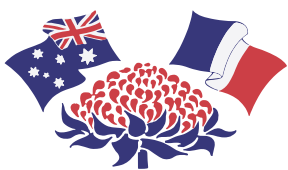


Telopea Park Parents & Citizens  
Out of School Hours Care  
**PARENT HANDBOOK**



# ACKNOWLEDGEMENT OF COUNTRY

Telopea Park Out of School Hours Care acknowledges the Australian Aboriginal and Torres Strait Islander peoples of the nation. We acknowledge the traditional custodians of the lands on which our service is located.

We pay our respects to the Elders, past present and emerging, for they hold the memories, the traditions, and the culture which has existed for thousands of years before us.

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# INTRODUCTION

## 1.1 WELCOME TO OUR SERVICE

The Telopea Park School Outside School Hours Care (TPSOSHC) operates as a not-for-profit arm under the Parents and Citizens (P&C) Association of the Telopea Park School. The TPSOSHC Sub-Committee (Sub-Committee) was established to manage the operations of the centre and does so in accordance with the P&C Association's Constitution, centre policies and relevant legislation.

The Sub-Committee comprises a Chair, Treasurer and Secretary. These positions are occupied by volunteer parents who are appointed each year at the P&C annual general meeting.

The centre also employs a number of paid staff. This includes a part-time Administrator (to oversee the administrative and financial management of the centre), a full-time Director (to manage the day-to-day operations of the centre), a part-time Assistant Director, and a team of casual educators.

The centre offers care to children at Telopea Park School in Kindergarten to Year 6. It operates within the School Age Care Framework; My Time, Our Place, and is rated in accordance with the National Quality Standard. This ensures a quality service is maintained through a process of continual improvement. Family participation in the continuing improvement of the centre is encouraged and greatly appreciated.

Our staff are selected carefully to ensure children attending the centre have the best quality care in a safe and friendly environment. All staff must have a Working with Vulnerable People card and a certain number of staff must have up-to-date first aid and relevant qualifications (i.e. teaching degree, out of school hours care diploma/certificate).

Staff ratios are determined by ACT statutory regulations. The current ratio for before and after school care is one carer to eleven children.

## 1.2 OUR EDUCATORS

Our team consists of more than 40 educators operating in our service. They come from a variety of backgrounds and cultures and we believe each and every one holds an important role in our program.

Additionally we have junior educators who attend year 10 at Telopea Park high school and some from Narrabundah College.

We strongly encourage our educators to build relationships with our families and become familiar with the surrounding community.

We make sure that we have the same educators everyday to ensure that strong quality relationships are being built and maintained and new ones are created.

### 1.3 OUR PHILOSOPHY

The Telopea Park School Before and After School Care recognises and supports the need for Telopea Park School children to have high quality, affordable and accessible care outside of school hours. We provide a safe and happy environment where all children feel they belong and where parents are confident in the knowledge that their children are being well cared for.

We aim to achieve this by:

- Embracing diversity and supporting inclusion regardless of family structure, gender, cultural or religious background.
- Providing a broad and balanced range of experiences that cater for different ages, abilities and interests, and which foster the development of children's physical, cognitive, creative and social skills.
- Providing a stable yet flexible routine that enables children to explore and investigate at their own pace and to have choice and control over their learning opportunities and experiences.
- Guiding behaviour amongst all which promotes individuality and self-expression but also tolerance, patience and being respectful of the personal space and property of others.
- Fostering positive interactions through educators encouraging, guiding and nurturing children, and promoting a balance of both structured and self-directed play.
- Promoting healthy eating by providing a diverse, nutritious menu consistent with the Australian Dietary Guidelines for Children and Adolescents which meets all children's dietary needs.
- Valuing our staff and acknowledging and utilising their unique skills and abilities.
- Encouraging and providing educators with opportunities for professional development which will in turn enable us to deliver care of the highest standard.
- Operating as an integral and valued part of the community, reflecting community values and utilising community resources.
- Welcoming and encouraging parent feedback and input into decision-making on our centre practices and programming to enhance children's learning and to accommodate family needs.
- Working in partnership with all stakeholders – families, children, educators, the school, government and the wider community – to foster productive and cooperative relationships.
- Managing the service efficiently and effectively and in accordance with the National Regulations, National Quality Framework and the My Time, Our Place Framework for School Age Care

## 1.4 HOURS OF OPERATION

The centre offers before school care, after school care, holiday care and ECAs.

