



Waratah OOSH Centre

Before & After School Care Vacation Care

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FAMILY HANDBOOK

WELCOME

The staff and children at Waratah Before, After and Vacation Care Centre would like to welcome you and your family to our Centre.

The team here at Waratah OOSH are a group of people who love and enjoy caring for the children.

As you will notice there are many children from surrounding schools and of different nationalities. We are pleased with this as the children enjoy interacting with new children and making new friends.

You will see that all the children have a great time and are very comfortable with all the staff and supervisors at the Centre.

We take the responsibility of caring for your children very seriously and we are pleased to have the opportunity in caring for your children by making sure that they are safe at all times, and most of all, are having a great time.

Please if you have any questions or would like an enrolment form, do not hesitate in calling or making an appointment to speak with us about the well being of your children whilst in our care. *Mirella Ienco* - Director

Philosophy

We are committed to maintaining this valuable stage of life. Providing quality service through meeting the needs of the community and our local families. We take the responsibility of caring for your children very strongly by making sure that they are safe at all times and most of all having a great time. Offering all children the same opportunity yet treating them all as individuals. We aim to be supportive to our parents and strive for open communication and good relations between parents' staff, children management and the community.

CHILDREN AND STAFF

Staff will respect children's opinions and encourage their participation in the planning of the program and in establishing a code of behavior for the centre.

Appropriate language is to be maintained at all times.

Staff will use appropriate voice tone and level when talking to children. Staff will be supportive and encouraging and communicate to children in a friendly positive and courteous manner.

Staff will give praise and positive feedback to the children as often as possible.

Staff will form friendly and warm relationships with the children in their care.

When communicating with children staff will ensure that they are understood and to communicate at the child's level.

Children will never be singled out or made to feel inadequate at any time.

Staff will not threaten or verbally abuse the children in any way.

STAFFING

As outlined in our policy all staff are to meet National Standards. Staff will be made aware of their duty of care and their responsibility in relation to supervision, health and safety of the children.

The staff: child ratios as outlined in the Standards will be met at all times.

There will be a maximum of 15 children to 1 staff member.
There will be a maximum of 8 children to 1 career for excursions.
There will be a maximum of 5 children to 1 career for swimming.
1 to 10 for program's which integrate children with disabilities
1 to 5 for program's which are specifically for children with disabilities.

There will be a minimum of 2 staff members present at all times.

MANAGEMENT STRUCTURE

We are a Church Organization body and Community Based Centre. We aim to provide a quality centre and will ensure that we operate according to the legal requirements of a managing body. The Management will ensure that decisions are made in a proper way, according to the centre's constitution and in the best interests of the service. Membership of the management committee will be open to all parents using the service. Parents will be actively encouraged to participate. Decisions about the overall operation of the centre will be made at the management committee level. Parents and staff will be kept informed about the committee's membership, meetings and decisions and have opportunities to have input into the management of the service.

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DAILY ROUTINE AT OOSH

Before School Care

Morning care begins at 7.00 am until 9.30 am.

Children are taken to school on our bus. A staff Member will be present at all times while travelling to school.

After School Care

Afternoon care is from 3.00 p.m. until 6.00 p.m.

A staff Member will be present to collect the children at a specific location every day where the children will then be accompanied onto our bus and transported back to the Centre.

On arrival afternoon tea and refreshments will be provided.

We aim to provide nutritious and varied food of good quality in the centre. Children will be encouraged to develop good eating habits through good examples and education. High standards of hygiene will be maintained throughout all food preparation.

Vacation Care

A Vacation Care diary is issued 3 week before the holidays begin.

Hours are 7.30 am to 5.30pm. What the children will need daily will be printed on the VC Program. Children are not automatically enrolled. All parents must book each holiday period.

We aim to provide daily routines that meet the needs of individual children in relation to each child's social, physical, intellectual, creative and emotional development. As the centre is the child's time for play and leisure, this will be reflected in the daily routines

POLICIES AND PROCEDURES

Our Centre Aim to continually maintain a high standard in all areas and aspects of the Child care field. That is why we have certain policies and procedure in place at our Centre. These policies are reviewed continuously and we welcome any suggestions that families would like to input.

