



Lucas LEAP

Outside of School Hours Care

Parent Handbook



Lucas Primary School

Outside of School Hours Care (OSHC Program)

Lucas LEAP - Learning Enrichment & Activities Program



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Welcome to Lucas LEAP. Please take the time to read this handbook as it provides you with important information about our service.

We aim to nurture and care for children in a safe and supportive environment while recognising and respecting that parents are primarily responsible for the upbringing, protection and development of their children. We welcome and encourage open, honest discussion between staff and parents.

We hope this information assists in providing a positive experience for your family. Please feel free to contact the Program Administrator or Program Coordinator if you have any questions or concerns.

Introduction

Lucas LEAP is Lucas Primary Schools Outside School Hours Care (OSHC) provider. The service aims to provide high level quality care for all children, allowing them to learn, develop friendships and have fun.

We are guided by the Framework for School Aged Care (My Time, Our Place) and the National Quality Standards Framework in the development of a program that meets the needs of children in our care. Our daily learning observations of the students doing our programmed activities will be related to this framework.

Lucas LEAP Service Philosophy

Lucas LEAP is committed to providing high quality Outside School Hours Care (OSHC) to the students of Lucas Primary School in a caring, safe, calm and clean environment. We aim to provide consistency for our students by collaboratively working with Lucas Primary School to implement complementary expectations and procedures. Our shared values of respect, responsibility, excellence, and growth guide our program and foster a positive, nurturing and inclusive environment.

We are guided by the Framework for School Age Care (My Time, Our Place) in developing a Learning Enrichment Activities Program (LEAP), which meets the educational and recreational needs of our students. Lucas LEAP facilitates and promotes intellectual, emotional, physical and creative growth and encourages students to have fun and develop positive peer relationships and friendships. We believe that our students are unique individuals with their own interests, strengths, abilities and backgrounds and encourage students to actively contribute to developing stimulating and engaging learning opportunities.

Our team of dedicated and experienced educators aim to inspire our students and develop secure, respectful relationships with both students and their families. We encourage open communication, evaluation and community input to achieve our commitment to ongoing quality improvement.

Each Child as an Individual

We welcome all children and families to the service and recognise each child as an individual with their own skills and abilities. We aim to implement well balanced and meaningful programs that develop all aspects of the child (physical, social, emotional, cognitive and creative) and reflect the interests of our children. We look to give our children opportunities to exercise choice and build confidence and independence. We recognise the importance of learning through play, as this provides them with opportunities to discover, create, improvise and imagine. Children will be encouraged and supported to develop respectful relationships. Program planning will accommodate the need for students to rest and relax.

The Environment

Our aim is to provide a safe, diverse, nurturing and stimulating environment, where all children feel a strong sense of belonging. We are committed to being consistent and fair in our expectations of children's behaviour and to guiding them to make positive choices. We are also committed to keeping children safe from harm.

Partnership with Families

Lucas LEAP seeks to support families and caregivers in their role as primary caregivers. We aim to work collaboratively with families and believe that children benefit when there are strong links between home and the service. We will foster a strong partnership with families through mutual trust, open communication and collaboration, which will result in continuous improvement of the service. We are committed to our families having easy access to Lucas LEAP staff and opportunities for open discussions relevant to the service.

Management

The Lucas Primary School Principal oversees the running and management of the Lucas LEAP program, while the Coordinator manages and implements the program. All correspondence relating to the program can be addressed to the Lucas LEAP Coordinator or School Principal.

Our Staff

Our aim is to employ staff who will:

- Engage with the children whilst supporting and encouraging them through a range of experiences.
- Relate easily to the children and families, being sensitive to their needs.
- Model positive behaviours at all times.
- Deliver high levels of active supervision and engagement with the students in activities.

We are committed to ensuring our staff are given opportunities for professional development and are supported so they grow as leaders and educators. This will enable us to maintain a high standard of care. We encourage our staff to be life-long learners who strive to improve their practice. We are committed to providing opportunities for Lucas LEAP staff to work collaboratively as a means of learning from each other and helping to shape the service.

Lucas LEAP is staffed in accordance with the ratio requirements specified by the National Standards Framework for school aged care and best practice principles. All staff are employees of Lucas Primary School.