Before school care is from 7.30am to 9.00am and includes structured activities as well as a healthy, varied breakfast.

After school care is from 3.15pm to 6.00pm and includes fully supervised general play, structured activities and afternoon tea. Afternoon tea is served at 3.30pm (or 4.30pm for those in an ECA) with fruit on offer at all times. The centre caters for children who have special dietary requirements. These requirements should be specified on the enrolment form.

A holiday program is offered during most school holidays from 8.00am to 6.00pm. It includes a range of fun and engaging activities including excursions.

Separate to after school care program, the centre runs a number of Extra Curricular Activities (ECAs) during school term in the 3.30pm to 4.30pm timeslot. These activities attract a separate fee and are not eligible for any child care benefit or rebate. ECAs vary throughout the year, and include activities such as Tennis, Tae Kwon Do, Dance, Soccer, Yoga, Cooking and French Homework. Children do not have to be enrolled in after school care to participate, but we do require a valid 2021 Enrolment Form for all children attending the activities.

## 1.5 CONTACTS

The office is located in the primary section of the school next to the francophonie hall.

The Centre Director is Liz Pizar who is present from 8:30am to 6.00pm. The office phone number is 0426 692 553. Outside of these hours, messages can be left on the answering machine. Liz can also be contacted via email at [director@tpsoshc.org.au](mailto:director@tpsoshc.org.au)

Liz should be contacted for daily absences and cancellations within the current week.

For statements, fees and charges, please contact Champ Enterprises ( Jo Bromilow ). The Champ office phone number is 02 4739 0739.

Jo can also be contacted through email [jo@champenterprises.com.au](mailto:jo@champenterprises.com.au)

Contact with the Chair of the Sub-Committee can be made via email at [chair@tpsoshc.org.au](mailto:chair@tpsoshc.org.au)

Communications regarding ECAs can be sent to [ecas@tpsoshc.org.au](mailto:ecas@tpsoshc.org.au)

# FEES AND PAYMENTS

## 2.1 FEES

|   |   |
|---|---|
| ANNUAL EQUIPMENT LEVY   | \$50 PER FAMILY   |
| BEFORE SCHOOL CARE  | \$21 PER CHILD (PERMANENT BOOKING)<br>\$23 PER CHILD (CASUAL BOOKING) |
| AFTER SCHOOL CARE   | \$30 PER CHILD (PERMANENT BOOKING)<br>\$33 PER CHILD (CASUAL BOOKING) |
| HOLIDAY CARE  | \$90 PER DAY  |
| NON-NOTIFICATION FEE<br><i>Not informing us of an absence</i> | \$5 PER OCCURENCE   |
| NON-SIGN OUT FEE<br><i>Failiure to sign out on Ipad</i>       | \$5 PER OCCURENCE   |
| CHANGE OF BOOKING FEE<br>(IF MORE THEN ONCE PER TERM)         | \$5 PER OCCURENCE   |
| LATE COLLECTION FEE   | \$20 AFTER 6PM PLUS \$5 PER MINUTE AFTER 6:05PM                       |
| LATE PAYMENT FEES   | \$20 PER MONTH  |
| PUBLIC HOLIDAY  | \$26 PER CHILD (PERMANENT BOOKING)                                    |
| MY FAMILY LOUNGE<br>DUPLICATE FEE                             | \$20 PER DUPLICATE  |

## 2.2 PAYMENT OF FEES

Fees for Before and After School Care are due through our debit success program. Statements are prepared weekly and these are emailed to parents. Payments will be taken through debit success. Below are the fees for families from debit success. Debit success is mandatory for all families attending our centre. If parents do not sign our direct debit form, then the centre director has the right NOT to accept your enrolment form and bookings.

