



Trinity Gardens School Out of School Hours & Vacation Care Family Handbook

Updated July 2017



TRINITY GARDENS OUT OF SCHOOL HOURS & VACATION CARE

160 Portrush Rd, Trinity Gardens SA 5068

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Hours of Operation:

Before School Care 7.00am - 8.45am

After School Care 3.00pm - 6:00pm

Vacation Care 7:00am - 6:00pm

Pupil Free Days 7:00am - 6.00pm

Public Holidays Closed

Christmas Period (refer newsletter / notices on accounts)

Fees (before Child Care Benefit reductions) as of 1/1/16

Before School Care: \$ 11.25

(includes breakfast)

After School Care: \$18.90

(includes afternoon tea)

Vacation Care & Pupil Free Days \$51.50

(includes excursion cost, transport & afternoon tea)

Early closure (last day of term 2.05 -> 3.00) \$7.25

Late Pick Up Fee (6:01->6:15) \$ 15.00

(6:16-> 6:30) additional \$ 15.00

Late Booking Fee Vacation Care \$ 5.00 per Family

Family Assistance Office 136 150

Please register for Child Care Benefit & Child Care Rebate

Advisory Committee Contact Person

Tonia Doody (School Deputy Principal)

Tel: 08 8431 4170 (Facsimile: 08 8332 3041)

School Governing Council Contact Person

Marg Erwin (School Principal)

Tel: 08 8431 4170 (Facsimile: 08 8332 3041)

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1. About our Service

Welcome to Trinity Gardens Outside School Hours & Vacation Care Service. We look forward to caring for your child/ren and forming a meaningful & lasting relationship with you and your family.

We provide a warm and friendly environment where children can enjoy a wide variety of supervised play and recreational activities. Children are encouraged to help in planning their program, which includes varied arts and craft activities, adventurous and challenging play, cooking, games and sport, drama & music. A variety of activities are programmed for each day & there are opportunities for unstructured and quiet play. Programmes are flexible & allow for spontaneity & are designed to reflect the multicultural nature of our community. Our attendances currently average BSC 20, ASC 60 & Vac Care 50.

1.1 Philosophy, Vision Statement & Goals

Trinity Gardens OSHC & Vacation Care Vision Statement

"To provide high quality care in a safe, nurturing, homelike environment that incorporates the views of parents/carers, children, staff and the community.

We recognise the uniqueness of every child and support them to develop resilience, optimism, skills, confidence and social responsibility for them to achieve their full potential."

Trinity Gardens OSHC & Vacation Care Philosophy

Our aim is to provide high quality care for children in a friendly, safe and enjoyable environment. We acknowledge that time spent in OSHC & Vacation Care is the children's recreation time & support their freedom of choice in experiences and allow child initiated play. Children with additional needs have opportunities to participate where possible.

We recognise the importance of play in middle childhood development and programs are designed to enhance the development of their skills, knowledge and understanding in physical, social, emotional and intellectual areas. We recognise the uniqueness of every child by encouraging and nurturing their individual gifts and talents while at the same time valuing diversity and acknowledging difference.

We provide a variety of challenging, interesting, age appropriate & inclusive experiences that reflect the needs & cultural diversity of the community. These experiences enhance children's wellbeing & help develop positive values towards a physically active lifestyle, the importance of fair play & nurturing relationships with their peers. We aim to enhance their self-esteem, independence and leadership skills by creating a sense of belonging.

We promote positive and co-operative relationships with parents/carers, children & educators & support parents/carers in their important role as the primary caregiver.

We encourage and welcome open discussion & feedback from parents/carers, children, educators, volunteers & the community to continually improve our program.

Our Goals

We believe that all **children** in OSHC have a right to:

- Develop an understanding of themselves and others.
- Develop emotionally, socially, physically, culturally and cognitively.
- Grow in independence, confidence and responsibilities.
- Participate in independent learning through self-directed activities, enabling them to develop skills and knowledge appropriate to their developmental age.
- Develop an active and positive approach to life, encouraging them to reach achievable goals in a safe, secure and caring environment, which complements their home, school and community.
- Be heard, respected, and valued
- Participate in the planning and evaluation of the programs.
- Programs and resources that actively promote the acceptance and inclusion of children of diverse ages, abilities, interests, family structures and cultural heritage.
- Programs fostering creativity, physical development & social skills that are stimulating, balanced & flexible.
- Programs and activities being altered to meet the needs of children with additional needs who are assisted to access the program through a network of support agencies.

We believe that all **parents/carers** with children in OSHC have a right to:

- Feel confident that their children are safe, supervised, happy and involved.
- Have access to information about the service, the educators and the programs.
- Be welcomed, respected and included. Feel comfortable in communicating openly with educators & management.
- Participate in the planning & evaluation of the programs to ensure they actively support families' needs.
- Timely and equitable responses to issues.
- Their information being kept confidential and secure.
- Consideration and support for individual family circumstances.