A copy of our policies are at the Attendance desk and a copy is on hand in the office.

COMPLAINT & GREIVANCE PROCEDURE

We believe that parents have an important role in the centre and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the centre, staff, management, programs or policies without fearing negative consequences. And that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

FAMILY INVOLVEMENT AND ORIENTATION

Parent will be kept informed about events and general OOSH news through newsletters and notices placed on Notice board, located at the entrance of the Centre. On arrival at our Centre Parents and children will be taken through an orientation process, tour of the Centre and meeting of staff members. Families will also be informed of our buddy system and where family involvement and participation is welcome, such as suggestion box and surveys. Were our observations and programs are displayed.

If you only enroll in one of the below centre than the childcare assistance cannot be used at another centre.

If you choose not to apply for Childcare Benefit, you then must pay full fees and you will receive a receipt of full payment.

ALLOWABLE ABSENCES

Families that receive any form of Childcare Assistance are eligible for 42 days of allowable absences for each child per calendar year.

Days which count as allowable absences are any casual absences and absences caused by holidays or illness without a medical certificate.

Absences which do not count towards the 30 day limit can be claimed if the following documentation is kept:

- a medical certificate if the child or family member is ill;
- A medical certificate or written statement from the parent or service if the child is excluded from care due to outbreak of an infectious disease which the child has not be immunized against; or
- A statement from the parent or employer confirming that the parents work rotating shifts or has roistered days off.

If supporting documents are not given then the absence must be counted towards the 30 days.

Absences which do not count towards the 30 days limit which can be claimed without supporting documentation and will not be recorded are:

- Public holidays & Pupil free day, where alternative care arrangements are made.

All documentation will be sent and must be approved by Centrelink. All documents must be given to the supervisor within 5 school days.

PRICING POLICY

	<u>RATES</u>
<i>Full Vocational day.</i>	\$ 30.00
<i>Morning Rate</i>	\$ 11. 00
<i>Afternoon Rate</i>	\$ 14. 00

FINANCIAL ISSUES

These financial issues must be in place at all times for continuing care at our Centre. Your child/ren care can be cancelled at anytime after a warning has been made by the Director because of failure to meet these requirements.

✘ PAYMENT IN ADVANCE

- There is no holding deposit, but we do require at **least two weeks fees in advance** to secure your child a position in our Centre.
- The Director will give you at least two weeks written notice of any changes of the way fees should be paid. If you have difficulty in fee payments please discuss this urgently with the Director .
- Pay fees for all booked days, excluding Public Holidays and when your child/ren is/are on holidays, or away ill during the agreed days of enrolment.
- Give the Centre **two weeks written notice** if you decide to withdraw your child/ren or reduce the days of enrolment.

✘ LATE FEE

You must also agree to pay any late fees as required by the Centre if your child/ren is/are not collected from the centre on time. *After 6.00 pm there is a charge of \$ 5.00 for the first 5mins and \$10.00 for every 10mins thereafter.*

If children are dropped off before opening hours a similar fee will be charged.

✘ PAYMENT ON ABSENCE

We require one weeks notice of any cancellation for before and after care and vacation care, before credit can be given. A \$5.00 fee applies in the case of no prior cancellation.

FINANCIAL ISSUES cont....

To pay electronically into OOSH account. Please put CHILDS SURNAME for account processing.

Account number - 780 339 659
BSB—637 000

MEDICATION

If your child/ren require any medication (including non prescription, herbal or homoeopathic) to be administered while at the Centre, then please provide the medication to a staff member in its original container, which shows;

- Your child's name
- The dosage to be given and
- The use by, or expiry date of the medication

EMERGENCY MEDICAL ASSISTANCE

If your child/ren has/have been injured or is/are ill while at the Centre and if the Director thinks it is necessary, they may need to arrange;

- urgent medical or dental care from a doctor
- for an ambulance for your child/ren and/ or
- for your child/ren to be taken to a hospital

The Director will make reasonable effort to contact you as soon as possible.

