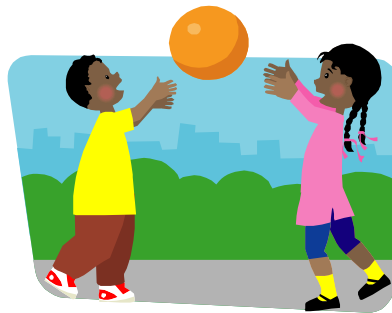




## Outside School Hours Care

# Parent Handbook



## **Welcome to Indigo North Health Inc Outside School Hours Care.**

The Parent Handbook is a valid part of the enrolment agreement between OSHC and the parents or guardians of the children who are enrolled in the program. This is why you have been asked for your signature on receiving this book. Please read through carefully to make yourself aware of all of the following information. We look forward to a happy and close association with you and your family.

### **Aim**

It is the aim of the Service to provide a stimulating environment where a child's sense of friendship and cooperation is encouraged. We will provide a range of activities in a balance of indoor and outdoor settings with both individual and group participation in a safe and happy atmosphere. While we encourage the children to make their own choices, we insist upon appropriate manners and behaviour of all children at all times.

### **Hours of Operation.**

#### **RUTHERGLEN**

##### **Before School Care**

7am to 9am

##### **After School Care**

2pm to 6pm

##### **Pupil Free Days**

8am to 6pm

##### **Vacation Care**

8am to 6pm

#### **WAHGUNYAH**

##### **Before School Care**

Not available at present

##### **After School Care**

3pm to 6pm

##### **Pupil Free Days**

8am to 6pm

##### **Vacation Care**

8am to 6pm

Run at Rutherglen Campus

OSHC will be closed on Public Holidays and from the last day of school in December until 2 weeks before school resumes in January. We will notify parents of any special circumstances.

### **Location of Rutherglen OSHC**

OSHC is based in Kitchen Centre of the Rutherglen Primary School. We also utilise facilities within the school boundary, so please take note of any notice left in Room as to our whereabouts.

### **Location of Wahgunyah OSHC**

OSHC is based in the heritage building

## **Fees and Payments**

Accounts will be issued fortnightly.

Bank, Cash or cheques are the only forms of payment available.

### **RUTHERGLEN**

BSB:082-406

ACCOUNT: 18-504-3188

Rutherglen OSHC

### **WAHGUNYAH**

BSB: 082406

ACCOUNT: 24-090-8288

Wahgunyah OSHC

Any other questions regarding fees can be directed to the Coordinator.

## **Enrolments and Bookings.**

OSHC is available to all children attending any Kindergarten or Primary School. Care will be provided on a full time, part time, casual and emergency basis.

INH Rutherglen & Wahgunyah OSHC are a Government approved childcare provider, therefore families who are eligible for Child Care Benefit (CCB) must contact the Family Assistance Office on 136150 to inform them you are using our service. Only when we receive notification from FAO will your fees be calculated at the reduced fees. Our program is run by CCMS so we have no control over your fees.

## **Emergency Bookings.**

Bookings are essential to ensure that staff adhere to our child/ratios **at all times**. **NO** child will be signed in without prior confirmation by the Coordinator.

## **Child Care Benefit.**

CCB helps create a more affordable system of Child Care. It is a payment to families to assist with the cost of Child Care, in this instance for Outside School Hours Care. All Australian residents using approved services such as INH Rutherglen/Wahgunyah OSHC may be eligible for CCB.

Further information is available on the Family Assistance Brochure.

CCMS operates at our service. This means that after you have registered with FAO and you have given us your CRN and Date of Birth for both yourself and your child the Government Dept will now link you with us and apply the appropriate rebate to you.

## **Cancellations and Absences.**

OSHC adheres to the child/staff ratios recommended in the National Standards and License Regulations. Therefore it is requested that notice be given prior to 9am for After School Care. Notice should be given directly to the Coordinator or by calling the OSHC Mobile Phone: 0419 439 286.

If your child becomes ill during the day and is collected from school, please notify OSHC.

Absentees without prior notification may be mistaken for a child missing and unnecessary concern and time wasted searching for them may occur. If a child does not arrive at the service as intended, the Coordinator will attempt to contact the class teacher, parent/guardian, or the emergency contacts. If the child is not located quickly, we **must and will** notify the police.

### **Priority of Access.**

The Australian Government has Priority Of Access Guidelines for allocating places in these circumstances. They set out the following 3 Levels of Priority, which child care services must follow when filling vacant places:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy the work, training, study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999.
- Priority 3 – any other child.

Within these main categories, priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or who or whose partner are on income support
- Children in families from a non English speaking background
- Children in socially isolated families
- Children of single parents.

When filling vacancies, OSHC services must give school children priority over children who have not yet started school.

### **Staff**

Staff consists of a Coordinator, who has experience in the child care field or studying towards qualification in child care (minimum Diploma Childcare Services), education or other relevant areas of study.

Assistant Coordinators are employed on a need basis and have minimum Certificate III in Childcare.

