
OSHC

Hazel
Glen
College



Scout Hall
175 Cookes Road, Doreen
Phone: 9717 7588
Mobile: 0427 411 170
Email: oshc@hazelglencollege.com
<https://www.hgc.vic.edu.au/oshc>

INTRODUCTION

Hazel Glen College OSHC acknowledges the Wurundjeri people of the Kulin Nations as the Traditional Custodians and Educators of the land on which the College stands. Hazel Glen College OSHC respectfully recognises all Elders past and present. We are committed to enhancing the knowledge and understanding of our community about the history, heritage and cultures of Aboriginal and Torres Strait Islander People.

In this handbook, you will find the information you need about Hazel Glen College OSHC and how to enrol your child/ren in our program. If you have any questions or require assistance, please do not hesitate to contact us.

Our OSHC service is committed to providing an engaging program and a nurturing environment where all children are supported in their wellbeing, learning and development. In our setting, children have choice and control over their learning as they collaborate with staff to extend their life skills.

At HGC OSHC there is great importance placed on relationships and developing and strengthening children's talents and interests.

We are committed to forming a partnership with all stakeholders and will seek feedback to continually improve.

CONTACT DETAILS

175 Cookes Road, Doreen

Phone: 9717 7588

Mobile: 0427 411 170

Email: oshc@hazelglencollege.com

OPERATING HOURS

Before School Care

7:00am - 8:30am

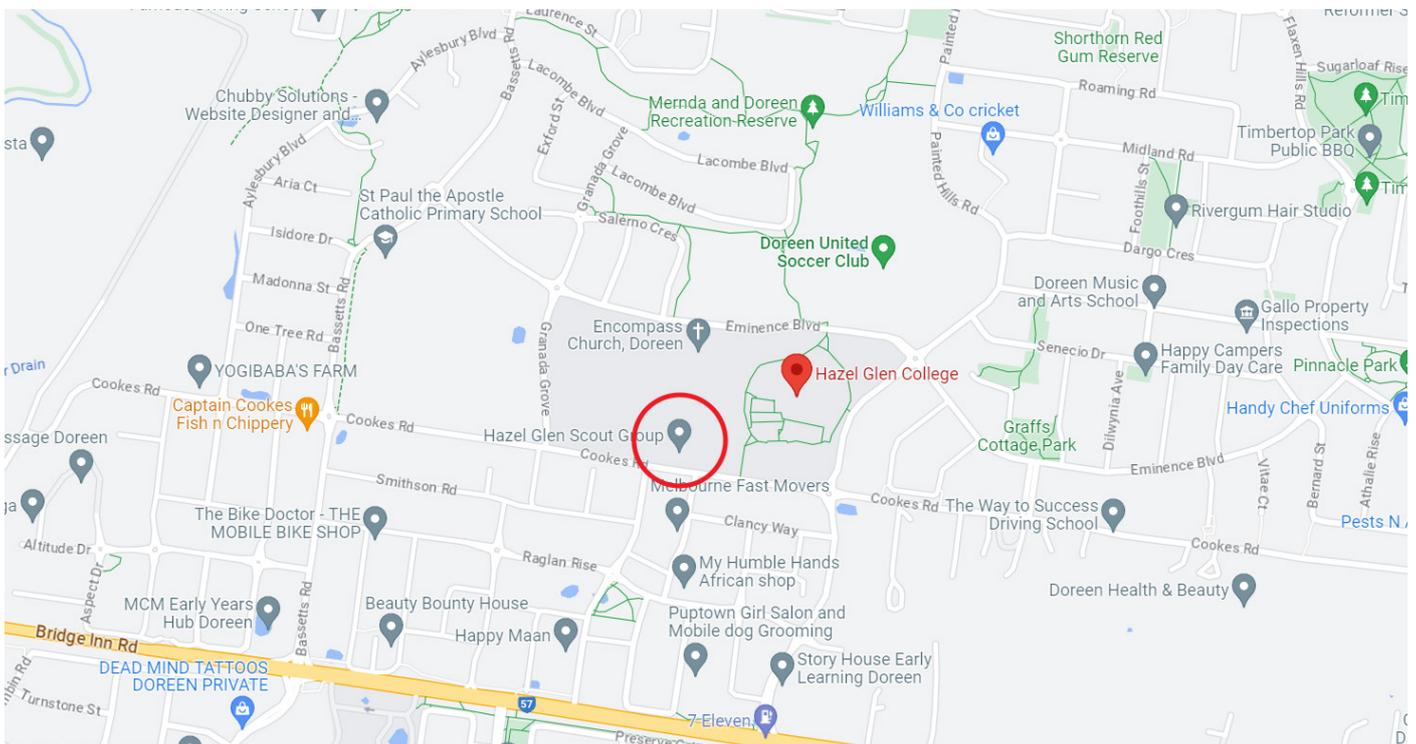
After School Care

3:00pm - 6:30pm

Pupil Free Days (Curriculum Days, Parent

Teacher Interviews Day)