Operating Hours

Our service aims to provide quality: -

- **Before School Care** 6:30am – 8:45am
- **After School Care** 3:30pm - 6:30pm
- **Early Finish Care** 1:30pm - 6:30pm
- **Vacation Care*** 7:00am - 6:00pm

*Vacation Care - both weeks of the mid-year breaks and then three weeks prior to school starting in January.



Our Program

The home base for this service is in a dedicated OSHC space situated in the school's gymnasium. However, the program also accesses other areas of the school, both indoors and out as required to provide children with adequate areas to enjoy a diverse range of activities. Our staff provide the children with a wide range of recreational and educational activities which are designed to be fun, stimulating and safe.

Our weekly programs are designed to engage and educate children in a range of activities and experiences. Programs are themed around various topics which incorporate the interests and needs of the children.

Children will often get an opportunity to exercise some choice from a wide range of activities including:

- Inside or outside (weather permitting)
- Structured or unstructured
- Individual or group
- Active or passive

The following procedures are completed by staff on a weekly basis: -

- Large group/small group or individual child observations.
- Discussions held with children to plan and decide on the activities, meals and experiences for the following week.
- Prepare and display the devised program for the following week.
- Implement the weekly program as planned.
- Evaluate the effectiveness of the program at the end of the week.

Our programs aim to assist in the development of children's self-esteem and confidence, while promoting socialisation, resourcefulness, responsibility and respect. The program, at various times includes: -

- Physical Activities
- Wellbeing Activities
- Building Activities
- Food Making Activities
- Outdoor Observations
- Craft Activities

Vacation Care will also include excursions and incursions. Please feel free to discuss any suggestions you may have with our Program Coordinator. On the days when an excursion is planned you will receive specific information about what the children are required to bring /wear and whether additional costs apply. You will also be required to complete and sign an excursion permission form.



Meals and Snacks

Meals and snacks offered at our Lucas LEAP program are designed to promote a healthy and nutritional diet. Children receive food at the following times: -

- **Before School Care** Breakfast is provided prior to 8:15am
- **After School Care** Afternoon fruit and snack
- **Vacation Care / Pupil free days** Morning/Afternoon fruit and snack

Note: Water is made available at all times

Special dietary requirements can be catered for. If preferred, your child may bring their own snack.

Children are encouraged, when appropriate, to be involved in the planning and preparation of food. Our term menu is displayed on our front window.

Enrolment

Those thinking of enrolling their children in Lucas LEAP are welcome to come and speak with the Program Administrator, Program Coordinator or School Principal and a tour of the program in operation is an option that is welcomed.

An enrollment must be completed for your child to attend Lucas LEAP through Xplor, our online Child Care Management system. To access Xplor go to <http://lucasps.vic.edu.au/>, follow the links to the Lucas LEAP page and click on the 'click to enrol' button. Complete the enrolment form and our friendly staff will be in touch with you to organise an enrolment/orientation interview.

Once enrolments and booking are confirmed you will be invited to set up your Xplor account and download the Home app, which is where you can make casual booking requests, access your financial information and much more.

It is your obligation to ensure that any changes to your details are updated through Xplor. The Coordinator and staff have access to a wide range of personal information. Please be assured that all staff acknowledge and respect the privacy rights of our children, families and staff. All personal information is stored securely, and is kept confidential.

Orientation

Should you decide to enrol your child in Lucas LEAP, please let us know if your child will need extra support transitioning into the program. In these circumstances we are keen to discuss transition options with parents. This may include having the child spend some time at the program with you before starting officially. We are keen to help as we want all children to be comfortable at Lucas LEAP from day one.



Bookings

Recurring Bookings: Permanent recurring booking (eg. every Wednesday - Friday after school care) can be made by emailing lucasleap@lucasps.vic.edu.au with your requested booking schedule.

Casual Bookings: Requested through Xplor Home at any time.

Please note: requests sent over the weekend may not be actioned until the next working day. Should you require care for a Monday morning it might be a good idea to send a text message to the Lucas LEAP phone number to check your child/ren can be accommodated for that session.

Cancellations: Bookings can be cancelled up to 48 hours prior to the session start time without incurring a session fee. For cancellations within 48 hours of the session, you will be charged the full fee, less any Child Care Subsidy you are entitled to, unless you are able to provide a medical certificate. Sessions must be cancelled via the Xplor Home App. Any cancellations received via phone or email will not be accepted.

