

PARENT / CARER INFORMATION HANDBOOK

Welcome to the CHILD AUSTRALIA ANULA OSHC

The information in this booklet is designed to provide you with all of the essential information needed to get you started at our Outside School Hours Care (OSHC) which includes Before School Care, After School Care (ASC) and Vacation Care (VC) service.

If you require more detailed information, please do not hesitate to talk with the OSHC Supervisor or a staff member.



Our Philosophy

Child Australia Anula OSHC aims to provide safe, play-based programs for children in our school community. Our program goal is to positively enable all children to develop to their full potential.

We offer an environment where children are encouraged to foster friendships. We provide opportunities to develop social skills, leadership qualities, confidence and resilience.

We aim to foster the concept of ownership of our centre. Children are encouraged to share ideas and input into the program. Freedom of choice in experiences and experiences that encourage exploration and enquiry is balanced with an exciting program.

Children are encouraged to take responsibility for their own behaviour through the understanding of the reasons we have rules, understanding the consequences for their actions and an understanding of how our actions and choices impact on others.

We believe that each child should be included and valued for their unique qualities and backgrounds. We encourage children to express their thoughts, needs and feelings as individuals.

We value our families and community and encourage the interest and involvement of parents to share in, contribute and feel part of their child's experience at the centre. We believe that communication helps build partnerships with all our stakeholders.

We aim to foster awareness of our environment and community using sustainable practices, for example – using recycled materials and collecting funds for charities.

Any rules implemented at the service come from the core concept of RESPECT.

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ADMINISTRATION

About our management

Anula OSHC is operated by Child Australia.

At Child Australia we work with children, their families, early childhood professionals and the community to raise the status of children in our society.

As one of the leading early and middle years not for profit organisations in Australia, we dedicate ourselves to improving children's developmental outcomes through advocacy and leadership, building the capacity of the sector and delivering exemplar programs and services to children and their families.

Find us at: www.childaustralia.org.au Like our Facebook Page: Anula OSHC

Regulations and Standards

Anula OSHC operates under the National Quality Framework. This framework includes:

- Education and Care Services National Law
- Education and Care Services National Regulations
- The National Quality Standard (including the 7 Quality areas)
- The Framework for School Age Care - My Time our Place.

These 7 quality areas are:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

More information can be found at <http://www.acecqa.gov.au/families>

In addition to the 7 quality areas there are 5 learning outcomes that the service is required to consider when designing and implementing programs. These make up the foundations of the Framework for School Age Care.

1. Sense of identity
2. Connection to world
3. Sense of wellbeing
4. Confident involved learners
5. Effective communicators

The service staff will discuss these with you as your child settles in and we begin planning for them!

Hours of Operation

<u>Before School Care</u>	<u>After School Care</u>	<u>Vacation Care</u>
6:45am-8.30am	2:30pm – 6:00pm	6:45am – 6:00pm

Please ensure all children are picked up by closing time. \$15.00 for the first 10 minutes late fee applies for all pick-ups after the above times, \$3.00 per minute commences after 10 minutes has passed.

Enrolment

Priorities

The Australian Government has set guidelines for the priority of access to OSHC and requires that the Anula OSHC service provide access according to the following list:

First Priority:

Children at risk of serious abuse or neglect / children with identified special needs.

Second Priority:

Children whose parents satisfy the work/training/study test.

Third Priority:

All other children.

Enrolment Procedures

To enrol your child in our service, please fill out an enrolment form available from either the front office or the OSHC room. You can also provide your email address and one will be emailed to you.

Please provide all relevant details including any additional information which may help with the care of your child. This includes any special needs or medical conditions etc.

If the service is fully booked, you will be placed on a waiting list and contacted as soon as a place becomes available.

Please ensure if your details change, you provide us with updated information by informing the OSHC Supervisor in writing or by completing a new enrolment form.

All information collected is confidential and only accessed by staff when necessary in order to provide the best care for your child.

Parents must confirm at the commencement of each calendar year the need to remain on the waiting list

Daily Communication

At Child Australia we recognise that effective communication is vital in providing care that is personal and individualised. We recognise that when it comes to your child, you are the expert. Our Educators rely on you to share with them an update about your child each day, in order to provide care that is consistent with your home environment, and to develop a program that reflects an understanding of your child's changing needs throughout their growth and development.