7:00am - 6:30pm



HGC OSHC PHILOSOPHY

Here at Hazel Glen College OSHC, we strive to provide a safe, positive, welcoming and stimulating environment for all children. Our practice is guided by and in compliance with the 'National Quality Standard for Early Childhood Education' and also the 'My Time, Our Place Framework Care for School Age'.

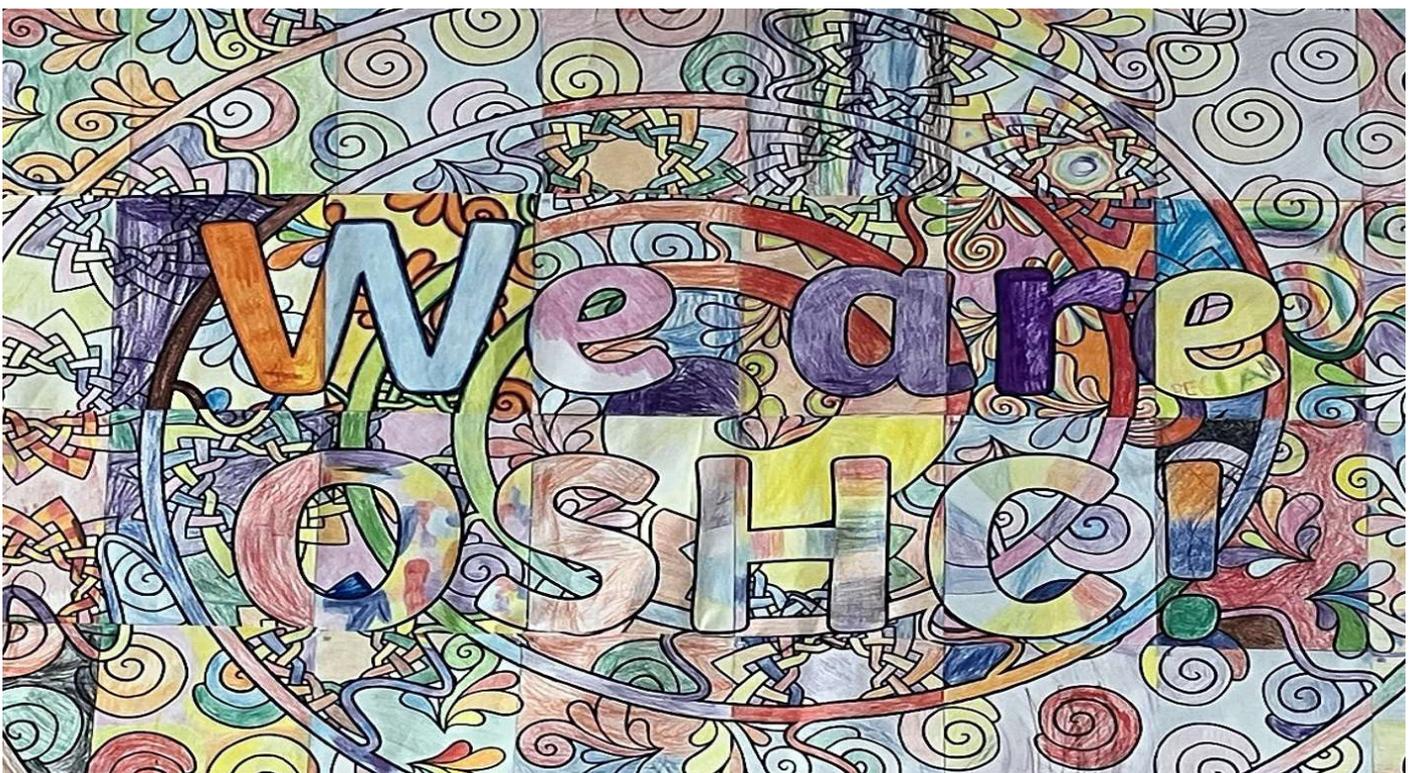
National Quality Framework consists of:

- A national legislative framework that comprises the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011.
- A National Quality Standard that outlines guiding principles, quality areas, standards and elements for children's services providers to work by.
- An assessment rating system to measure the standard of care that is being delivered by the children's service.
- A Regulatory Authority in each State and Territory who are responsible for service approval, monitoring and quality assessment of services in their jurisdiction.
- The Australian Children's Education and Care Quality Authority (ACECQA).

