



Community OSHC Services

OSHC PARENT HANDBOOK

St John Bosco's

Updated January, 2018

Sonya Coleman

I am delighted to introduce myself to you and welcome parents and children at Community OSHC Services.

My role within the Service is to oversee the delivery of high quality services to customers in our care.

My aim is to ensure that Community OSHC Services offers a level of service that is second to none in the Childcare industry and provide a safe and happy environment for all the children who participate in our service.

I am extremely excited about being involved in Community OSHC Services, it radiates so much enthusiasm and positive energy. This is reflected in the high level of care and support we provide.

I hope you and your family enjoy your experience with Community OSHC Services.

At Community OSHC Services we understand that you need someone to pick the children up from school and provide quality care until you get home at the end of a busy day or alternatively take care of them before the start of a busy day at school. We also understand that your children are precious individuals who need to socialise and enjoy a combination of constructive and free play. Whether you need childcare on an occasional basis or everyday of the week you can feel confident your children will receive competent and professional care at Community OSHC Services

Philosophy

At Community OSHC Services we strive to provide high quality care to all children within the service. Our primary goal is to provide a safe, supportive, stimulating environment committed to the care and development of each and every child, one in which children, their families and members of the community feel welcome, happy and secure.

This is achieved by:

- Educators creating an environment in which children can grow and reach their full potential
- The physical environment providing access to all, encouraging participation and is designed to facilitate learning within a safe environment
- Diversity and cultural backgrounds being valued and respected within the service
- Valuing the uniqueness and promoting inclusion of each child within the care environment
- Educators and Managers seeking to include the community within the service and for the service to participate within the community
- Child involvement and programming information being shared with families, encouragement is given to families to participate and opportunities to contribute to policy/procedure and philosophy updates and reviews
- Ongoing learning and reflective practice to ensure secure and respectful relationships with children, families and educators
- Educators being encouraged and given opportunities for professional development and continuous learning
- Educators and managers ensuring professionalism when dealing with confidentiality, ethical contact and communication within the service
- The “My Time, Our Place” school aged framework developed for children based on the developmental needs, interests and experiences of each child
- The service’s commitment to providing best practice through continuous improvement and feedback from industry bodies, children, families, educators and management
- Providing quality outcomes for children by reflecting the guiding principles within the Education and Care services National Law Act 2010 and the framework for school aged care

We are committed to maintaining high quality care for the period of middle childhood as it is a unique and valuable stage of life.

Goals

- ❖ Children, families and staff are treated as equal and valued individuals
- ❖ The value of play is important and children have opportunities for challenge
- ❖ Children are encouraged to develop to their full potential within a safe, caring environment
- ❖ Staff has opportunities for professional development
- ❖ Ensure educators are respectful, professional, approachable and friendly towards all families and children, management and to each other
- ❖ Staff encourage participation in the operation of the service
- ❖ Staff work with children to develop their program
- ❖ Programs support physical, creative and social development
- ❖ Balanced and healthy eating is promoted by the service
- ❖ Seeks to include the community within the service

Community OSHC Services operates according to a philosophy of open management and aims to reflect the local community by encouraging participation and discussion about all issues relevant to the running of Community OSHC.

Community OSHC Services is Nationally Accredited and Quality Assured through DEECD and DEEWR

CHILDCARE ASSISTANCE

All families may be eligible for Childcare Benefit (CCB). You can apply for this payment, which will reduce your child care fees, at the Family Assistance Office. Parents can claim their childcare rebate (CCR) in various ways through centrelink. Please contact the family assistance office to discuss your options.

You must lodge your application before your child is due to commence care at. Community OSHC Services operates under the Childcare Management System (CCMS) which links our centre to Department of Education, Employment and Workplace Relations (DEEWR) and Centrelink. Parents must supply Community OSHC with the correct date of birth and Family and Child Reference Numbers to ensure CCB is paid. We can only process CCB information if it is provided by Centrelink on CCMS. This information is updated on the Centre's computers each day. We cannot adjust your CCB; this is done by Centrelink. If your child is under 7 years old, you will also be asked to provide evidence of your child's immunisation status to the Family Assistance Office. Families are encouraged to liaise with the Family Assistance Office to claim JET Childcare Fee Assistance (JETCFA).