Our Educators in turn welcome the opportunity to share their professional expertise in child development with you, as well as their knowledge and growing understanding of your child. We see both parents and Educators as a resource to each other, and therefore, as active partners in the care and education of children.

Orientation

We have developed a comprehensive and effective orientation process to ensure that you and your child have a smooth transition into our Centre. We recommend that all families should complete this process, as we feel it is very important that both you and your child feel welcome, comfortable and settled into the program, before commencing care.

Keeping us in the loop

We always appreciate being notified of events or circumstances that may impact on your child's behaviour.

Some examples of this may be:

- Issues occurring within the family
- Family member illness
- Issues with pets.

In addition to events that may upset your child, it is great to hear about things that may have your child excited:

- Family visiting
- Holidays
- Sporting events etc.

Signing In and Out - Attendance Records

Signing children in and out of the Centre each day is a legal requirement of the Australian Government (Centrelink Family Assistance Office). If you do not complete these records you will not be eligible for Child Care Subsidy. Parents and Guardians are responsible for:

- Signing your child OUT From After School Care (Certified Supervisor will sign in)
- Signing your child IN for Before School Care (Certified Supervisor will sign out)
- Signing your child IN and OUT during Vacation Care
- Signing your child ABSENT on days not attended

Please also ensure that any **authorised persons** who will be collecting your child are aware of our requirements.

Note: You are also required by the Australian Government to sign your child's absent days when they have been away. See OSHC Supervisor for past sign out sheets.

Fees

Our fees are reviewed on an annual basis. We will give 6 weeks' notice of any fee changes.

Our current fee schedules are:

Before School Care-\$20 per day

After School Care - \$30 per day

Emergency Care OSHC \$45 per day (Booking on the day)

Vacation Care - \$70 per day

Emergency Care Vacation Care \$85 per day (Booking on the day)

Fee Payment

After School Hours Care

- Fees must be paid 2 weeks in advance. Late payments will result in a loss of place
- Families must pay using Debitsuccess.
- Payment is required if your child is sick or does not attend a previously booked place
- Fees are payable on public holidays for all permanent bookings
- Two weeks written notice is required for all cancellations of permanent bookings.
- Less than 14 days' notice will still be charged full fee.
- Occasional care must be paid for on the day of care.
- Occasional care clients cannot be guaranteed a place.
- When the family does not have current Child Care Subsidy full fees will be charged.

Vacation Care

In addition to the above

- Fees must be paid each week in advance of Vacation Care.
- No booking for vacation care is confirmed until one week payment is received in advance
- If fees are not paid the child may be refused entry to the service
- A Cancellation Fee applies where there is less than 14 days' notice – is \$30.00 per day.

The OSHC Supervisor will provide a statement of fees due each week.

- You are asked to pay your fees promptly to ensure the viability of the service.
- Details of individual family accounts and all completed forms are confidential and may only be accessed by the family concerned and centre staff who need to access the information.
- If a debt collection agency is enlisted to recoup funds, these costs will be passed on to the parent.

If you believe there is a mistake on your invoice, please inform the OSHC Supervisor as early as possible.

Anyone experiencing difficulties in meeting their fees payments should speak to the OSHC Supervisor who may make mutually agreeable repayment arrangements.

Parents will be liable for any fees incurred when a Debt Collection agency is contracted.

Permanent booking - Anyone with a regular booking i.e. one day a week or fortnight, monthly roster, consistent care of any kind is considered a permanent booking.

Occasional booking – Irregular use of the service

Emergency care - Same day care request.

Child Care Subsidy

Families may be eligible for Child Care Subsidy (CCS). To claim, you must be registered with the Australian Government's Family Assistance Office.

You must lodge your application at enrolment, to ensure your Child Care Subsidy notice reaches the child care centre in time to backdate you entitlements to the time of beginning care. **The Service is only able to reduce your fees on receipt of your Child Care Subsidy Notice. Until such time, full fee is charged and must be paid in advance.**

Each child is entitled to 42 days per year "allowable absences" for holiday, illness, public holidays and other purposes. Once the initial 42 absences have been used up, the CCS rebate will only be able to be claimed for absences for which a legitimate certificate can be provided (i.e. for sickness or work related reasons). This means that the full fee will be payable during your child's absence (for a previously booked place) even if you are usually entitled to a reduced fee.

Confidentiality of information

Confidentiality is of paramount importance in our Centre. All of the information provided to us by you, such as addresses, phone numbers, and custody information, is seen and recorded only by the administration educators and the educators directly responsible for the care of your child.