We believe that all **educators** working in OSHC have a right to:

- Clearly defined roles and responsibilities.
- Respect and cooperation from children, families, peers and management.
- Safe, healthy and equitable working environments which support the inclusion of diverse ages, abilities, interests, genders, family structures and cultural heritage.
- Access high quality professional resources & programs that actively promote inclusion, diversity & equity.
- Professional support from the educator team and management.
- Timely and equitable responses to issues.
- Regular opportunities for professional development.
- Regular performance appraisals and opportunities for feedback to management.

We aim for our environment to promote the following:

- Work in partnership with families and the community to provide quality services;
- Provide a caring environment that is accepting of diversity & creates a sense of freedom, trust and security;
- Foster the development of each child's self-esteem and pride in their cultural heritage;
- Reflect a diverse multicultural perspective and show acceptance of all people as equal;
- Encourage children to be active, enthusiastic and creative explorers of their environment and support them to express themselves creatively;
- Assist children to become independent, confident and inquisitive learners, considering the needs of the child as an individual and as a member of a group;
- Provide a service that is flexible and responsive to the changing needs of the children and their families;
- Foster non-discriminatory, non-gender biased environments that are inclusive of all children and families;
- For educators, children and families to develop a relationship based on trust and respect.
- To provide opportunities for information, advice & support for families, fostering a sense of community & mutual support.
- To regularly reflect on and re-evaluate all issues relevant to the operation of the OSHC & Vacation Care Service, in open discussion with all stakeholders, in order to ensure a continuing standard of high quality care.

Areas of the OSHC program that promote a fun, stimulating and supporting environment:

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|-----------------------------------|--|--|
| • Craft activities | • Cooking activities | • Outdoor play-soccer, basketball, cricket |
| • Creative play, dress-ups, dance | • Group game interactions | • Free Play - cubby creations, making |
| • Homework | • Quiet area | • Science Activities |
| • Playgrounds & sandpits | • Videos & DVDs | • Music |
| • Gym | • Multicultural Activities | • Outdoor Classroom |
| • Role play-shops, restaurants | • Computers, play stations & Wii Games | |

1.2 Approved Provider & Advisory Committee

Our Approved Provider is the Trinity Gardens School Governing Council who has responsibility for the overall financial and operational management of the service. The OSHC Advisory Committee is a sub-committee of the School Governing Council. The Advisory Committee reviews all relevant guidelines, acts & regulations and makes recommendations to Governing Council for ratification. The committee is made up of representatives of the School ie Deputy Principal, Families, the OSHC Director & an educator. **Advisory Committee meetings are usually on Wednesday Evenings, twice per term, 6.00pm - 7.00pm.**

1.3 Quality Assurance & Learning Framework

The [National Quality Framework](#) requires that all states and territories regulate early childhood education and care and school age care services covered by the Framework.

A national body called the [Australian Children's Education and Care Quality Authority \(ACECQA\)](#) has the role of guiding implementation and management of the National Quality Framework and ensuring national consistency.

In South Australia Out of school hours care services are regulated by the [Education and Early Childhood Services Registration and Standards Board of South Australia](#) and will need to meet the requirements of the [Education and Care Services National Law Act 2010](#) which includes new [Education and Care Services National Regulations](#).

The [My Time, Our Place - Framework for School Age Care in Australia](#) supports the ongoing development of children in school age care services. It ensures that they have opportunities to participate in leisure and play-based activities that are responsive to their needs, interests, and choices.

The Framework is part of the Australian Government's [National Quality Framework for early childhood education and care](#). It has been incorporated in the [National Quality Standard](#) to support consistent and quality school age care across sectors and jurisdictions, and builds on the Early Years Learning Framework.

Families looking for more information on the Framework can use [the Families' Guide to the Framework for School Age Care](#). The Families' guide is also available in [20 languages](#).

We seek involvement & commitment by all stakeholders which includes: Governing Council, School Leadership team, Teachers, Advisory Committee members, Educators, Families and Children. For additional information please contact the Director or speak to the OSHC Educators.

We had our Assessment and Rating visit in May 2015. We were rated overall as 'Meeting Quality Standards'. The National Quality Standard Assessment and Rating Report identified that we met all 72 indicators and were 'Exceeding' in 4.

1.4 Policies & Procedures

Our full Policies are kept in a folder on the Family Information table. If you would like a copy of any of our policies please ask the Director. In this Handbook we provide a snapshot of policies, which effect you and your child/ren. Policies and procedures are subject to change and parent/carer feedback is encouraged to ensure they reflect the needs of the current environment.

We are committed to continuous improvement in service and performance

1.5 Where we are located & School areas used

The service operates from the Trinity Gardens School Hall which is located in between the 2 ovals off of Devitt Avenue (opposite house no.13). The hall has access for children with additional needs and is wheelchair friendly. Other areas that the children are permitted to use under educator supervision are: the sheltered, paved area in front of the building, the ovals & outdoor classroom, the playgrounds, swings & sandpits, the quad and the gym. We also use the Stokes and Children's Centres for the younger children at the beginning of After School Care.

