of Professional Learning events to increase their knowledge and improve their skills as educators. As a result, our professional practice, partnerships and the quality of our programs is always evolving.

## Number of Staff on the Premises

When there are more than 10 children (aged 4-13 yrs) on the premises, there must be at least two carers on duty, one of whom must be qualified.

Where there is one staff member only, the ratio of 1:10 where children are all aged 4-13 yrs applies.

## Program Planning

Our programming provides activities and experiences that help children learn about themselves and their relationships with others. We want children to develop a strong sense of well-being emotionally, socially and physically, so they can be confident as they interact in, and explore their world.

All our programs are uploaded to Storypark where families can view, comment and contribute to.

## Parent Information

A copy of the College newsletter, *The View*, is available on the College website and emailed every second Thursday. Program notices, information requests and consent forms are emailed to parents/carers. Storypark is a place that will inform families on news in our programs

## Meals

The Centre provides a well-balanced afternoon-tea in accordance with our Nutrition policy. We encourage children to eat a variety of healthy foods. We display our afternoon tea menu in the Centre and feedback and ideas are always welcome. Please speak to one of our educators if you have any suggestions.



Children are never forced to eat and are encouraged to try a variety of foods. As some children have quite serious allergies to nuts, **the Centre requests that peanut butter, Nutella or any other nut products are not used.**

We cook multicultural foods to provide the children with different taste experiences. All food is handled according to council regulations and safe food handling practises are abided by at all times. Staff have been directed in safe food handling practises.

## 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.

## 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.

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



### Fees & 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 the 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 to the College Office via [info@mountcarmel.tas.edu.au](mailto:info@mountcarmel.tas.edu.au) of any cancellations or changes to bookings.
7. Fees may be changed at any time at the discretion of 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	\$14.00
After School Care	\$36.00
Holiday Care & Student Free Day	\$68.00 full day session
Late Pick Up Fee	\$30.00 for every 5 minutes after 6pm
Absent Sessions	100% of session fee

Families who anticipate, or are experiencing difficulty in paying fees should contact the College Accounts Department.

## Signing In/Out

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, a collection form must be filled in authorising nominated persons over the age of 18 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 \$30.00 per child, for every 5 minutes after 6pm 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 Childcare 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. Child Carers 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 Child Carer, 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 a Child Carer 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 Committee, 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 Director who is more than happy to discuss any issues that may arise.

### **Medication**

All medication is to be given to a staff member, clearly labelled and a completed medication form filled in and signed. Please do not leave medication in your child's bag, as other children may be at risk.

### **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 carer: 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).

Any changes to details on the family information form must be given to the College Office. Access or custody details must be documented and provided to the Director/Principal.

Details of persons who are permitted to collect children from the Centre should be kept up to date. A form is available for this purpose.

## Policies and Procedures

The following policies are available to all staff and families at either the Centre or the College Office:

- ☐ General College Policy – TCEO Anti-Discrimination, Harassment & Bullying Policy
- ☐ General College Policy – Mount Carmel College Occupational Health & Safety Policy
- ☐ General College Policy – Mount Carmel College Occupational Rehabilitation Policy
- ☐ General College Policy – Mount Carmel College Inclusion Policy

## Quality Area 1

- ☐ Additional Needs Policy
- ☐ Celebration Policy
- ☐ Educational Program Policy
- ☐ Multicultural Policy

## Quality Area 2

- ☐ Acceptance and Refusal of Authorisation
- ☐ Administration of First Aid Policy & Procedure
- ☐ Adventurous Play Policy
- ☐ Aggressive Parent Policy
- ☐ Anaphylaxis Management Policy
- ☐ Arrival and Departure Policy
- ☐ Asthma Management Policy
- ☐ Child Collection Policy & Procedure
- ☐ Child Protection Policy
- ☐ Child Safe Environment Policy & Procedure
- ☐ Children's Belongings Policy
- ☐ Clothing Policy
- ☐ Delivery & Collection of Children Policy & Procedure
- ☐ Dental Health Policy
- ☐ Diabetes Management Policy
- ☐ Epilepsy Management Policy
- ☐ Equipment Toys Cleaning Procedure
- ☐ Equipment

- ☐ Excursion Policy & Procedure
- ☐ Hand Washing Policy
- ☐ Head Lice Policy
- ☐ Immunisation Policy
- ☐ Incident, Injury, Trauma and Illness Policy & Procedure
- ☐ Infectious Diseases Policy & Procedure
- ☐ Nutrition Policy & Procedure
- ☐ Physical Environment Policy
- ☐ Safe Storage of Hazardous Materials Policy
- ☐ Safe Transportation Policy
- ☐ Safety Policy & Procedure
- ☐ Sick Children Policy
- ☐ Sleep and Rest Policy & Procedure
- ☐ Sun Protection Policy & Procedure
- ☐ Supervision Policy & Procedure
- ☐ Toileting Policy & Procedure
- ☐ Unexpected Death of a Child at the Service Policy
- ☐ Unexpected Death of a Staff member at the Service Policy
- ☐ Water Safety Policy & Procedure
- ☐ Workplace Health and Safety Policy & Procedure

### **Quality Area 3**

- ☐ Environmentally Responsible Policy

### **Quality Area 4**

- ☐ Animal and Pet Policy
- ☐ Bullying Discrimination and Harassment Policy
- ☐ Code of Conduct – Staff Professionalism
- ☐ Responsible Person
- ☐ Staff Appraisal
- ☐ Staff Grievance
- ☐ Staffing Arrangements Policy
- ☐ TCEO Code of Conduct

#### Quality Area 5

- ☐ Anti-Bias and Inclusion Policy
- ☐ Behaviour Guidance – Bullying Policy
- ☐ Behaviour Support Policy & Procedure
- ☐ Gender Equity Policy
- ☐ Interactions with Children Policy & Procedures
- ☐ Respect for Children Policy



#### Quality Area 6

- ☐ Complaints Grievance Policy & Procedure
- ☐ Enrolment and Access to Service
- ☐ Family Communication Policy
- ☐ Non-English Speaking Background Policy
- ☐ Open Door Policy

#### Quality Area 7

- ☐ Complaint Register
- ☐ Complaints and Grievance Policy OSHC
- ☐ Complaints Grievance Form
- ☐ Complaints Grievance Procedure
- ☐ Fees Policy & Procedure
- ☐ Financial Management Policy & Procedure
- ☐ Governance & Management Policy & Procedure
- ☐ Professional Development Policy
- ☐ Record Keeping and Retention Policy
- ☐ Relief Staff Policy
- ☐ Social Media Policy and Procedure
- ☐ Staff Training Development
- ☐ Volunteers and Students on Practicum Placement Policy
- ☐ Withdrawal of a Child Policy
- ☐ Writing Reviewing and Maintaining Policies