PARENT RESPONSIBILITIES

Safety

We view our Centre as a haven for children, and take every precaution to ensure the safety and well-being of all children entrusted to our care.

We ask that you contribute to a safe and secure environment by ensuring that children coming and going from the Centre are closely accompanied by an adult at all times, and that doors and gates are always closed safely behind you.

Dropping off and Collecting Children

Our primary concern is the welfare and safety of your child. We therefore request that you comply with the following requirements:

People authorised to collect your child

Collecting your child: We understand that sometimes you may be held up or busy. On these occasions, if you ask someone to collect your child, we must have a written record from you that this person is authorised to collect your child. If we do not have this record, we will make telephone contact with you to verify this but this will cause a delay while we wait to get in touch with you. It is easier to ensure we have the correct records here at our office.

Children will only be released into the care of the custodial parent or other authorised persons as identified on your child's enrolment form.

Any changes to these authorities must be advised in writing to the Centre as soon as possible. We request that you confirm who will collect the child each day.

Please ensure your child's collection from the centre is reliably organised, as uncertainties and irregularities can cause anxiety for you child and our staff. Please also ensure your contact details are current at the centre.

***Please notify the centre if your child will be absent**

Late Collection

If you are unavoidably detained and unable to collect your child at the agreed time **you must telephone** the Centre and advise us of your expected time of arrival.

If you need to arrange for another person to collect your child you must provide full details about this person to the Centre. If you have not contacted the Centre and your child has not been collected by 6:00pm, the Centre will attempt to telephone you, or if this is not successful the emergency contact people listed on your child's enrolment form, to arrange for their immediate collection.

If no-one can be contacted and your child has not been collected 30 minutes after the Centre's closing time, the Local (Casuarina/Anula) Police Station will be contacted and asked to take responsibility for your child. Please note late fees are payable. If this becomes a regular event the service may be unable to provide services to your children.

Late fees apply.

Family Access

Where a child attending the Centre is not living with both parents and where disputes arise in relation to the responsibility for a child the following will apply:

- Parental responsibility remains with both parents jointly except where it is altered by an order of the Family Court of Australia. In the absence of such an order the child will be released to either parent who is authorised to collect the child.
- Where a non-enrolling parent cites an Order of the Family Court giving him/herself lawful access to the child, the order must be produced for inspection by the OSHC Supervisor. A copy will be retained by the centre and the enrolling parent will be telephoned both to check the existence of the order and to be informed about the situation.
- The child will only be released into the care of the parent with Parental responsibility for the child, or other persons specifically authorised by that parent, except when Family & Children's Services or the Police specifically direct otherwise under the Law.

Ending your enrolment

Circumstances may occur where it is necessary to end your child's enrolment.

Exclusion of children from the service will only occur after other avenues of communication and support have been exhausted and when:

- Professional advice confirms a child is at risk as a result of a prolonged inability to settle into care away from the parent.
- A child puts other children at risk through repeated inappropriate behaviour.
- The parent continually fails to observe Centre hours of operation or fails to pay the required fee.

Privacy

Today, with our access to cyber space we are having to become more diligent with securing the privacy of our children as a society.

We ask that all families support our commitment to confidentiality and refrain from discussing other children who attend our service.

Please ensure that no photos of children are taken at the service and posted on any Social Network Media without Consent.

We ask that you do not mention children's names if describing the service.

Complaint Procedures

Please let us know if you are unhappy with any aspect of the service we provide for you and your child. If you have a complaint or concern, you may discuss your problem with the OSHC Supervisor.

If you feel the problem is not resolved you may take the matter to Child Australia's General Manager Sara Hinchley – sara@childaustralia.org.au

Parents are also entitled to direct their complaints to the Child Care Regulatory Authority – Quality Education and Care NT.

Children at the service can communicate grievances via a communication booklet located in the centre or by speaking directly to staff or the OSHC Supervisor.

PROGRAMS

Our Staff are supportive and communicate with the children in a friendly, positive and courteous manner, to establish a warm and caring relationship with each child in their care.

Programs are built around the regular events of the day i.e. arrival, snacks etc, addressing the developmental needs of individual children, children with additional needs, newly enrolling children entering the group and parental expectations. We encourage all children to participate in the arts and craft, sports, cooking and all play experiences. Plenty of time is allowed each day for spontaneous play. A copy of the program is located in the OSHC room.