All staff have current First Aid, CPR, Anaphylaxis Management, Asthma Management Certificates and Working With Children and Police Checks.

### **Staff to Child Ratios**

Normal – 1:15

Excursions – 1:8

Swimming 1:5

These ratios are in accordance with National Standards for Outside School Hours Care.

## **Daily Attendance**

Parents must accompany their children to Before School Care (where applicable) and Vacation Care and sign the attendance register. If a child is attending After School Care they must leave their classroom and go immediately to the OSHC Service where they will be signed in by staff. Children attending OSHC for the first time will be collected from their classroom or be paired with a buddy to accompany them to OSHC.

## **Departure**

Parents or persons over 18 years old nominated to collect your child/ren are responsible for signing them out of the OSHC program each day. The enrolment form allows for other persons to be nominated as contacts to collect or drop off your child. If an emergency arises whereby a person unknown to staff will be picking up your child, then the parent must contact the Coordinator, clearly stating the person's name. This person may be asked for identification. A child will not be allowed to go with anyone not listed on the enrolment forms or of whom the Coordinator has had no prior knowledge.

## **Daily Routine**

The children will be offered a wide variety of interesting and stimulating activities. A copy of the program will be displayed for parent's perusal on the notice board. Children will be provided with options for activities which include outdoor sports, climbing equipment, art, crafts, cooking, board games and reading as well as a time to discuss and celebrate special days and events. Children will also be given time to pursue their own interests in a safe and friendly environment.

In Before School Care the children will be given the opportunity of quiet play with a light breakfast provided if needed. At 8:45 the children will be signed out by the coordinator and are then to proceed directly to their classroom.

In After School Care the children will be signed in and provided with an afternoon snack of fruit.

## **Homework**

Time and opportunity will be allocated for homework, with assistance given if needed. We will provide a quiet area for homework, allowing children some time to first unwind from their busy school day. OSHC staff cannot accept any responsibility for the amount completed or quality of the homework. Whilst staff will endeavour to help younger children with readers it is often not possible to sit one on one with children due to the need for supervision of the whole group. If parents do not wish for their child to do homework at OSHC as you would rather it completed at home please notify OSHC staff.

## **Vacation Care**

INH Rutherglen OSHC operates during all school holidays excluding any public holidays that fall during that time. We are open 8am to 6pm each day. A water bottle, hat and appropriate footwear (NOT THONGS OR CROCS) is a must, as we participate in varying activities outside the room; however water is available throughout the day.

At the service we aim to provide a range of activities and excursions to suit all age groups. Daily activities include games, art and craft, sports, outdoor play and quiet time. We aim to vary the excursion destinations each holiday. Throughout the program we also have themed days which are determined through input from the children's interests. We strive to cater for the individual child as well as the group as a whole, incorporating the children's ideas and suggestions. The Vacation Care Program is available at least 2 weeks prior to each holiday period. These programs include a booking form and excursion permission form which **must** be completed and returned to confirm your booking. Children attending Rutherglen OSHC **must** be enrolled in the OSHC service prior to arrival. Daily charges apply, with the addition of any excursion or visiting attraction costs to be paid in cash in advance. You will be notified of this. Twenty four hours notice must be given for any cancellation for excursion days or you will be charged the daily fee plus excursion costs. We ask for this notification to accommodate children on the waiting list but also as arrangements for excursions need to be made well in advance, therefore definite numbers are required. During Vacation Care, if you do not wish for your child to attend the excursions, it will be necessary for you to find alternative care on that day as all staff members attend excursions.

### **Sun Protection**

OSHC strictly enforces the “**No Hat, No Play**” policy that the children are familiar with at school. During Vacation Care, it is the parent's responsibility to provide protective clothing and sunscreen. Staff will supervise the application of sunscreen, and maximize the use of available shade. Staff will provide flexible planning of outdoor activities to reduce the time spent in the sun between 10am and 2pm. Sunscreen is available to reapply throughout the day.

### **Medication**

Upon enrolment at INH OSHC, parents are asked to complete a medical form. This is to inform the staff of any health/dietary requirements or chronic/intermittent medical conditions of their child. If your child has a known medical condition, please ensure the Coordinator knows exactly what procedure to follow if a problem should occur during service hours. No over the counter medication will be administered to children. Prescribed medication can only be given during service hours if the following steps are adhered to:

1. the Coordinator must receive written consent from the parent/caregiver authorizing administration.
2. the medicine bottle or packet clearly has the Doctor's name, child's name, dose amount and time to be given marked clearly on the side of the container
3. NB: the words 'as prescribed by the Doctor' will not be accepted. A letter from the Doctor will be needed in this case, stating the information listed previously.
4. the parent/guardian must fill out a medication form, available from the Coordinator.
5. medication must be handed to the Coordinator, who will then store it in an appropriate place.