Session Fees

- **Before School Care** \$25 per session
- **After School Care** \$28 per session
- **Early Finish Care** \$50 per session
- **Vacation Care**
 - \$70 per session
 - \$85 per session (incursion)
 - \$90 per session (excursion)

Late pick-ups and charges

Lucas LEAP reserves the right to implement a late collection charge when parents/guardians are frequently late in collecting a child from the service. This charge has been set at a level determined by Lucas LEAP as \$15 when collection is 10 minutes late and then \$1 per minute thereafter.

In the event that children are not collected and no contact by the parent or their nominee is received, we will phone emergency contacts before the appropriate authorities are engaged.

Child Care Subsidy

For parents/guardians to receive the Child Care Subsidy, you are required to: -

1. Include a Centrelink Reference Number (CRN) for both yourself and child/ren when completing the online enrolment form.
2. Include the Date of Birth for both yourself and child/ren when completing the online enrolment form.
3. Log on to Centrelink once your enrolment has been processed to confirm the enrolment with our service.

Accounts

- The fee schedule and payment process will be fully explained to families during the enrollment process.
- Families will be given a minimum of 14 days notice of any fee increase.
- Details of individual's accounts and all completed forms kept by the service will remain confidential and stored properly.
- Families can access their own records through Xplor.
- Statements will be sent out weekly and are available to view at any time through the Xplor Home app
- If accounts are not paid in full each week, the overdue fee payment procedure outlined in the fees policy will be followed and bookings may be cancelled.
- Parents/Guardians with overdue fees will be encouraged by the School Business Manager or nominee to discuss any difficulties they may be experiencing and make suitable arrangements for payments to be made.
- **Xplor Pay/Debit Success (direct debit) is our preferred method of payment.**

Attendance and collection of children

- A daily attendance record is kept of all children attending the program.
- Children may only attend the program after all the necessary paperwork has been completed and sent back. If we do not have **ALL** the necessary information as indicated in the enrollment process, unfortunately the student cannot begin at Lucas LEAP.
- Children will only be permitted to leave Lucas LEAP with people previously authorised through Xplor unless prior arrangements have been made with the Program Coordinator.
- Children must be signed in and out using the Xplor Hub. Only authorised people over the age of 18, who have their own login details are able to sign the children in and out.
Failure to sign children in/out correctly may affect Child Care Subsidy.
- Children attending After School Care must go straight to the Lucas LEAP area immediately after the bell rings at the end of the school day and see a staff member to be signed in.
 - Prep students will be collected from outside their classrooms by an educator
 - Children can be collected from the classroom if pre-arranged with the Coordinator.
 - When the child/ren is being signed out by the authorised person on their Xplor account, the student can **ONLY** be signed out and taken from the allocated collection area. We will not allow the authorised person doing the pick up to walk through the areas, unless organised by the Program Co-ordinator/2IC/Responsible Person Educator.

What to bring to Lucas LEAP

Before and After School Care

- Hat during Terms 1 and 4
- Water bottle
- Spare clothes/Towel (incase of wetplay)
- this is optional for those students who love to get their hands dirty in the sandpit

Vacation Care

- Hat during Terms 1 and 4
- Water Bottle
- Suitable footwear for the activities planned (closed toe shoes - no sandals or thongs)
- Suitable clothing for the activities planned and weather (no sleeveless shirts/singlets)
- Change of clothes – just in case.
- Towel on wetplay days - optional



Immunisation

It is expected that all children attending Lucas LEAP be fully immunised and an immunisation certificate be provided upon enrolment through Xplor.

Accidents and Injuries

Your child's safety is important to us. All Lucas LEAP staff have the appropriate first aid training. Should your child have an accident whilst in our care we will: -

- Assess the injury and administer appropriate first aid if necessary.
- If the injury is determined to be serious, you will be contacted to collect your child immediately.
- Your child will be monitored and kept comfortable until you or your designated representative arrives.
- An accident report will be completed and made available for you to sign.
- If deemed necessary an ambulance will be called.

Please Note – In the event that an ambulance is called, the parent or guardian will be responsible for costs incurred. We strongly recommend that you arrange ambulance cover.

Illness

Please do not send your child to Lucas LEAP if they are unwell. In some cases you may be asked to provide a clearance certificate from your doctor to enable the child to return to the service. Children who are ill are not able to remain at Lucas LEAP. If your child becomes ill during a session you will be contacted to collect, or arrange for the early collection of your child.