Debit Success Fees (ex GST):

- Establishment Fee (once per family) \$2.00
- Direct Debit – Bank Account \$0.80
- Direct Debit – Visa/MasterCard 2.14%
- Direct Debit – Amex 4.0%
- Dishonour Fee – charged to parent only \$14.95 Inc GST

Fees for vacation care will also be debited from your debit success nomination card. ECA fees are paid through Eventbrite on purchase of ticket.

## 2.3 CESSATION OF CARE

When a child ceases care for the calendar year or completely, any outstanding debt must be paid in full by the last day of attendance. If a debt is not paid by the last day of attendance, then the direct debit agreement will still apply and payments will be debited from the nominated account until the debt is paid in full.

An email to Liz must be sent stating the details of your cessation of care and this will be forwarded onto admin to action your request .

You must attend your first and last days of care for your CCS to apply. If your child/ren does not attend the first and/or last days of care, CCS will either start on their first physical attendance to the service, and/or go to the last time they attended the service. Any days outside of their physical attendance, but still enrolled in the service, will be charged at full fees (Please see fees table for this information).

# CHILD CARE BENEFIT / CHILD CARE REBATE

## 3.1 CCS (CHILD CARE SUBSIDY) PERCENTAGE

This is your CCS percentage. It will be calculated based on your family income estimate for the 2021-22 financial year.

Your CCS percentage will apply to the lowest of either the:

- Hourly fee you're charged by your child care service, or
- Hourly rate cap

If your subsidy percentage is zero, your family income estimate was \$351,248 or more. If this applies to you, it's still important you complete your claim or assessment. Your payments will then be balanced at the end of the financial year. If your actual family income ends up being less than \$351,248, you will be paid the CCS you're entitled to.

Remember, if you're eligible for CCS but your percentage is zero, you may still be eligible for ACCS (Additional Child Care Subsidy)

Read more about how your family income affects your CCS percentage on the Services Australia website.



### 3.2 ANNUAL CAP

Your annual cap depends on your family income estimate. If your family income estimate was \$186,958 or less, there is no annual cap on your subsidy.

If your estimate was more than \$186,958 and under \$351,248, your annual cap is \$10,190. This cap applies to each child in care for each financial year.

#### Subsidised hours per fortnight

This is the number of hours of child care that will be subsidised. This is worked out based on your hours of activity per fortnight. If you have a partner, we use the lower of your two activity levels.

If your subsidised hours are zero, you told us you or your partner do less than 8 hours of activity.

As a parent/carer, you need to do at least 8 hours of activity per fortnight. Recognised activities include working, training, studying and volunteering. For example, 4 hours a week of any one of these activities will give you access to 18 hours of subsidised care a week.

### 3.3 WITHHOLDINGS

We withhold 5% of your CCS each fortnight to reduce the likelihood of an overpayment. An overpayment could result in a debt after the end of financial year when we balance your payments.

After 2 July, families will also have an option to increase or reduce their withholding.

### 3.4 UPDATING YOUR DETAILS

It's important to make sure your details are correct so payments are subsidised correctly.

You need to tell us if:

- Your circumstances change

- Any details you gave us in your assessment or claim change

The easiest way to update your details is with your Centrelink online account via myGov.

Your subsidy will be reassessed you if you give us new information.

The centre's CRNs are:

- Before School Care – 555 006 555L

- After School Care – 555 012 357L

- Holiday Care – 555 006 558A

Please note that to receive the CCS, parents must be assessed.

For more information on CCS, please contact the Family Assistance Office on: 13 61 50.

# ENROLMENT INFORMATION

## 4.1 HOW TO ENROL

To enrol a child in the centre, an enrolment form must be completed each year. No child is permitted to attend the centre without a completed enrolment form, including attendance at ECAs or the holiday program.

Attendance is either on a permanent or casual basis.

To enrol, TWO forms must be fully completed and provided to us:

-Enrolment form including a copy of your child's immunisation form also needs to be provided.

-Debit success form

An enrolment form must be completed in full online before your child/ren's first visit.