CCB entitlements are payable on Absences provided that the parent has paid their proportion of the fee. Under CCMS each child will receive 42 Absences per financial year which may be used for any reason and without proof of circumstances. Additional absences

may be claimed only in permitted circumstances and if evidence is held by Community OSHC Services.

Please note: The forms that you sign for the purposes of CCB are legal documents, and we are asked to remind you that giving false information is a criminal offence. We also request that parents physically sign children in and out each day.

ENROLMENT PROCEDURES

You will be asked to complete an enrolment form containing Parent Dates of Birth, Family and Child Reference Numbers (CRN's) and information regarding your child's health, custody arrangements and emergency contacts. You will need to name all persons who may deliver or collect your child from Community OSHC Services. It is your responsibility to ensure your nominated people are responsible and available when required.

The details required on the enrolment form are needed by our staff to help them take the best possible care of your child. All information is strictly confidential. If any of the details on the enrolment form change you are asked to advise the Manager or OSHC Supervisor immediately.

At the time of enrolment you will be asked to supply payment information, supply Community OSHC Services with evidence of your child's immunisation status, fully disclose any medical or health concerns relating to your child, and agree to lodge your application with the Family Assistance Office for Childcare Benefit within 28 days of your child starting care.

AGE OF CHILDREN

Community OSHC Services offers care for children aged between 4 years (children must be turning 5 years of age and be enrolled in school) to 12 years (or to the end of primary school). Please note that Kindergarten and pre-primary children are not eligible for the OSHC service at Community OSHC due to our staff: child ratios being affected. Please contact the Manager should you wish to discuss your child's eligibility into Community OSHC Services program.

PRIORITY OF ACCESS

The Commonwealth Government requires Community OSHC Services to provide access to the service according to the following priority of access. This means that when the centre is full those families who do not meet the Government's highest priority may be asked to alter their care arrangements to allow a family with higher priority to access the service.

The new guidelines (as stated in legislation) are:

- First Priority:** A child at risk of serious abuse or neglect.
- Second Priority:** A child of a single parent who satisfies, or parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act
- Third Priority:** Any other child within each of the following categories:
- Children in Aboriginal and Torres Strait Islander families
 - Children in families which include a disabled person
 - Children in families with a non-English speaking background
 - Children in socially isolated families
 - Children of single parents

SIGNING IN AND OUT SHEETS

Accurate attendance records need to be kept and checked each day. Whoever brings your child to Community OSHC Services or collects your child at the end of the day is required to initial the child's times of arrival and departure. Signing IN and OUT attendance sheets have been developed for this purpose.

Children under 16 years of age are NOT permitted to sign in or out fellow family members. Siblings must be 16 years of age or over and parents must complete an authorisation form allowing that sibling to collect the child/children.

Please note: should your child accrue an Absence parents are required to sign the attendance sheet where an Absence is recorded. This is a requirement of the Family Assistance Office. If you do not complete these records you will not be eligible to claim Childcare Benefit. *Please do not allow your children to walk into or leave the centre unattended.*

HOURS OF OPERATION

- Before School Care operates from 7.15-8:45am
- After School Care operates from 3.15-6.15pm
- Vacation Care operates from 8:00am-6.00pm

FEES AND PAYMENTS

Parents pay for a place, therefore payment is required whether your child attends or not. An Absence will be recorded on the Attendance Sheet and parents are requested to initial that day. Families are entitled to forty two Absences each financial year through Centrelink. All absences will be recorded on our Kidswizz Childcare Management computer system (CCMS).

Care and fees may be cancelled for short periods if a minimum of one week's notice is given in writing or via email to the Manager and confirmation of the change is received. Cancellations on the day or within one week will still incur the normal daily fee. Casual care clients cannot be guaranteed a place.

Weekly Attendances for each child are submitted on CCMS every Friday. Invoices are calculated each Tuesday of each week to allow for DEEWR and Centrelink to make CCB adjustments. Community OSHC Services will deduct any owing fees from your account fortnightly on a Thursday. Anyone experiencing difficulties in meeting their fee payments can speak to the Manager who can make mutually agreeable repayment arrangements. If your fees are more than four week's overdue and you have not made arrangements to pay or have not kept to arrangements made, your child's place will be cancelled and Community OSHC Services will choose to consult a debt collection agency in the recovery of overdue fees.