1.6 Enrolment Process

All children must be enrolled to attend the OSHC & Vacation Care programs by the completion of an enrolment form. These are available from OSHC & are included in the School's Information Pack. If a child attends on a 'once off or emergency basis' the minimum information required is an emergency contact number, parent/carer name, address, date of birth & CRN, children's date of birth, CRN and any medical/dietary information. If this information is not provided we will gain this information from the school records. To enrol your child/ren please complete the Enrolment Form and return to the Director or School Office **before** they attend. Our Enrolment Package contains the following:

- Enrolment Form
- Family Handbook detailing selected policies and conditions of enrolment.

We encourage families to discuss their individual needs with the Director by phoning 83326901 or 0422008567 to make an appointment. This is a great opportunity for you to discuss what will help make you child/ren's time more enjoyable. You will be shown around the service and given a run-down on basic operations.

Any copies of family court orders, medical management plans, psychological reports are required at the time of enrolment. Parents/carers of ELC or Reception children should let their child's teacher know the commencement date and days of attendance and let them know when there are any changes to these days.

If your child has additional needs, a meeting will need to take place between relevant parties to discuss the level of support required, duration of support, training required for educators and resources/support services available to ensure the best possible care of the child. We currently have educators who are qualified in working with children with additional needs and have been trained in manual handling and gastrostomy tube feeds. Please contact the Director for more information.

1.7 Emergency Contact & Collection Authority Information

In the event of an emergency, or if your child becomes unwell, it is essential that your information is updated with the service regularly and at least checked at the beginning of each year. We must be kept up to date with the following information:

• Current home & work address and phone numbers. Current addresses and telephone numbers of at least **two other emergency contacts** who are aware of their responsibility. **Please notify us immediately if there are any changes to this information or update it yourself in Hubworks using you Parent Id.**

1.8 Custody & Access

In order to manage the care of children in custody situations, a copy of all court orders in relation to custody must be provided upon enrolment and any changes to these documents must be advised immediately. If there is any likelihood of problems associated with the collection of your child, it is the parent/carer's responsibility to tell us. If we do not have a copy of a court order, we will be unable to prevent a non-custodial parent/carer from collecting your child. Likewise, parents/carers who have custodial rights who don't want others to have contact with their child/ren must provide a current copy of the custodial papers. Every effort will be made to prevent a child being taken by an unauthorised person; however there may be times when we cannot prevent this from happening. Our educators cannot put themselves or other children to an unacceptable risk of personal harm. If a child is taken the parent/carer with custody entitlements and police will be contacted immediately.

1.9 Confidentiality

All personal records will be stored securely and kept confidential. All information will be strictly limited to use by the service as outlined in the **Confidentiality Policy**. Your child's personal records can also be accessed by the authorised enrolling person.

1.10 Priority of Access & Non-Discriminatory Access(Anti bias & Equal Opportunity

The service is committed to the principles of equal opportunity in relation to access of the service and the appointment of educators. We will ensure that parents/carers and children have access to quality childcare that is appropriate to their needs,

regardless of income, social, religious or cultural background, gender or abilities. We provide care for primary school age children. OSHC services are also available to children attending Pre-School (ELC). There is a higher ratio required for preschool children so a risk assessment will be undertaken to monitor the number allowed per session. As per Australian Government guidelines, children attending primary school will be given priority over those who have not yet started school i.e. if the service has no vacant places and is providing care for a child who has not yet started school then their place may be given to a primary school age child. Children who will be starting high school may attend the OSHC service in the Vacation Care period just prior to them commencing high school.

We follow the priority of access guidelines set down by the Australian Government. These guidelines will be balanced with the principles of non-discriminatory access and inclusion and are applied equally to all children, and do not distinguish between local & out-of-area children.

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| First priority | A child at risk of serious abuse or neglect. |
| Second priority | A child of a single parent/carer who satisfies, or has parents/carers who both satisfy, the work/training/study test under section 14 of the Family Assistance Act. |
| Third priority | Any other child. |

In the interests of all children's welfare and protection, access for any children referred by appropriate agencies will be accommodated whenever possible provided the safety and care of every child within the service is considered and not jeopardised.

The service can apply for funding the Inclusion Support Program. This is restricted to 10% of the total utilised places for any given day. Please speak to the director regarding the process required for the inclusion of children with additional needs.

1.11 Respect for children

The best interests of the children are our main concern and we aim to provide care that respects the child's dignity and privacy at all times and also considers children as unique, valued individuals. Children are respected and involved in the ongoing development of the program, rules of behaviour and the aesthetic environment of the Service.

1.12 Child Protection Policy & Reporting Child Abuse

Our role in the protection of children is of the utmost importance. All educators have a moral and legal obligation for children associated with the service to defend their right for care & protection. All educators have been made aware of the Child Protection Policy and the Responding to Abuse and Neglect through induction and training procedures.