We strongly recognise and appreciate the significance of play and ensure there are educationally appropriate activities available to all children, both organised and spontaneous. Through the context of play, we encourage all children to try new activities and challenge themselves, all while promoting positive relationships, effective communication and respect towards others.

We understand that all children and families who use our program come from a diverse range of backgrounds. We strive to provide a program that is inclusive to everyone and whereby all children, families and staff are treated as equals and valued individuals.

OSHC is proud of the strong ties we have to our school and the classroom teachers within the school. We share the same core values promoted at Hazel Glen College of respect, responsibility, resilience and relationships.



ENROLMENT PROCEDURE

All children must be enrolled in HGC OSHC at least 24 - 48 hours before receiving care. For all enrolment enquiries and to begin the online enrolment process, please email: oshc@hazelglencollege.com or call: **9717 7588** or **0427 411 170**.

BOOKINGS

DEFINITIONS

- Permanent Booking** - A regular booking for care utilised weekly
- Casual Booking** - A booking for care used on an irregular basis
- Pupil Free Days** - Curriculum or Parent Teacher Interview Days

All bookings must be made by parents/guardians through the online program 'XAP Smile'. If you have any issues with bookings please email: oshc@hazelglencollege.com or call: **9717 7588** or **0427 411 170**.

CANCELLATION OF CARE

OSHC requires 24 hours' notice for the cancellation of any booking. If no absence notification is provided, an \$8.00 non-notification fee will be incurred, in addition to the usual session fee. If your child/ren will not be attending on a day you have booked, please mark an absence in the online program up to 24 hours prior to booking. If your child/ren are sick you will need to provide a certificate from your doctor to avoid any charges.

If you need to cancel a booking on the day you will be required to email: oshc@hazelglencollege.com or call: **9717 7588** or **0427 411 170**. Charges may apply.

FEE STRUCTURE

ANNUAL ENROLMENT FEE - A \$25.00 per family enrolment administration fee is charged at the start of each school year and/or new family enrolments during the year.

BEFORE SCHOOL CARE (Includes Breakfast)		AFTER SCHOOL CARE (Includes Afternoon Tea)		VACATION/PUPIL FREE DAY CARE (Includes Breakfast and Afternoon Tea)	
7:00am - 8:30am	\$22.00	3:00pm - 6:30pm	\$27.00	7:00am - 6:30pm	\$75.00
Non-Notification - \$8.00		Non-Notification - \$8.00		Non-Notification - \$10.00	

**LATE PICKUP FEE - \$1.00 per minute for the first 15 minutes,
\$2.00 per minute after 6:45pm
CASUAL BOOKING FEE - \$5 Per Child**

Casual booking fee of \$5 per child will be charged to all casual bookings made the day before, or on the day of the booking.

PLEASE NOTE - We do **NOT** run a Holiday program during school holidays and we are closed on public holidays.

INVOICING

Invoices are sent out fortnightly on a Tuesday morning. A direct debit payment will be withdrawn from your nominated account on the Friday morning of the invoice week.

CHILD CARE SUBSIDY (CCS)

The Child Care Subsidy is generally paid to providers who pass it on to families as a fee reduction. Families must make a co-contribution by paying the gap fee.

Families must meet eligibility criteria to get CCS.

The amount of CCS a family can get depends on their circumstances.

CHILD CARE SUBSIDY ELIGIBILITY

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child.

These include:

- The age of the child (must be aged 13 or under and not attending secondary school, except in certain circumstances where an individual may be eligible for a child who does not meet this criteria, such as children with a disability or medical condition in certain circumstances).
- The child meeting immunisation requirements.
- The individual, or their partner, meeting the residency requirements listed in the legislation.

In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider, and not be part of a compulsory education program.

There are three factors that determine a family's level of Child Care Subsidy.

These are:

- Combined annual family income
- Activity test
- Service type

It is important that parents/guardians provide their customer reference number (CRN) and date of birth, (as well as their child's CRN and date of birth) when completing the enrolment form on the App in order to receive CCS.

Special Child Care Benefit (SCCB) is also available to families in times of financial hardship or at temporary risk. Please speak to the OSHC Manager Chris Mitris, for further information.