Please inform the Manager or OSHC Supervisor either in writing, by email or by completing a Change to Details form if you wish to change any enrolled days. Any child not attending Community OSHC Services for one week without notifying the Manager, in writing, of the reason, shall be regarded as having withdrawn and the place will be cancelled.

Parents should notify Community OSHC Services if their child will not be attending during their booked time, as soon as this is known.

Should you wish to withdraw your child from our service, please let us know one week in advance in writing or by e-mail. Failure to do so will result in fees being charged for the booked position.

Telephone **0452052358** (OSHC Supervisor). An answering service recording the time of the call will activate if the Children's Services Manager or OSHC Supervisor is unable to take your call. Please use this number for casual bookings or to report absences. If you need to make permanent changes to your booking please email office@communityoshcservices.com

Fees as of December 2017

Before care (7:15 – 8:45am)

Permanent Booking	\$ 14.00
Casual Booking	\$ 16.00

Aftercare (3:15 – 6:00pm)

Permanent Booking	\$ 19.00
Casual Booking	\$ 21.00

Early Finish

Permanent Booking	\$ 28.00
Casual Booking	\$ 30.00

Pupil Free Day (8:00 – 6:00pm)

Permanent Booking	\$ 50.00
Casual Booking	\$ 55.00

Vacation Care (8:00 – 6:00pm)

Permanent Booking	\$ 50.00
Casual Booking	\$ 55.00

❖ Fees are Subject to change.

PARENT PARTICIPATION

Parents are our biggest support. Their encouragement and any assistance, in whatever way, such as collecting bits and pieces for craft activities, help with fund raising or completing an activity with the children is greatly appreciated.

You are encouraged to become involved with the program of Community OSHC Services and your ideas and suggestions will be greatly appreciated. We are always happy to have people come into the OSHC at any reasonable time with interesting things to show and share, sing, teach, and make with the children, especially activities of a multicultural nature.

You can be involved by discussing your child's temperament, strengths, likes and dislikes and any special interest with the Educators. Even though a parent's life is very busy, we would appreciate a few minutes when you bring and collect your child to talk about how he/she is enjoying and participating in the program. Your ideas and suggestions will be added to the program and children can enjoy and experience your suggestions.

To give the children the best opportunity for positive involvement in our program, Community OSHC Services staff and parents work hand-in-hand. We want children to gain the best that is possible from our OSHC, so please do keep in touch and discuss any problems, concerns and feelings you may have with the staff.

SETTLING YOUR CHILD INTO COMMUNITY OSHC

Children all react differently to being away from their parents, and we encourage you to remain with your child for as long as you feel is necessary to ensure your child's well being. We use a variety of strategies to help your child settle into our oshc. We recommend that you bring your child for a visit, prior to beginning care. This will help to introduce yourself and your child to the staff and other children and familiarise the child with Community OSHC Services and our routines.

Please feel comfortable to telephone the OSHC during the time your child is attending for reassurance that your child has settled in. The staff will always tell you honestly how your child is. Be aware that some children settle quickly and others take longer. Our staff will assess your child's emotional needs and discuss this with you. Regular attendance also helps a child to settle and make friends with other children at Community OSHC Services.

SUPERVISION

Community OSHC Services will maintain high levels of supervision of children at all times.

The staff: child ratios contained within the Children's and Community Services Regulations for Out of School Care Services will be strictly adhered to at Community OSHC Services.

These ratios are:

Before School	1:15
After School	1:15
Vacation Care	1:10 excursions, 1:15 in-house
Aquatic Centre	1:8

It is a policy of Community OSHC Services for all permanent staff to have a Working with Children Check, Senior First Aid and asthma and Anaphylaxis as a minimum qualification. This is to ensure children are appropriately supervised at all times. Staff will position themselves where they can see all the children under their supervision, listen carefully to what is happening and know the children individually so they can anticipate their needs. Staff will join in the children's play and encourage them to try new experiences.

Children outdoors will be appropriately supervised and will be given opportunities for self-discovery and freedom of choice. Children must wear a broad brimmed hat. Staff will judge when children need an adult to facilitate play or will join in at the child's request. Children will be regularly reminded of safety procedures for play equipment. Children will be encouraged to try new challenges as appropriate.

Learning appropriate behaviour is part of your child's social development. Our staffs 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 with Community OSHC Services staff to ensure consistent behaviour expectations between home and the centre. Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle their differences in a peaceful manner. The staff will focus on positive behaviour, providing praise and encouragement where appropriate. Wherever possible problems will be prevented before they arise by using methods such as diversion and providing enough equipment for all.