Child Abuse Report Line (CARL) 131 478

1.13 Photos of children

On occasion your child may be photographed participating within the daily activities. These photos may be used **within** the service on walls, scrap books & photo albums. The children take great pride in having their activities documented in this way. We use these photos to document children's learning and you will receive copies via Hubworks Educate program. If photos are taken for use in any other project such as marketing material or if a student wants to conduct a child profile as part of their studies, parents/carers will be consulted & written permission will be requested.

1.14 Communicating with Families

We have a number of ways of communicating with families. We have a section in the fortnightly School Newsletter, we issue a newsletter each month, include information flyers and notes on accounts. Posters and notices are displayed throughout the service and brochures/information sheets, relating to a number of subjects such as health, nutrition, immunisation, safety and contact numbers for various community support groups are available on the white table. These can be provided in other languages if required, and we can also help with further contacts if needed. Parents/Carers are requested to read the notice boards & programs plans displayed. We also do surveys throughout the year and provide a suggestion box/book, communication book and a confidential grievance procedure. Please discuss any issues at any time. We value and encourage your participation as it enhances the service we provide. Other information will be sent as required via Hubworks message centre.

1.15 Grievances & Complaints

If you have any concerns, complaints or suggestions, please discuss with the Director. If you don't feel they are being addressed satisfactorily you may contact the OSHC Advisory Committee in writing or discuss with the School Deputy Principal. If you are still not satisfied you may contact the School Governing Council via the School Principal. The happiness & wellbeing of your child is our priority and we continually strive to improve the quality of care we provide.

1.16 Harassment Policy & Parent/Carer Conduct

Educators are available to speak briefly to parents/carers at all times. For any longer, more confidential discussions please make an appointment with the Director. If you wish to speak to someone other than the Director please follow the *Grievances Policy* outlined in the Policy Manual. This ensures an opportunity for you to express any concerns you may have regarding the operation of the service in a suitable manner.

- There will be no swearing or raised voices.
- Educators have the right to ask a person to leave the premises if they feel intimidated in any way.

- Police will be called if the person does not respond to our request to leave the premises.

Any person/s known or unknown to the service who behave inappropriately, harasses or makes threats to children or educators at the service, or on an excursion, will be calmly asked to leave the service or the vicinity of the children. Refusal to leave will necessitate the Director calling the police to remove the person/s. In some cases, the harassment may be reported to the police regardless of the co-operation of the person/s moving away when asked. Where appropriate the school/local community may also be informed if it is suspected the person/s may repeat the offence.

1.17 Staffing & Educator: Child Ratios

We aim to employ people from a wide range of backgrounds. Our regular educators have experience, or qualifications in working with children aged 4-12 years, children with additional needs or are studying toward a qualification. All educators qualifications and child/educator ratios are in accordance with the guidelines set by ACECQA. We ensure that we have sufficient educators to meet the National Standards for OSHC, as follows:

- **one educator for every 15 children in the program.**
- **one educator for every 10 pre-school in the program**

A Risk Assessment determines staffing on excursion and we usually go by 1:10 and increase if we deem this to be needed ie one educator for every 5 children for swimming excursions.

The Director is Edwina Guidolin who has a Diploma of Community Services (Children's Services) and has over 16yrs experience in working in an OSHC/Vacation Care environment. She also has many years experience in managing staff, business administration, payroll & finances. She has been here since 2006. The Assistant Director is Sajeewanie Fonseka. She was an Assistant Principal for 4yrs in Sri Lanka prior to coming to Australia and has 10yrs experience working with children. Sajee arrived in Australia in 2006 and commenced her degree in Bachelor of Education (Junior Primary /Primary). She completed her last placement at Trinity Gardens School and started at our service in January 2010. Sajee also works as a Teacher in the St Morris Unit.

We employ a number of part time & casual educators and an educator photo board is displayed near the entrance. At all times there is an educator present who has the required First Aid, Anaphylaxis & Asthma qualifications to meet the National Regulations. Others have done DECD (BELS) First Aid for Centres & Schools. We employ educators who are studying toward a degree or diploma that meets the ACECQA Qualifications criteria or can be if they do a further year after completion to gain a teaching degree. All educators hold a current DCSI Criminal History Clearance for Child Related Employment & relevant Responding to Abuse and Neglect (RAN) training per DECD requirements.

We employ relief educators if regular educators are not available to meet educator: child ratios. We try to use the same relief educators as continuity of care is important for children. Management supports the professional development for all staff by providing articles to read, on the job training and appropriate training sessions from relevant authorities.

1.18 Parent/Carer Involvement & Evaluation

Parents/Carers are encouraged to be involved in our service. This can be done by: volunteering (DCSI & RAN required), attending meetings & by providing feedback via questionnaires or through the suggestion box/book & communication folder. We believe continual assessment and evaluation of the Service is an important part of program planning and will undertake various surveys throughout the year in order to gain information for future planning. A variety of survey techniques will be used with children that may include informal discussion, child profile surveys, suggestion box/book, younger children drawing what they like doing, surveys and feedback sheets.