Please note, to be eligible to receive CCS you must be registered with the Family Assistance Office. For further information about CCS eligibility, you can contact the Family Assistance Office on 13 61 50 or go to www.familyassist.gov.au.

ARRIVAL AND DEPARTURE PROCEDURES

MORNING PARENT/GUARDIAN SIGN IN (SCOUT HALL)

All children must be accompanied into OSHC and signed in by a parent/guardian or nominated authorised person, no earlier than 7:00am.

No child is allowed to sign themselves in.

Children are signed in through the 'XAP' online program on the iPad located at OSHC.

Parents/guardians and nominated authorised persons will be required to enter their phone number and their 4 digit unique code. This code will be issued during the enrolment process.

MORNING DROP OFF TO CLASS

Prep, Year 1 and Year 2 students will be taken to their classrooms by an OSHC educator.

Year 3 to Year 6 students will be taken to the Canteen (located on the basketball courts) by OSHC educators. Students will then make their own way to their classrooms.

Secondary students are dismissed by OSHC educators at 8:30am to make their own way to class.

AFTERNOON PICK UP FROM CLASS

Prep, Year 1 and Year 3 students will be picked up from their classrooms inside the main Primary Years building.

Year 2 students will be picked up from outside their portable classrooms by our OSHC educator.

Year 4 to Year 6 students will need to make their own way to meet OSHC staff members in the **Gym** (Primary Years canteen side entry) for pickup at 2:58pm after dismissal from their classroom.

Secondary students will need to make their own way directly to OSHC Staff in the **Gym** (Primary Years canteen side entry) straight after dismissal from class at 2:58pm.

All *Prep to Year 6* classrooms receive an OSHC attendance list prior to dismissal from the College, to inform children that they are going to OSHC.

AFTERNOON PARENT SIGN OUT (SCOUT HALL)

Parent/guardian or nominated authorised person must sign out their child/ren using the OSHC iPad with their phone number and 4 digit unique code.

No child is permitted to leave the program without a parent/guardian or authorised person signing them out.

Children cannot be signed out by someone who is not an authorised person. All authorised persons will need to show identification upon arrival, if OSHC educators have not previously met them.

Children may not be collected by anyone under the age of 18.

MEDICATION AND ALLERGIES

MEDICAL FORMS

Upon enrolment of your child/ren to Hazel Glen College OSHC, all medical information will need to be provided during the enrolment process.

All medical information must be provided in the enrolment forms on the online booking program 'XAP Smile'. Medical forms included are: Asthma Management Plan, Anaphylaxis Management Plans, Allergy Management Plans, Medication, Other Medical Conditions, Additional Needs and Dietary Requirements - please fill out what is relevant to your child/ren.

If your child/ren suffers from asthma, families must supply a labelled asthma puffer and spacer to be kept at OSHC at all times.

If your child/ren requires medication to be administered at OSHC, families must supply this medication in the chemist issued packaging, including the chemist printed medical label. Medication cannot be given to any child at OSHC without permission from parents/guardians. A Medication Authorisation Form must be completed and this can be provided by OSHC.

Risk minimisation plans will be written up for all medical conditions and will need to be signed off by the parent/guardian.

FOOD RESTRICTIONS

Hazel Glen College OSHC respectfully requests that all children refrain from bringing any food items that have nuts, whole boiled eggs and sesame to the program, in particular peanut butter and nutella.

OSHC asks that parents/guardians discuss with your child/ren the importance of regular hand washing, especially prior to and after eating. Please remind your child/ren that if they are unsure of what food they can eat, they can speak to OSHC staff.

CHILDREN'S HEALTH AND SAFETY

Hazel Glen College OSHC is committed to the safety and wellbeing of all children within the program. If a child becomes ill during an OSHC session, the parent/guardian will be contacted and informed so that arrangements can be made for their child to be picked up from the program.

All OSHC staff are trained in first aid with the Manager, Educational Leader and Educational Assistant being trained in first aid response in an education and care setting. In the event of a minor incident/injury, first aid will be administered by OSHC educators and parents/guardians may be contacted.

In the event of a major incident/injury, every effort will be made to contact the primary carer immediately. If the primary carer cannot be contacted, emergency contacts will be called. Staff will call an ambulance in an emergency situation. Parents/guardians will be responsible for all ambulance/medical costs.

An incident and injury form will be completed by OSHC educators on the 'XAP' app. Parents/guardians will receive a notification on their phones once the form has been submitted. This will inform parents/guardians of the details of the incident.