LIMITS

We find the following limits/rules necessary to protect the safety and well being of every child and ask parents to reinforce these with their child:

- Respect for other people and their property Noisy
- play can be conducted outside Please stay within
- the boundaries that is set out by staff
- Take care of the equipment

Developing a supportive relationship with the children encourages them to learn skills in self-discipline. Punishing a child stops the negative behaviour for a while but does not teach the child self-restraint. A "cooling off" period may be needed so the child can calm down before discussing what happened and sharing their feelings with the Educators who will in turn talk about their own feelings and responsibilities with the child. Educators will always talk to the child quietly and as an equal. No further punishment will be given and the child will be reminded in positive terms of the expected behaviour.

If children consistently display unacceptable behaviour the Manager will ensure:

- The expectations of the child's behaviour are realistic and appropriate to their developmental level and culture.
- The child understands the limits.
- There is no conflict between Kelly Club, school and home expectations. The child's needs are being met.
- The child has no impediments, which may cause the unacceptable behaviour e.g. dietary problem,
- poor hearing, poor coordination, communication difficulties, illness or emotional distress.
- The child is not copying observed behaviour.
- Events at Kelly Club have not encouraged the behaviour, Consequences of the
- behaviour do not encourage it to persist
- Strategies are consistently followed by all Educators in contact with the child.

Members of staff are always available to discuss and assist with any concern a parent may have in respect to a child's behaviour or participation in the programme, and will work with parents to address any persistent behaviour problems.

ALTERNATIVE CARE

After the child has been given every chance to respond positively, and parents have been provided with ongoing feedback regarding the strategies used to improve their child's behaviour (and if all methods fail to result in a positive change), then the Manager will discuss alternative care with the parent, in consideration of the health and safety of other children in care.

EXCURSIONS

Children will be taken on excursions outside of Community OSHC Services as part of the planned activities of the OSHC. This may be when children are attending Vacation Care.

Excursions are considered to be an integral part of the children's program and will therefore be arranged from time to time, to provide a broad range of learning experiences for children. For all excursions written permission will be sought from parents and details of the outing provided in writing. All excursions will comply with the Children's and Community Services Regulations for Out of School Care Services.

You are requested not to send your child on an excursion if they display any signs of being unwell. This is in the interest of everyone concerned.

SWIMMING EXCURSIONS

Parents are asked to provide information about their child's swimming skill level on the enrolment form. (Nominate your child's level according to the criteria on the enrolment form). It will not be assumed that older children are good swimmers. All children will be swim tested prior to any swimming. Children under seven years will be asked to wear floatation devices unless a parent authorises otherwise.

The children will be supervised by Educators with a Bronze Medallion, Aquatic Rescue Certificate or Lifesaving qualification, Austswim certificate or RLSSA Instructors certificate.

Lifeguards are always rostered on during aquatic opening hours, however our Educators hold the primary duty of care whilst in the program.

All swimming activities will be assessed for risks using the "Risk Assessment Sheet" produced by Children's and Community Services Regulations for Out of School Care Services.

Only low risk swimming activities will be conducted. High risk swimming activities will not be permitted at any time.

HYGIENE

The application of universal hygiene procedures will be followed at Community OSHC Services at all times to control the spread of infection within the OSHC. Staff role model a high level of personal hygiene at all times, and place emphasis on the children learning and understanding why hygiene is important. Hand washing is central to this system and children will be asked to wash their hands before all snack times and after using the toilet.

In the event of a child having **head lice**, the parents will be notified at collection time and asked to treat their child/children that night. A treatment form from the Health Department is available from Community OSHC Services to give to parents. That child will be permitted back into the program the next day if treatment has been carried out and parents have signed a declaration to say their child has been treated in accordance with Health Department procedure.

IMMUNISATION

We encourage parents to immunise their children against all diseases appropriate to the child's age. A record of your child's current immunisation status will be kept at Community OSHC Services. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council exclusion guidelines, even if the child is well. This is to limit the spread of infection and protect unimmunised children. Children aged seven years and under must have a copy of their immunisation schedule provided to Community OSHC Services.

EXCLUSION

As a protection for all children and staff, children with infectious diseases will be excluded from Community OSHC Services in accordance with the National Health & Medical Research Council exclusion guidelines. A medical certificate is required after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before your child can be re-admitted.