For new enrolment forms please see the link below

[-Debit Success form](#)

[-Medical Management form](#)

Please follow the link provided below to enrol:

[New children and families enrolment form](#)

## INSTRUCTIONS FOR ENROLMENT:

1. Click on link provided
2. Fill out information
3. Double check information is correct
4. Press Submit

Send supporting documents (debit success form and medical management form if required) to [champ@champenterprises.com.au](mailto:champ@champenterprises.com.au)

Once an enrolment is complete, the form must be emailed to [champ@champenterprises.com.au](mailto:champ@champenterprises.com.au)

For re enrolment please see the link below

Please follow the link provided below to re-enrol/re-book

[Re-Enrol/Re-Book My Child/ren](#)

## 4.1 HOW TO ENROL CONTINUED

### INSTRUCTIONS FOR RE-ENROLMENT:

1. Click on link provided
2. Fill out information
3. Double check information is correct
4. Press Submit

## 4.2 CASUAL PLACES

If before or after school care is required at short notice, a casual booking can be made. At least 24 hours' notice is required and a place is subject to availability. Casual bookings can only be accepted upon completion of an enrolment form and payments must be made on the day or via direct debit (and a direct debit request form must be completed).

A casual booking can be made by phone or by emailing the Director at: [director@tpsoshc.org.au](mailto:director@tpsoshc.org.au)

## 4.3 PRIORITY OF ACCESS

The centre is currently licensed to care for 200 children. If the maximum number of children is reached, a waiting list will be created. To ensure the system is fair, the Australian Government has developed Priority of Access Guidelines for allocating places in these circumstances.

The priorities are:

- First priority – a child at risk of serious abuse or neglect.
- Second priority – 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.
- Third priority – any other child.

There are also further priorities within these three main categories.

In addition to the Priority of Access Guidelines, the waiting list will also take into consideration the date of enrolment, siblings already in care and required days of care. Parents are able to access their status on the waiting list on request.

For further information, refer to the Department of Social Services website: (<https://www.dss.gov.au>).

# CANCELLATIONS, CHANGES AND ABSENCES

## 5.1 BEFORE AND AFTER SCHOOL CARE

An increase in days of attendance requires 2 weeks notice in writing either via email or by completing the Change of Booking Form. Email the centre directors to request change of bookings. Please note that the days requested are subject to availability. If there are no places available, the child's name will be placed on a waiting list.

If you wish to cancel a booking, please note that there is a **2 weeks within school term** notice period before your cancellation will take action. All cancellations must be communicated through email. Any email requesting to change their booking in the last week of school term, will commence in week 2 of the following term; 2 weeks from the advised date (excluding VAC period). Any email request for change of bookings within the VAC period will commence week 3 of the school term; 2 weeks from the advised date (excluding VAC period).

24 hour's notice is required for cancelling a casual booking, otherwise fees will be charged for that booking.

The centre must be advised of all absences by 8.00am (for before school care) or 2.30pm (for after school care) or a non-notification fee will apply. Please note the school is not always able to let us know if children are absent from school, ensure we are contacted.

There are 42 Absences per year per child for each family. When families go on holidays notification to the service must be provided 2 weeks prior going on holidays.

When families are going on holidays for more than a week your booking will be cancelled and when you return you may notify the service of your return , if the service is full the family may be placed onto a waiting list .

## 5.2 HOLIDAY PROGRAM

For the January holiday program, one week's notice must be provided for any reduction or changes in days, otherwise full fees will be charged.

For all other holiday programs, any changes or cancellations must be received by the Friday week prior to the program commencing (i.e. last day of term) as enrolments do affect staffing and equipment and transportation to and from the program to excursions.

## 5.3 ABSENCES WITH CCS

CCS allows for 42 absences per financial year.

Once 42 absences are reached, your CCS will be cut off from that point. Please ensure that you read your statements from CHAMP, as it has your year to date absences shown on it. If there is any discrepancy, please get in contact with us within 28 days.

Please note that public holidays and medical leave will show up as an absence/s, but this will be changed by CHAMP to the appropriate absence type.

# WHILE AT THE CENTRE

## 6.1 ARRIVAL AND DEPARTURE

Children attending before school care must be signed in upon arrival at the centre (signature and time of arrival). Children will be signed out by a staff member when released to the school.