We ask that; children are signed in/out & collected on time, fees are paid within 14 days, we are notified of the non-attendance of a child booked in & any information regarding your child's well being is shared with the Director or Assistant Director.

2. Carina for your child

2.1 Arrivals & Departures

In the interest of the safety of all children attending the program, please contact the service if your child is not attending on any booked day. This can be done by email, phoning or SMS message to the OSHC Mobile Phone 0422008567 or, by phoning OSHC on 83326901 & leaving a message on the answering machine. All care not cancelled by 6.00pm the business day before will be charged for regardless of the reason. (Refer 3.2)

Before School Care, Vacation Care & Pupil Free Days: Children must be signed in each day by an authorised person.

After School Care: All children will be signed into the program by a nominated educator. Parents/Carers are required to sign out their children on collection, with the time of departure recorded. Children can only be collected by an authorised adult nominated on the enrolment form. Prior arrangement must be made with the Director for any person other than those stated on the enrolment form to collect children from the centre. Please advise them to provide proof of identity.

In the case of an emergency daily attendance records are vital & also verify attendances for Child Care Benefit purposes.

If you require your child to attend activities during OSHC please provide written authority for them to leave. Educator can escort children to these activities if necessary. The educators will not permit children to leave unaccompanied unless written authorisation detailing time of departure indicating a release of Duty of Care. If children who are booked in have not arrived within fifteen minutes of expected arrival the Duty of Care procedure will occur as follows:

Duty of Care Procedure for children who are booked in but have not arrived in ASC

1. OSHC educators check Bookings/Cancellations book for any changes to permanent booking or sporting commitments
2. OSHC educators check OSHC area, oval and playground in case they forgot to sign in
3. OSHC educators check with teacher if possible &/or ring Front Office.
4. If still unknown OSHC educators will contact the parent/carer
5. OSHC record reason on Attendance sheets as per cancellation Procedure.

If a child leaves the Service in any other circumstances and for any reason without permission, the educators will assess the situation immediately and will call the police and a parent/carer as quickly as reasonably possible.

2.2 Late Collection

Closing time is 6.00pm so please arrive prior to this time if you wish to discuss your child's day. In an emergency please telephone if you are unable to collect your child by closing time and keep all emergency contact numbers up to date. Late pick-ups without prior notification are upsetting for the child and stressful for educators. If parents/carers are consistently late they will be charged a Late Pick up fee. **If a child has not been collected from a program:**

- At **6.15pm**, educators will contact the parents/carers or emergency contact people listed.
- At **6.30 pm**, if there has been no response from any of the above, educators will contact Children's Services for advice and further action to take.
- At **7.00 pm** if the child is still at the program, the police may be contacted to ascertain whether the parent/carer may have been in an accident, or they may visit the child's residential address.

2.3 Programming

We aim to provide a warm and friendly environment where children can enjoy a wide variety of supervised play and recreational activities. As all children have different needs, activities are planned according to their interests. Children are encouraged to help in planning their program, which includes varied arts and craft activities, adventurous and challenging play, cooking, games and sport, drama & music. A variety of activities are programmed for each day and there are opportunities for unstructured and quiet play. Programmes are flexible and allow for spontaneity, enjoyment and the unexpected. Play is vital to a child's growth and development and we aim to guide children to relate more effectively with others, develop a sense of responsibility towards people and property, be resourceful in their use of materials, be an effective and contributing member of a group and to make creative and worthwhile use of their time. The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and cooperate in small groups. We understand that the process of an activity should be valued as well as the end product. Planned activities are also designed to reflect the multicultural nature of our community.

We also aim to provide a program that is viewed as an extension of the home environment and children's leisure time, therefore activities such as videos, television, computers and electronic games may be offered within a balanced program of activities. The service will ensure that the content of program and games will be appropriate for all the children present and will not contain any physical or verbal violence or ridicule. Parents/carers are given the choice of what rating their child/ren can watch on the enrolment form. These choices are limited to G and selected PG ratings.

The weekly program is displayed on the Family Information Board, in the Director's office & in the general OSHC/VAC area. A nutritious & varied afternoon snack is provided each day. The menu is displayed on the Family Information Board & in the kitchen for educators.

2.4 Daily Routines

During Before School Care, Vacation Care or Pupil Free Days children must be signed in by parents/carers each morning, unless written consent has been given acknowledging our Duty of Care does not commence until the child arrives at the service and they have notified an educator of their arrival. We provide breakfast between 7.15am and 8.00am. The morning routine encourages the children to be involved in self-directed play and consists of children reading, playing board games or free play and art/craft activities. The children can play outside until 8.15am. All younger children are escorted to the School area at 8.35am & older children are allowed to leave at 8.25am as there are School Yard Duty persons present. Educators escort Pre-School, Reception & Yr1 children to class. During After School Care, children are signed in by a nominated educator. Educators collect Pre-School & Reception children and take them to the studio. The Yr1 children are collected at the beginning of the year and from term 3 go to the Flag Poles to be ticked off by an educator before heading to the gym or OSHC. Upon arrival there is unstructured play time and the children can choose to do homework or other quiet activities, watch the video, do colouring in, play board games or go outside to the playground/oval to let off some energy. Children also have the opportunity to go to the Gym. A nutritious snack is served at around 3.30pm/3.45pm. This is followed by quiet time for homework or colouring in and a variety of programmed activities such as art/craft, sports and games. Opportunities for unstructured play are also available. At 4.45/5.00pm children are again given the opportunity to do their homework or other quiet activities or to participate in the programmed activity.