If your child is unwell at home please do not bring him/her to Community OSHC Services. Children who have more than a slight cold should not be brought to the OSHC and may not be accepted at the Manager's discretion. Fevers, vomiting, diarrhoea or unexplained rashes are indications that a child should not be brought to Community OSHC Services.

UNWELL CHILDREN AT COMMUNITY OSHC SERVICES

Community OSHC Services is not able to care for children who are ill. It is important that the Manager be notified if your child has been unwell or received an injury since last attending the oshc.

In the case of your child becoming ill at Community OSHC Services, every effort will be made to contact you to ask you to take the child home. The unwell child will be made comfortable in the Manager's office under direct supervision of the Manager or an Educator until parents arrive. At no time will the child be left unattended. **Paracetamol will not be given.** The Manager has the prerogative to call an ambulance or doctor 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 and ambulance costs are the parent's responsibility.

MEDICATION

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

Community OSHC Services staff will only administer medication if:

- It is prescribed by a doctor and has the original label detailing the child's name and required dosage.
- The parent has completed and signed Community OSHC Services authority to give medication forms. NOTE: for Authority to Administer Medication in Emergencies, parents are requested to devise and authorise a procedure/Action Plan with Community OSHC Services.

NO MEDICATION IS TO BE LEFT IN CHILDRENS BAGS- Ensure all medication is handed to staff and is stored in the locked medication cabinet and all medication is signed for, whether it be permission to administer medication or signed in for us to hold and pass on to the parent/carer when they arrive to pick the child up.

The Manager or OSHC Supervisor should also be notified if your child is receiving medication at home that is not required to be given at Community OSHC Services.

PLEASE NOTE: As Community OSHC Services is an allergy aware service Peanuts and peanut products have been banned from Community OSHC Services morning and afternoon tea menu due to potential severe allergic reaction from some at risk children. Parents are requested to NOT bring nuts or nut products to the OSHC. Should you wish discuss further, please contact the Manager.

OCCUPATIONAL SAFETY & HEALTH

Community OSHC Services is concerned to protect the health and safety of children and staff at the OSHC and as such has a Policy to cover all areas and all programmes.

In the interest of Occupational Safety and Health and the wellbeing of the children, Community OSHC Services is a smoke free zone. All equipment, toys and play areas are checked regularly to ensure they are clean and safe for children's use.

SUN PROTECTION

To ensure all children attending Community OSHC Services are protected from skin damage caused by harmful ultra violet rays of the sun the following applies:

- Children will wear a broad brimmed hat, which protects the face, neck and ears whenever outside.
- SPF 50+ broad-spectrum water-resistant sunscreen will be provided for children and applied 15 minutes before going outside.
- Outdoor play will not occur in extreme heat or at the hottest time of the day
- Staff will act as role models, by wearing hats, applying sunscreen and seeking the shade Community OSHC Service

SAFETY DRILLS

Safety drills and Emergency Evacuations from will be practiced each term and vacation care period to ensure that children and staff are familiar with the procedures should an emergency occur. The safety and care of ill or injured children will be paramount and all procedures according to policies will be followed.

ACCIDENTS

Despite every precaution accidents do occur at Community OSHC Services from time to time. The following policy will be implemented to protect your child and keep you informed should an accident occur.

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 which requires more than first aid treatment you will be contacted immediately or if you cannot be contacted your emergency contact person will be phoned. Your child's injuries will be assessed and either an ambulance will be called or your child will be taken to a local clinic or medical practitioner for medical treatment. A staff member will accompany your child until you are able to be there. You will be provided with a copy of the accident report completed by the person in charge at Community OSHC Services at the time of the accident.

FIRST AID QUALIFICATIONS

It is a requirement that at least one staff member with a current Senior First Aid and CPR qualification is on duty at Community OSHC Services at all times whilst children are on the premises. Staff with First Aid qualifications will only administer first aid. A number of fully equipped First Aid Kits are maintained at the OSHC.

WORKING WITH CHILDREN CHECKS

It is a requirement that all staff in outside school hours care centres have a current Working with Children Check.

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.

1 ARRIVING AT COMMUNITY OSHC SERVICES

Children must be brought to the educator upon arrival and not left to walk themselves into Community OSHC Services. For their safety and your peace of mind you are required to sign the attendance sheet when dropping them off in the morning. Attendance Sheets are also legal documents and a requirement for families to collect CCB.