Meals

Please make sure that any food allergies and special dietary requirements your child might have are recorded on the enrolment form and discussed with the OSHC Supervisor.

During After School Care, afternoon tea is provided. Please note that afternoon tea is intended only as a snack. Fruit is usually the major component of all afternoon teas.

During Vacation Care Morning and Afternoon Tea is provided (children are required to bring their own Lunch unless otherwise stated on Program).

We follow the Eat Smart – Play Smart by Heart Foundation for Outside School Hours Care. Copies are available on request.

Menus will be on display in the OSHC room.

Information for safe food handling practices and food storage are also available at the centre.

Children's Program

Children who attend our Centre are actively encouraged to participate in programming, developing a range of activities that meet the developmental needs of all children. Parents are also encouraged to be involved.

Staff are responsible for creating an atmosphere and environment which is responsive to the physical, emotional, intellectual, social and special needs of each child and to the group as a whole, reflecting the philosophy and goals of our service.

The program will include a range of indoor and outdoor learning experiences, activities include both: quiet and active times, individual, small groups and large groups. Any DVD, electronic games and computer use will be G Rated and PG rated will be pre-viewed for suitability (to accommodate older children in OSHC).

The basis of our Vacation Care service is for the children to enjoy their holidays. We aim to provide the children with adequate free time for unstructured, self-directed play as well as time for structured activities to meet individual and group needs. The After School Care program is displayed in the OSHC room. Vacation Care programs are sent out prior to the commencement of the service and also displayed in the OSHC room.

We invite you to have input into the program development, especially in relation to programmed activities, including excursions. Any feedback / suggestions you have can be discussed with staff and implemented where appropriate and possible. Alternatively, any suggestions may be written in the communication booklet located next to the sign out book or you can email the OSHC Supervisor.

Children with additional needs

We provide a program that actively encourages the inclusion of all children. This benefits both the child and other children who attend our service.

Children with additional needs may be eligible for additional support from the Children's Inclusion Support (ISS) program.

In the first instance please discuss with the OSHC Supervisor who will then arrange for a submission. The program allows us to be better equipped to meet the needs of each child and support them to meet the behaviour expectations of the service if appropriate support is in place.

Supervision

The service complies with the staffing requirements of the National Law and has undertaken a risk assessment that determines the ratio of staff to child. For Before School Care and after school care and "at service" Vacation care 1:15 is the ratio, and Excursions are 1:10 and in some instances we have more adults, depending of the excursion and the needs of the children. We comply with all of the National Law staff qualification requirements.

Guiding Children's Behaviour

Learning appropriate behaviour is part of every child's social development.

Our staff aim to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations.

You are encouraged to discuss your child's behaviour to ensure consistent behaviour expectations between home and the service. Our approach to children's behaviour will be fair and reinforced consistently in a developmentally appropriate way.

Children will be encouraged to settle their differences in a peaceful manner. Staff will focus on positive behaviour, providing praise and encouragement where appropriate. Wherever possible problems will be prevented before they arise due to close supervision.

Behaviour expectations are consistent with our philosophy and based on RESPECT.

- Respect for other people, their property and the Centre's property.
- Leaving the room only under adult supervision or with adult knowledge.
- Walking only inside the building, not running on concrete areas.
- No Hurting

Other guidelines set by the children in collaboration with the staff are displayed in the OSHC room.

We have a policy which outlines behaviour expectations in more details and we are happy to discuss this issue with you at any time.

Excursions

Children will be taken on excursions outside of the Centre as part of the planned activities of the Centre during Vacation Care.

Excursions are considered to be an integral part of the children's program and will therefore be arranged to provide a broad range of learning experiences for children.

For all excursions, written consent will be required from parents in the enrolment form. Excursions may be cancelled in some circumstances to ensure the safety of all.

Excursions will adhere to Child Australia policy's and the National Education and Care National Quality Standards.

HEALTH AND SAFETY

The application of general hygiene procedures is followed to help control the spread of infection within the Centre.

Hand washing is an important process and children will be reminded to wash their hands before all clean tasks and after all dirty tasks.

Exclusion and Infectious Illness

As protection for all children and staff, the exclusion policy applies to all children enrolled in the Centre.

Children with infectious diseases will be excluded from the Centre in accordance with the NT Disease Control Guidelines. These can be found on display in the OSHC room.

If your child is unwell at home please do not bring him/her to the Centre.

Fevers, vomiting, diarrhoea or unexplained rashes are indications that a child should not attend After School or Vacation Care.