2.5 Homework

We provide opportunities for children to do their homework if they wish, or at their parent/carer's request. Please advise the director if you would like your child to be asked if they want to do their homework. We do not enforce that they have to do it.

2.6 Nutrition (Breakfast, Afternoon Snack & Cooking Activities)

We provide fruit, toast or cereal for breakfast between 7.15am and 8.00am. Nutritious and well-balanced snacks will be provided for afternoon tea. They include a selection of various hot foods like; tomato pasta, chow mein, beef/chicken noodles, soup, nachos, a variety of fresh fruit & vegetables, sandwiches with a selection of toppings, savoury crisp breads/crackers with spreads, cheese, eggs, yoghurt and a small portion of cereals. Through these meals and cooking sessions, we endeavour to expose the children to cuisine from a variety of cultures and encourage them try new foods. We appreciate that each child has individual food preferences and these will be respected. The denial of food will not be used as punishment. Drinking Water is available to children at all times. It is important that the service be informed if your child has any food allergies or a special diet (including religious or cultural). Due to the increase in allergic reactions to nuts we have eliminated them and associated products from our menu. We will still provide foods labelled 'may contain traces of nuts'. Our weekly menu is displayed on the Family Information Notice board & in the kitchen. Please discuss any comments, concerns or feedback with the Director. All food preparation on the premises is carried out within the guidelines set down in the National Food Safety Standards.

Children are involved in cooking activities and regularly assist in the preparation of our afternoon snack. Families are encouraged to contribute cooking ideas and recipes.

During Vacation Care and Pupil Free Days families should provide recess, lunch and adequate drinking water unless otherwise stated on the program. On days that lunch is provided the children are still required to be provided with recess.

2.7 Behaviour Support & Management

Our aim is to provide an atmosphere where children have positive and active experiences. The safety and well being of all children and educators is a high priority. Acceptable standards of behaviour need to be maintained to ensure the physical and emotional health of all children and educators. We aim to provide an environment that minimises the potential for frustration and/or conflict. Each child will be treated sensitively, respectfully and with dignity, regardless of their social background, gender, ethnicity or abilities. Encouragement and appreciation of appropriate behaviour will be given freely. We believe that children require guidance as to what to do, instead of what **not** to do. Therefore, we endeavour to manage behaviour through a supportive model, which includes efficient supervision, provision of effective role models, directing or re-directing children to other activities and working with children to set rules, follow the rules and understand the consequences of breaking those rules. Children are encouraged to understand and participate in the development of the program's code of behaviour, including the design of positive behaviour strategies and strategies for unacceptable behaviour. We aim for consistency where possible between our behaviour guidance policies and those of the school. We have basic rules for the children to follow that have been developed in consultation with the children and educators to give them a sense of ownership and are displayed throughout the service.

Our rules are:

We walk inside

We respect ourselves and others & speak with respect and dignity

We listen to and follow instructions

We respect equipment and tidy up

We stay where we can see educators (and they can see us) **at all times**

We say no to bullying & have the right to feel safe and be free from harassment

We Stop, Look and Listen if we hear the whistle

The following steps are introduced when the rules are not being followed:

1. The child is reminded of the rule or expectation
2. The child is given a warning and reminded of the consequences.
3. A short time away from the area of play, or a logical consequence, such as removal from, for example, the gym is imposed.
4. Additional time out of play is imposed, with associated consequences, such as loss of some privilege eg computer time or a written apology.
5. Repeated inappropriate behaviour may result in consultation with families. At this time, the child, parent/guardian and the director may negotiate and formulate a behavioural plan.
6. If parental consultation and behavioural plan does not improve behaviour, the issue will be directed to the school's principal and may result in suspension from the OSHC service.
7. If all of the above steps prove unsuccessful, the child may be asked to leave the program.

2.8 Safety (Emergency Evacuation & Invacuation)

Evacuation and Invacuation plans are displayed around the service. We ask all parents/carers, educators and children to familiarise themselves with the procedures. Fire extinguishers and fire fighting equipment are checked regularly in line with the DECD Maintenance requirements. Fire, evacuation and invacuation drills are rehearsed or discussed regularly and educators are trained to deal with such emergencies.

All equipment and toys purchased will meet Australian Standards and be age appropriate to the children in care, will reflect their interests and be culturally inclusive. All equipment and toys are kept in a safe, clean and hygienic condition and stored in a safe manner.