2 AUTHORISED PERSONS

Community OSHC Services will only release your child into the care of the custodial parent or authorised persons identified on your child's enrolment form (including siblings)

16 years of age and over). Any changes to these authorities must be advised in writing to Community OSHC Services as soon as possible. If an unauthorised person arrives to collect your child, the child will not be released until your authorisation (in writing) has been obtained. You must ensure your child's collection from the centre is reliably organised, as uncertainties and irregularities can cause anxiety for your child and our staff.

Please indicate on enrolment forms should there be a custody issue or Court Order in place. Please provide the Manager with as much information as possible, verbal and written, relating to the safe collection of your child/children.

3 LATE COLLECTIONS

If you are unavoidably detained and unable to collect your child at the agreed time you must telephone OSHC and advise 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 Manager. If you have not contacted Community OSHC Services and your child has not been collected 10 minutes after closing time the OSHC 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

45 minutes to 1 hour after the service's normal closing time the Police Station will be contacted. The police will collect your child and assume responsibility for that child until such time as the parents can be contacted by police. Late fees will apply.

LATE FEES

Parents who collect their children after the closing times will be charged \$1 per minute late fee. If you have extenuating circumstances, please contact the Manager immediately.

We will work in partnership with families at all times and welcome your input and access to the service according to the following guidelines:

4 COMMUNICATION WITH PARENTS

Staff at Community OSHC Services are supportive of children and their parents. Both parents of the child will be treated equally. Without legal documentation, staff cannot act as though one parent is more fit than another to the legal rights of their child. Parents may visit the OSHC at any reasonable time whilst their child is in care. Any concerns you have may be discussed with your Educator or the Manager at any reasonable time. All information about your child will always be treated with the utmost confidentiality.

5 CUSTODIAL ISSUES

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

- Parental responsibility remains with both parents jointly and individually except where it is altered by an order of the Family Court of Australia. In the absence of such a court order the child will be released to either parent who is the authorised person 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 court order needs to be produced for inspection by the Manager. 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 another person specifically authorised by that parent, except when Department for Communities or the Police specifically direct otherwise under the provision of the Child Welfare Act.

In the case of a parent with parental responsibility for the child arriving at Community OSHC Services to collect the child in a visibly intoxicated or unfit state to drive, the parent will be encouraged to contact an alternative adult to drive them and their child home, or the centre staff will offer to call a taxi. Should the parent insist on driving themselves and the child home, staff will take details of the vehicle and report the matter to the Local Police.

CHANGE OF DETAILS

Any changes to enrolment days including extra pick up or drop off days or requests to swap day's must be put in writing through the use of e-mail or filling in a change of details form. The form must be filled in correctly and signed by the parent before confirmation of any changes can take place. Please provide as much notice as possible to secure the changes you require.

If your personal details change including address, phone number or family access ect please fill out a change of details form and sign it. It can then be added to our system and your details be updated.

TERMINATION OF CARE

In extreme circumstances it may be necessary to terminate a child's care. Exclusion of children from the service will only occur after all other avenues of communication and support have been exhausted and when:

- Professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care away from the parent.
- A child puts the majority of children at risk through inappropriate behaviour.
- The parent continually fails to observe Community OSHC Services hours of operation or fails to pay the required fee.

Please let us know if you are not satisfied 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 relevant staff member or the Manager. If you feel the problem is not resolved you may take the matter further for resolution, by writing directly to the Manager.

OUR CHILDREN'S ACTIVITY PROGRAM

Our staff are supportive, encouraging, 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. Educators are happy to discuss your child's participation in the program with you, and we encourage you to stay for a chat prior to taking your child home at the end of the day.

We will display the weekly program with some programmed experiences including art/crafts, music and movement, sports and plenty of room for spontaneous experiences and child/parent initiated experiences. Community OSHC Services encourages children to become more active after school.

COMMUNITY OSHC ROUTINES

Routines are built around the regular events of the day i.e. arrival, snack/drink, hand washing, lunch break when on Vacation Care, and departure, and take into account the developmental needs of individual children, children's attendance patterns, climate and physical environment, the numbers and ages of children within a given group, children with special needs, new children entering the group and parents' expectations.