Medication will not be allowed to stay in a child's bag. This includes any medication that a child may have had to take to school and has already had the required dose for that day. In special cases, with written approval from the parent to the Coordinator, children can be

responsible for their own medication, for example, asthma inhalers, diabetic equipment. Please be aware that medications kept for emergency use at school, i.e.: asthma inhalers etc, are not accessible to OSHC staff. Staff can not administer ANY medications that have not been provided by the parent through the above procedures. If your child has a diagnosed medical condition that requires special attention then a medical management plan written by a Doctor must be handed to the Coordinator i.e.: asthma, anaphylaxis.

### **Illness**

Should a child arrive at After School Care unwell, staff will monitor the symptoms while keeping the child quiet and comfortable until collected. If a child's condition deteriorates, parents or emergency contact will be contacted to arrange an earlier collection. The Service is unable to care for children with contagious illnesses. If symptoms appear at home please contact the Coordinator so that appropriate action can be taken. If the symptoms appear at OSHC, the parent or emergency contact person will be asked to collect the child immediately. Please adhere to exclusion times as advised by your GP. If your child has a fever, has been vomiting, has diarrhea or has been unwell within 12 hours before attending OSHC, please keep them home. We need to consider all families using the Service. If the Coordinator considers a child unwell, they will request that parents make other arrangements.

### **Accidents**

Upon occurrence of any injury, first aid will be administered if necessary. If deemed necessary their parent will be rung. At all times, an accident report will be written and filed noting:

1. Child's name
2. Date and time of the accident
3. Details of the accident
4. Treatment and outcome of the accident
5. Staff signature
6. Witness signature
7. Coordinators signature
8. Parent's signature confirming knowledge of the accident.

In the event of a serious injury an ambulance will be called **then** the parent or emergency contact.

### **Lost Property**

Clearly name all items of clothing from hats down to socks. Children are encouraged to be responsible for their own belongings. **The Service will not be held responsible for any missing items or damage to items including electronic appliances or toys** that your child brings with them.

All electronic appliances i.e.: ipods, mp3 players etc are highly recommended not to be sent along with your child.

### **Evacuation and Containment**

All programs are familiar with Evacuation and Containment procedure set within the guidelines. Fire evacuation procedures are clearly displayed at the entrance of each door.

We will conduct unannounced practice drills on different days and times to ensure all staff and children are familiar with procedures. Staff are updated with current procedures and practices within the school setting.

### **Parent Participation**

We value feedback, suggestions and participation from parents in any aspect of our Service. Access to our email service is an ideal opportunity to post any suggestions and comments or by using the Suggestion/Comment Book located near the sign in book. We will display interesting news and information to keep parents up to date. If our parents have any special skills or talents that they could share with us just let us know. From time to time we work on projects over a period of time and we like to invite parents to view or participate in the culmination of these projects. We will keep you informed of these coming events.

### **Policies and Information Folders**

All policies and parent information folders, booklets, sheets are available for your perusal at any time. They are located in the OSHC room.

### **Behaviour Management**

Children are entitled to a pleasant and harmonious environment at the Service. INH OSHC cannot serve children who display chronically disruptive behaviour. Chronically disruptive behaviour is defined as verbal or physical activity, which may include but is not limited to such behaviour that:

- Requires constant attention from the staff
- Inflicts physical or emotional harm on other children
- Abuses staff
- Ignores or disobeys rules which guide behaviour during the OSHC.

If a child cannot adjust to the OSHC setting and behave appropriately, then the child may be refused admittance.

'Time Out' is the preferred behaviour management strategy. Children may be unable to participate in certain activities as a result of unacceptable behaviour. For example, if a child were to push another child from the play equipment, they would be asked to get off the play equipment for a period of time. In the case of misbehaviour, staff will speak to a child's parents/caregivers on arrival about the day's events.

Time Out Procedure:

Step 1	Warning
Step 2	5 minute time out
Step 3	10 minute time out
Step 4	15 minute time out

At any time a staff member may skip steps if deemed necessary. In extreme cases where the child's disruptive behaviour is affecting the running and/or morale of the Service, parents will be called to collect them early. Continued behaviour of this manner may result in the loss of your child's place in OSHC. Such behaviour will also be documented and placed on your child's file.

We also follow behaviour management procedures used within the school and liase closely with class teachers and the Principal.



## **Grievances**

### **Parents/Staff**

All complaints or concerns should be firstly addressed with the Coordinator of the Service at a prearranged time, unless the matter can be dealt with immediately. If parents still have concerns they should then be addressed to the Primary Care Manager in writing for discussion at the earliest scheduled meeting. Heated discussions should never take place in the presence of children. Both parents and staff should respect each other's roles and concerns. Issues regarding Service policies should be directed to the Coordinator.

### **Parents/Management**

If all avenues have been explored through the above channels and an acceptable outcome has not been achieved, complaints or concerns regarding the management of the Service should be directed to the Chief Executive Officer on 6033 6200.

*Finally:*

*Welcome to Indigo North Health Inc OSHC! We look forward to caring for your family and hope the time you spend with us is enjoyable. If you have any queries / concerns please call me so that we may discuss them.*

Created: October 2012
Review Date: October 2013
Last Updated: October 2013
Next review: October 2014
Validated By: Management Committee