SUNSMART POLICY

We encourage the observance of a Sun Smart policy which requires children to wear hats, appropriate clothing and sunscreen to each session where the UV rating is 3 or more. Children are encouraged to use available areas of shade for outdoor play activities. Educators will encourage children by modelling appropriate behaviour, by wearing hats and appropriate clothes when outdoors and by applying sunscreen (at least SPF 30+) to avoid excessive exposure to the sun.

HAZARDOUS SUBSTANCES

Hazardous machinery or chemicals and activities that may cause potential danger to children or educators, will not be used or undertaken during service operating times. Any dangerous substances will be kept in a locked area out of reach of children.

2.9 Health & Hygiene (Infectious Diseases)

The well-being of all children attending is our highest priority. To safeguard their health and prevent the spread of infection, please keep your child at home until they have fully recovered from an illness. We do not have facilities to care for children who are already sick. Children with infectious diseases will be excluded from the Service as per the guidelines produced by the Health Department. This is for the safety and well-being of the other children and educators as well as your child. Re-inclusion of your child will be considered after checking resources available, and if required, the receipt of a Medical certificate. A current exclusion list is available in the Family Information Folder. Please notify us immediately if a case of head lice is found and do not return your child to the service until their hair has been treated effectively. If a child is suspected of having head lice their parent/carer will be notified. A sign will be posted on the Family Information board advising all families to check their child/ren's hair and treat if required. Children will be encouraged to maintain a high level of personal hygiene & will wash and dry their hands before any activity involving food. Educators will observe stringent hygiene practices throughout the day and be appropriate role models to the children. Equipment is routinely checked to ensure that it is well-maintained, clean & safe for children's use and the Service is cleaned daily. Our service is a *smoke free* environment.

2.10 Accidents & Illness

We try to avoid injuries occurring and minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible. If your child becomes ill or suffers a serious accident whilst attending OSHC/Vacation Care every effort will be made to contact the parent/carer or emergency contacts as soon as possible. An ill or injured child will be kept under educator's supervision in a quiet area until they arrive. If it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to the hospital. The cost of all medical &/or ambulance costs is the parent/carer's responsibility. Should your child suffer a minor injury or illness educators will administer basic First Aid. This will be documented on our Accident & Illness forms for parents to sign when necessary. We have educators who have a current First Aid qualification at the service at all times and our first aid kit is regularly re-stocked & maintained.

2.11 Medication

Our strict procedure for the administration of medication is essential to ensure that appropriate doses of correct medicines are administered to the child. Medication includes all prescription & over the counter drugs eg Panadol (or similar) or Cough Medicine. **If there is no PHARMACEUTICAL LABEL on the medication, it will not be administered.** Medication will only be administered with written permission from parent/carer/approved person. Medication can only be administered to a child in the following circumstances: *medication is current, in the original container and prescribed for the particular child, *the child's parent/carer provides written consent in the medication folder detailing the child's name, the name of the medication, the time

of last dosage, next dosage times and/or circumstances of administration, *in an emergency, when a child's parent/carer/emergency contact are unable to be contacted, if permission is given by a medical practitioner *all medication will be administered by the Director or educators nominated by the Director and will be recorded in a Medication Folder. The details will include the date, time, dosage, the person who administered it and a witness.

Parents/carers are requested to advise the Service (via enrolment forms) of their child's particular health needs, including medication. If a child has a severe reaction or other illness in which timing is vital eg asthma, anaphylactic or allergic reactions, an action plan will need to be provided, to ensure immediate action in the case of an incident. This includes where a child self administers their medication, such as for Asthma. Where educators have been notified all personal medication including asthma pumps will be stored to prevent access by other children.

2.12 Damage to Equipment or Facilities

As part of every day experiences involving children we realise that fair wear and tear will occur. However, deliberate damage to equipment or facilities caused by a child may become an expense to their parent/carer.

2.13 Students, Visitors & Volunteers

Teaching or Childcare students, visitors and volunteers may visit the service from time to time. If individual child observations are required, parents/carers will be informed and written permission will be obtained. In addition, no student, volunteer or visitor will be left unsupervised in charge of a group of children. All visitors to our service are required to operate within our philosophy and policies.

2.14 Excursions

Excursions are a valuable part of our overall program & provide enjoyment, stimulation, challenge, new experiences and give children the opportunity to gain knowledge of the local and the wider community. Maximum safety precautions will be maintained and signed permission will be sought from parents/carers before a child may attend any excursion. There will be a summary sheet available for you to sign that will include the following information: • The date; Proposed destination; Times of departure and return; Activities to be undertaken • The method of transport used will be one of the following: Walking, Public Transport, Private Bus Hire, The itinerary will not be changed except in an emergency or due to changed weather conditions.

Children MUST wear a hat, appropriate clothes and sun screen at all times during outdoor activities when the UV Rating is 3 or more. During Vacation Care we ask that children wear comfortable clothing which will enable them to participate in activities. Clothing may get dirty during sport or craft activities, so please be aware of this and ensure they are dressed appropriately. Please check Vacation Care program for daily requirements.