IF YOUR CHILD BECAME ILL WHILE AT THE CENTRE

If your child/ren become ill whilst at the Centre the Director will try to contact you to :

- Determine an appropriate course of action
- Decide whether it is appropriate for your child/ren to remain at the Centre
- If your child/ren have a temperature higher than 37.5 C whilst at the centre.

If your child/ren has diarrhea or vomiting they are not allowed in the Centre for the next 24 hours. If they have a viral infection, they are not allowed in the Centre for the next 48 hours.

The Director will make every effort to contact you or your nominated emergency contact. If staff cannot contact you, or your emergency contact persons, they will contact a medical practitioner or call an ambulance.

ENGAGEMENT OF STAFF PARENTS OUTSIDE EMPLOYMENT

Sometimes parents want staff to baby-sit their children outside of Centre hours. We discourage this practice because, in part, it blurs the boundaries between staff professionalism and this can create legal complications. Similarly, we do not want staff to drive enrolled children to and from the Centre.

✘ Transport

- It is not part of Staffs employment to transport your child/ren in staff members' own car at anytime other than in an emergency.
- If you decide, despite this , to ask any staff member to transport your child/ren, we take no responsibility for the staff members action while she/he is transporting your child/ren, even if those actions are negligent; and /or cause injury to any persons or loss of or damage to any property. Please see Daily Routine for daily OOSH transportation

✘ Baby-sit

It is not part of Staff employment to baby-sit or otherwise care for you child/ren paid or not, at any location, or any time other than during Centre hours or in any other circumstances which are not under our supervision

CHILDCARE ASSISTACNE FROM FAO PROCEDURE

All families are eligible to receive Childcare Assistance from the Family Assistance Office. This percentage is determined by your income, and the FAO office will determine what rate you child/ren are entitled to.

The FAO will then send the Centre informing us that you are eligible for assistance and the hours you are eligible for. You then receive a letter.

EXCURSIONS

Excursions outside the Centre can play a valuable part of our program here at OOSH, however, these cannot take place without permission from parents. Most of these excursions take place during our vacation Care period and a holiday diary will explain what will occur on the day.

PHOTOGRAPHS, FILMS, & AUDIO TAPES

Staff have a commitment to protect the privacy of parents and children.

With your consent, staff may wish to take photographs or videos of the children for centre purposes, for example, photo on pin board or photo wall .

ARRANGMENTS FOR COLLECTING YOU CHILD FROM THE CENTRE

OOSH has a responsibility to ensure your child/ren's safety when in our care and we will not allow children to leave the Centre except with an authorized person. You agree that, except in cases of emergency, if you wish your child/ren to be taken home, or elsewhere from the Centre by any person other than yourself, you must give the Centre Director a written authority, signed by you.

The authority may be included in the Enrolment Form or a separate document, and in either case must specify:

* Your child/ren name/s and the full name, address and telephone number of persons nominated. If you nominate an older sibling of your child/ren please think very carefully about both children's well-being in making this decision.

MEDICAL & HEALTH ISSUES

To ensure your child/ren's health is considered and to protect your child/ren and all other children and staff at the Centre from infection, various procedures are in place. All children suffer from a variety of conditions that may mean it is inappropriate for them to attend the Centre. Conditions may include physical injuries, non-specific illnesses as well as specified infectious diseases

- Your child/ren may not attend the centre when suffering from a condition which precludes them from participating reasonably in the Centre program;
- You are required to pay fees for any period during which your child/ren is/are withdrawn from the Centre. A medical certificate must be provided after the first 3 days absent.

Infectious diseases: the centre will inform you, as soon as practicable if we become aware of any outbreak of a specified infectious disease which may affect, or is likely to affect the children or staff at the Centre.

ACCESS TO CENTRE PREMISES

Waratah OOSH is an organization which prides itself on its long history of involvement with local communities. In this context you understand that parents, childcare students, trainees and volunteer members of the community may work at the centre from time to time. These people may be involved in assisting the Centre staff to provide a service to your child/ren.

FAILURE TO COLLECT YOUR CHILD FROM CENTRE

If your child/ren is/are not collected within an hour of the centre closing and no contact can be made with you or your emergency contact, then your child may be taken to the nearest Police Station or taken into the care of a relevant State Department.

Late fee will also incur (*see pricing policy for fee charge*).