Medications

Medications to be administered by Lucas LEAP staff: -

- Must be handed to a staff member upon arrival and the necessary paperwork completed.
- Be in its original packaging or labelled container.

- Will be checked by two staff members prior to being administered.

Allergies and Medical Conditions

If your child has an allergy or medical condition, you will be required to provide us with up to date details as necessary, the appropriate management plan and medication.

Arrangements for storage of regular or responsive medication (eg, Epipens, asthma relievers, hay fever medication, etc) can be made with staff and held at Lucas LEAP in the event that they are needed.

Staff with anaphylaxis and CPR training are on duty at all times and a defibrillator is located nearby at the Lucas Hub.

Custody / Court Orders

It is the obligation of parents/guardians to provide us with up-to-date copies of any Court Orders. Staff can only act on conditions set out on Court Orders when they have the relevant paperwork.

Priority of Access

Positions will be re-offered to families currently attending at the end of each year. Vacancies will be offered to siblings of existing families and then to new families, following the priority of access guidelines set out by the Australian Government.

Diversity

We welcome and support children and families with diverse backgrounds. We welcome family input and encourage the sharing of cultural information, skills and talents.

Personal items

Please name **everything!**

We do not encourage children to bring toys, equipment or games to Lucas LEAP. We have enough to occupy the children at each session. We cannot take responsibility for any personal items that children might bring to the program.

Hygiene and Safety

Health and safety are a priority of Lucas LEAP. Staff have completed training in Food Handling and meals and snacks are prepared and eaten in a hygienic environment. Children are reminded to wash their hands at regular intervals and appropriate times during each session. Equipment is checked and maintained regularly. Children are expected to respect the equipment and environment and be involved in tidying and storing items as they are used.

Sun Smart Policy

During Terms 1 and 4 all children must wear a hat when outdoors. The 'no hat, no outside play' rule applies in these terms and over the Vacation Care periods that adjoin them. Sunscreen is available and staff will assist children to apply it if needed.

Communication

Communication is vital in the day to day running of Lucas LEAP. Please feel free to talk to any of the staff members if you need to pass on information regarding your child. It always helps us to be aware of any issues or worries you may be experiencing.

We are contactable on our mobile or via the school office when attended.

There is a Lucas LEAP page included in our school newsletter, which helps keep everyone up to date. The school website has a page dedicated to Lucas LEAP, which includes relevant and useful information.

Parents will receive daily observations on the Xplor Home app of what activities their child participated in on the session they attended.

If discussed with the Program Coordinator, a Personal Portfolio can be made for the student with daily/weekly/monthly updates on the progress of that student. The progress updates could be related to; behaviour improvements; learning progression; social interaction progression; or any other requested progress.

Please remember to update any changes to phone numbers, email addresses, emergency contacts or other details relative to your family.

Evacuation Procedures

Staff and children participate in Emergency Evacuation Drills on a regular basis. These help to ensure that in the event of an emergency, we are able to evacuate the area in a safe, effective and speedy manner. Should a drill or evacuation occur while you are in attendance, please follow the instructions of our staff.

A detailed copy of our Evacuation Procedure is located onsite.



Behaviour and Discipline

Acceptable standards of behaviour are needed to ensure that all children can enjoy their time at Lucas LEAP. Appropriate standards and discipline will be applied, using positive guidance to encourage acceptable behaviour. We aim to: -

1. Ensure the rules are clear, child focused and known.
2. Ensure that the children clearly understand the rules and consequences of breaking them.
3. Remind children when rules are broken.
4. Initiate a short time out from activity if necessary.
5. Arrange for a discussion between the Program Coordinator and parents if a child is deliberately and continuously breaking the rules.

Issues or concerns

If, at any time, you have any concerns or issues, we recommend the following steps are followed:

1. Discuss your concerns with the Program Coordinator or 2IC or allocated Responsible Person Educator.
2. Program Coordinator will then follow up with the educator involved
3. If you feel that your grievance has not been resolved, you should make an appointment with the School Principal or forward the details of your complaint in writing.

Suggestions, compliments or complaints pertaining to the operation of the Lucas LEAP program should be made in writing to: The Principal – Lucas Primary School, 44 O'Shannassy Pde Lucas. For further details refer to the Complaints & Grievances Policy on the Lucas LEAP page of our school website.

We look forward to seeing you all at Lucas LEAP!