To ensure the safety of the children a first aid kit, mobile phone, a list of the children present, their emergency contacts and any medical, dietary information, any required medication, sunscreen and drinking water are taken on excursions. The children and educators are also provided with wristbands with the name of our service & the OSHC mobile phone number on them. These make it easy for the children to identify their carers and the carers can identify our children. They also provide an opportunity to discuss safety & stranger danger. The children are asked to keep them on until the educators advise them to take them off. As spending money is not permitted and because we may be unable to purchase food at the venue, it is important that families provide recess, lunch and adequate drinking water on all excursion days (except when notified on the program). Although we do take drinking water with us, we can not carry enough to cater for all the children so please make sure they have their own water bottle.

2.15 Personal Effects

We understand that children like bringing personal items from home to use at the service. Educators should be made aware that children have these items and they should be clearly named. Whilst every care is exercised, the service assumes no responsibility for damage or loss to any of these items. Only games rated G or G8+ are allowed & they must be checked by educators for 'appropriateness'. Any items considered unacceptable will be held and given to the parent/carer when they come to collect their child. All mobile phones are to be handed in to the Director for safe keeping while in OSHC/Vacation Care.

3. Payment for Care

3.1 Bookings

Permanent bookings are regular booked days on which your child attends. Casual bookings are 'one-off' bookings, where care is required on an irregular basis: ie in the case of unforeseen circumstances or appointments. We try to cater to all families regarding days needed for care however there may be occasions, due to educator: child ratios, where we will be unable to provide care. It helps in educator rostering and planning of activities if a permanent booking is made where possible. There will not be any charge for booked care that falls on a Public Holiday or School Closure and Pupil Free days. Separate Bookings are required to be completed for each Vacation Care period via Hubworks using your parent ID. This will be available at least 2 weeks prior to the period and must be done on Hubworks by parents with a \$10 - \$20 deposit by the deadline stated. A \$5 late booking fee applies during Vacation Care for bookings received after the deadline.

3.2 Cancellations & Non Attendance

Please notify us if your child/ren will not be attending on a particular day. Unless bookings are cancelled by 6.00pm the working day before you will be charged for all booked care even if your child does not attend due to sickness. An 'Absence' will be used (refer 3.4). We realise that it isn't always possible to predict illness however educators have been rostered to work based on child to educator ratios for all booked care. In Vacation Care a fee will be charged for bookings not cancelled by 6.00pm 10 working days prior.

3.3 Childcare Benefit (CCB) & Child Care Rebate (CCR)

Childcare Benefit is a payment made to services by the Government to assist with the costs of child care. It is available to all families who are Australian residents and is based on assessment of income. Families must register with Centrelink (136 150) or online and will receive an Income Assessment Notice and a reduction in the cost of care.

We operate with the following Child Care Benefit places: Before School Care 45, After School Care 80 & Vac Care 74.

Families with more than one child in care are given Multiple Child Percentages which can be used regardless of where the children go for care **as long as they all attend within the same week.**

All families are eligible for 50% Child Care Rebate for all out of pocket expenses for child care regardless of your family income. You can elect to have it paid to yourself or the service.

It is important that ALL families advise Centrelink when their child starts school or any changes to your circumstances within 14 days to ensure you are not overpaid CCB and will have to pay it back.

3.4 Allowable Absences & Approved Absences

All care that is booked and not cancelled by the required deadlines will be charged for regardless of the reason why. Families receiving Childcare Benefit are allowed 42 days per year, per child, for 'Absences'. Once the 42 absent days have been used, the parent/carer is to pay the full cost of care on any further absences in the calendar year, unless they are 'approved absence days'.

CCB is payable for absence taken for the following reasons: illness (with a medical certificate), non-immunisation, rostered days off, rotating shift work, periods of local emergency, court ordered shared custody.

3.5 Payment of Fees & Outstanding Fees

We aim to provide a quality service to families at an affordable price. The Fee schedule is detailed at the front of this handbook. The OSHC Advisory Committee review fees based on the annual budget required for the provision of high quality child care. These recommendations are put to the School Governing Council for approval. Parents/carers will be notified of any changes either via the Hubworks message centre, OSHC newsletters or on their accounts. Invoices will be sent to you via email. Any Government Child Care Benefit rebates are deducted before your account is issued, unless you claim your Child Care Benefit at the end of the financial year. Payment would be appreciated within 14 days & can be paid at the service by cash, EFTPOS, Auto Debit or Internet Transfer. Change cannot always be given for cash payment, so surplus funds will be credited to your account.

Internet Transfer Bank Details: Acct Name: **Trinity Gardens PS OSHC**, BSB: **105034**, Acct No: **061100440**. Please put child's name as reference.

Receipts will appear on the following weeks account. If families have difficulties in meeting their financial commitments please discuss the issue with the Director. A debt collection agency will be appointed to recover monies outstanding for more than 35 days where no arrangements have been made.