FOOD PROVIDED

Here at Hazel Glen College OSHC, we aim to provide nutritious food that will encourage all children to partake in healthy eating habits. Breakfast is offered from 7:00am - 8:00am. During this time, children can choose from a range of toast or cereal with dietary options available. Afternoon tea involves a three week rotating menu, developed following ACECQA guidelines and in consultation with the Kindergarten's Extended Care Chef.

Each afternoon tea comprises of a selection of seasonal fruit and vegetables and a main snack, such as biscuits and dips. Weekly menus are on display. Alternate food options are always made available for children with dietary restrictions.

All students eat their afternoon snack in the communal area of the centre, this allows children to interact with their friends and OSHC staff which enables and supports relationship building. Students choose what they would like to eat from the selection available. All students are encouraged to have at least one piece of fruit or vegetable alongside their main snack. Our older students often assist in serving the food.

PLEASE NOTE

On Pupil Free Days, OSHC provides breakfast and afternoon tea. Parents/guardians will need to provide their child/ren with nut and egg free brain food, morning tea and lunch. A water bottle is also required.

GRIEVANCES OR FEEDBACK

Hazel Glen College OSHC aims to maintain and provide a positive environment and build strong relationships with all families, staff and students.

We welcome feedback from all members of the College Community and we will investigate complaints or concerns in a timely manner and respond appropriately.

Parents are encouraged to reach out to the OSHC Manager Chris Mitris and discuss any concerns they may have. The OSHC manager can be contacted by email: oshc@hazelglencollege.com or call: **9717 7588** or **0427 411 170**.

For more information regarding our complaints policy, please refer to the OSHC notice board located in the Scout Hall or on the College website at hgc.vic.edu.au

SUN SAFETY

At Hazel Glen College we support sun protection behaviours to minimise risk of health problems from sun overexposure including skin cancer. Hats and sunscreen must be worn at OSHC during Term One and Term Four.

If children do not bring their own hat during these terms, they will be unable to play outside in the unshaded outdoor play spaces. A shaded outdoor play space is available for any child/ren to play in that has not brought a hat. Please note that OSHC is unable to supply children with a hat to borrow.

Sunscreen and sensitive sunscreens are provided however please inform OSHC of any sunscreen allergies when completing the enrolment form.

Children can bring their own labelled sunscreen in their school bags if needed.

ONLINE SAFETY - Where families Can Go For Help

1. eSafety Commissioner (Australia)

The eSafety Commissioner is Australia's national independent regulator for online safety. Their website offers a wide range of resources tailored for families, including:

- Guides for Parents and Carers: Covering topics like cyberbullying, parental controls, and difficult conversations.
- Reporting Tools: Families can report issues such as cyberbullying, image-based abuse, and illegal content directly through the site.
- Community Toolkits: Ready-to-use posters, social media messages, and website content to help organizations share safety advice.
- Support for Diverse Communities: Including resources for First Nations people, LGBTIQ+ communities, and families facing barriers like low literacy or financial distress.

Visit the eSafety Commissioner's family support page for direct access to these tools.

Families are encouraged to explore the "**Early Years**" section of the eSafety website for practical strategies to help their children develop safe and healthy online habits from the start.

2. Office for Youth – Australian Government

Provides additional information on online safety, including how to report harm and protect young people from cyberbullying and exposure to harmful content.

3. Good Things Foundation – eSafety Parents

Offers curated resources from the eSafety Commissioner, including videos, guides, and templates like Family Tech Agreements to help parents manage online risks.

PERSONAL BELONGINGS

Here at OSHC, we pride ourselves on our wide range of educational and developmental activities, toys, games and equipment for the children to use whilst in our care.

We ask that children do not bring in belongings from home (such as personal toys, stationery or playing/trading cards) to eliminate them getting broken or lost. Any child who brings in belongings from home will be asked to leave these in their bag for the duration of OSHC. OSHC will not be responsible for any lost or damaged personal items.

LOST PROPERTY

OSHC has a lost property box located under the sign in/out desk in the OSHC building. All un-named items left behind after any session will be placed into the lost property box.



PARENT PARTICIPATION

Hazel Glen College OSHC welcomes and encourages parent/guardian participation in the program when and if you can. We understand that life can be busy, however if you wish to participate, here are some small 'big' ways:

- Bringing in cleaned recycled materials (no toilet rolls or egg cartons) for children to use in craft activities
- Donating children's books
- Donating old toys that are in good condition
- Providing feedback on curriculum and menu items

Parents/guardians are our biggest support here at Hazel Glen College OSHC and we thank you for your continuous support.