SNACKS

Snacks form a significant part of Community OSHC Services routine. Please make sure that any food allergies, strong dislikes and special dietary requirements your child might have are recorded on the enrolment form and discussed with the Manager. An Action Plan MUST be completed by parents should a child be subject to severe allergic reactions.

Community OSHC Services prepares afternoon tea (for Afterschool care), and requires parents to provide a packed lunch for their child (Vacation Care). The snack menu is varied, balanced, nutritious and multicultural based as well as being cost effective. Children are often involved in preparing and cooking snacks as part of the planned activity program. The weekly snack menu is displayed on the Outside School Hours Care notice board. Ideas and recipes are also welcome.

Meal times are treated as social occasions. The staff always sit with the children during meal times to interact with them, provide help where needed and set a good role model for the children.

During Before School Care the service will provide cereal, toast, milk and Milo.

During After School Care the service will provide a choice of fruit and a range of healthy snacks. Water is freely available to all children at all times. Children in Vacation Care will need to bring their own morning and afternoon tea, lunch and snacks.

WHAT SHOULD YOUR CHILD WEAR?

It is important that children are in comfortable clothes that do not restrict their enjoyment or participation at Community OSHC Services. We do provide protective clothing but clothes can still get stained when children are involved in messy activities.

Children are required to wear shoes and bring a broad brimmed hat for outdoor activities. Please ensure their clothing and personal items are clearly marked with their names.

PERSONAL TOYS

Community OSHC Services provides a wide variety of sports equipment, games and toys for all children to play with. We understand that many children would like to bring treasured items to the OSHC, however if items get damaged or lost at Community OSHC Services it can cause great distress for the child and parent. We request therefore that all personal or valuable items be left at home, particularly expensive electronic items.

ACTIVITY PROGRAM

The staff are responsible for creating an atmosphere and environment which is responsive to the needs of each individual child and to the group as a whole and reflects the philosophy and goals of the service. The program will be balanced and include indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual staff/child interaction, individual and group interests, children's special interests, and be flexible enough to allow for spontaneity and the unexpected.

Children will be encouraged to have input into program planning. The program will be child centred and will allow children to experience a variety of materials and pursue their own interests. There will always be alternative choices when a child does not want to participate in a particular activity.

You will find the weekly program displayed on the OSHC noticeboard. We invite you to have input into program development especially in relation to multicultural issues, music and storytelling. Any suggestions you have can be put into the Suggestion Box or discussed with staff.

BIRTHDAYS

Children's birthdays are a special day that children like us to celebrate. The staff will encourage the children to sing "Happy Birthday" and parents are invited to join the occasion if they can.

SPECIAL EVENTS

Programs will reflect the cultural differences of all families using the service. Community OSHC Services will celebrate special events with the children that reflect the cultural heritage and ethnic origins of children attending the service. The following events are celebrated at Community OSHC Services each year:

- Special Persons' Days (i.e. Mothers' Day, Father' Day etc.)
- Christmas
- Easter

Community OSHC Services understands that some parent may not wish their child to participate in some celebrations and therefore notices of forthcoming celebrations will be posted on the notice board, so that parents can choose whether their child will participate. Please inform the Manager if you do not wish for your child to participate in a particular occasion.

CHILDREN WITH SPECIAL NEEDS

Children with special needs that cannot be catered for within the usual Community OSHC Services routine will be integrated into the whole group with additional support from a supplementary Inclusion Support worker. Referral to the Inclusion Support worker or other professionals (e.g. Child Australia) is made either directly by the parent, or by the Manager after permission is given by the parent.

Please note that, whilst priority of care for children with special needs is addressed at Community OSHC Services, we can only cater for 2 children with special needs on any given day. This applies to Before and After School Care, and Vacation Care.

To ensure **all** children enrolled in our programs receive the best possible care and that all children's needs are met, we must limit our daily enrolments for the one-on-one care required by our special needs children. Children must be aged between 5 years and in year Prep and 12 years and in primary school.

Please contact the Manager upon enrolling your child/children to ensure that we can monitor this policy, thus ensuring the best possible care for your child at Community OSHC Services.

MORE INFORMATION

Thank you for taking the time to read our Parent Handbook. Please speak with the Manager if you require any further clarification.

Please refer to the complete policies and procedures. Please see the OSHC Supervisor or Manager and they will be able to help you.

Sonya Coleman | Community OSHC Services Manager
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