Head Lice is a common affliction among children and is highly contagious. Children with Head Lice should be treated immediately to prevent further spreading. The service has information regarding head lice and the treatment.

Ring Worm is a fungal infection that is highly contagious. Please alert the OSHC Supervisor if your child has Ring Worm. We require that affected area/s are treated and covered at all times.

Anula OSHC follow recommended guidelines as per National Health and Medical Research Council- 'Staying Healthy in Childcare'.

Unwell Children at the Centre

The Service is not able to care for children who become ill while at the Centre. It is important that the OSHC Supervisor be notified if your child has been unwell or received an injury since last attending the Centre.

In the case of your child becoming ill at the Centre, you will be contacted to collect your child.

A staff member may call an ambulance if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contact people as soon as possible. All medical costs are the parent's responsibility.

Medication

Administering medication to children will be strictly monitored to ensure the child's safety and welfare.

Medication will only be administered by Centre staff if:

- It is prescribed by a doctor and has the original label detailing the child's name and required dosage; it should also have an accompanying doctor's letter.
- It is an over the counter medicine and has been authorised by the parent, has the child's name clearly printed on it and is not passed its expiry date.
- The parent has completed and signed the Centre's "authority to give medication" form.

Occupational Health and Safety

Our Service is concerned with protecting the health & safety of children and staff.

In the interest of Occupational Health & Safety:

- The service is a Smoke-Free zone
- All equipment and play areas are checked regularly to ensure safety

Sun Protection

In accordance with the Child Australia Anula OSHC sun policy:

- Children are expected to wear a hat at all times when playing outdoors.
- Please provide your child with a labelled hat that provides good sun coverage. It can be left at the centre and taken home at the end of the week for washing.
- SPF 30+ broad spectrum water resistant sunscreen will be provided for children and application will be supervised and assisted by staff.
- Children will be encouraged to play in shaded areas provided.
- Staff will act as role models, by wearing hats, applying sunscreen and seeking the shade wherever possible.
- Water is available at all times and the children are regularly encouraged to drink.

Safety Drills

Safety drills will be practiced to ensure that children and staff are familiar with the procedures should an emergency occur.

Emergency evacuation and safety drills are adapted to the identified threats of the area and are practiced at the Service through Anula OSHC Evacuation Procedures. These threats may include:

- Cyclone
- Fire
- Bomb Threat
- Siege/Hostage
- Earthquakes

A copy of the Evacuation Procedure is displayed in the OSHC room.

Parents are asked to familiarise themselves with these procedures.

Cyclone procedures are sent home at relevant times.

Accidents

Despite every precaution, accidents may occur at the Centre. The following policies are implemented to protect your child and to keep you informed should an accident occur.

- You are required to provide written authority (included in the enrolment form) for staff of the Centre to seek medical attention for your child if they deem it appropriate.
- In the case of a minor accident, staff that are qualified in First Aid treatment will attend to the injured child and apply First Aid.
- Depending on the injury, you will be contacted at the time of the accident or informed about the incident when you arrive to collect your child.
- If a serious accident occurs the nominated supervisor/educator will contact the child's parents or emergency contact person to advise them of the incident and where they may meet their child from the ambulance. Every effort will be made not to panic the parent.
- Where required, the nominated supervisor will arrange for emergency relief educators to attend the Centre so that an educator can accompany the injured child in the ambulance, or take the child to the local clinic or medical practitioner. The remaining children will be kept together until the emergency relief educator has arrived at the Centre.
- You will be provided with a copy of the accident report completed by the person in charge at the Centre at the time of the accident.

First Aid Qualifications

- First aid will only be administered by staff with First Aid Qualifications.
- A fully equipped First Aid Kit is maintained at the Centre.

Child Abuse / Neglect

In accordance with the Northern Territory Government's mandatory reporting, we are required by Law to report any concerns of Child abuse or neglect to the relevant authorities.

All issues of such nature will be dealt with, with the child's health, safety and wellbeing as first priority.

Thank you for taking the time to read our Parent Handbook.

Our policies and procedures are located in the OSHC room.

Please speak with the OSHC Supervisor if you require any further information or clarification.

Important Contact Details:

Anula Primary School: 08 8997 7500

Office Hours – 8am – 3:15pm

Email: Anulaoshc@childaustralia.org.au

Web: childaustralia.org.au

Facebook: Anula OSHC 