If you are arriving before 8am you can enter through the gate (the one closest to the playground).

Children attending after school care will be signed in by a staff member. Children in grades one to six are to make their own way to the centre for the afternoon roll call. Kindergarten children will be escorted to after school care by a staff member.

Collection and sign out from after school care must be by an authorised person.

Signing children in and out on attendance rolls is a legal requirement. Those collecting children from after school care must be an authorised person – that is, over 18 years of age, and if not the parent/carer, nominated on the child's enrolment form. If an adult other than those nominated on the enrolment form is required to collect a child, written permission must be provided by the parent/carer beforehand.

Under no circumstances will children be allowed to leave with a person who is not authorised. If someone other than the parent/carer or authorised person comes to collect the child and the centre has not been notified, a staff member will ring the parent/carer to get his or her authorisation. The child will not be released from the centre until proper authorisation has been received.

## 6.2 LATE OR NON COLLECTION OF CHILDREN

The following procedure will apply:

- At 6.05pm, a phone call is made to the child's parent/carer.

- If a parent/carer is not reached after a further 10 minutes, the emergency contacts specified on the child's enrolment form are contacted.

If after:

- 30 minutes from closing (6.30pm) no contact has been made with either a parent/carer or emergency contact or;

- If contact has been made with either a parent/carer or emergency contact, or if a parent has called to advise they are running late, but has not turned up after one hour

- Child and Youth Protection Service will be contacted who will then come and collect the child. A note will be left on the door advising where the child has gone and the responsibility of centre staff ceases at this time.

### 6.3 ACCESS TO CHILDREN

All parents and authorised persons will have access to their own children at all times, unless relevant Court Orders are held by the centre that specify otherwise. A copy of all Court Orders must be provided to the centre upon enrolment or as obtained. These documents will be attached to the child's records and treated confidentially. Parents/ carers are asked to notify the centre of any changes to these documents as soon as they occur.

If the centre does not have a copy of a Court Order, it will assume that both parents have equal custody of the child and therefore equal access.

In the event that a parent breaks a Court Order and seeks access to the child, the parent with custody entitlements will be contacted immediately along with the police.

Parents must not approach any child who is not their own. If you have any issues concerning another child, you should speak to the Directors (for issues or events that have happened at before or after school care) or the Deputy Principal (for issues or events that have happened during school hours).

# PARENT INFORMATION

## 7.1 PARENT CODE OF CONDUCT

All parents/carers are expected to conduct themselves in accordance with the Telopea Park School P&C Association Code of Conduct when interacting with TPSOSHC staff and children.

Breaches of the Code of Conduct may be addressed by way of the P&C Association's formal Grievance Policy.

The Code of Conduct and Grievance Policy are available for viewing on the Telopea Park School P&C Association website at:

<http://www.telopeapnc.org.au/about/pc-documents/>

Parents are expected to, in addition to adhering to the Telopea Park School P&C Association Code of Conduct:

Respect the behaviour management practices of the centre and will leave the discipline of children to centre staff

Speak in a respectful and appropriate manner to staff, children and other parents

Develop positive relationships with staff

Accept accountability for their behaviour

Respect the property of the centre

Respect and acknowledge the cultural diversity of all families using the centre

Acknowledge and read Parent Handbook and Policies Manual

Have input into the program.

## 7.2 GRIEVANCES

Families are encouraged to contact the Director with any concerns as early as practical. It is expected that most grievances will be resolved informally with the Director and as quickly as possible.

Grievances that cannot be resolved informally will be managed in accordance with the Telopea Park School P&C Association Grievance Policy. The policy is available for viewing on the Telopea Park School P&C Association website at:

<http://www.telopeapnc.org.au/about/pc-documents/>

### 7.3 COMMUNICATION FROM THE CENTRE

We encourage open communication with families about all aspects of our centre. Our methods of communication are face-to-face, email, parent handbook, website, Kinderloop, telephone, newsletters, feedback forms and surveys. All feedback and input is encouraged and appreciated.

We have a mailing list where you can receive regular newsletters and announcements. Please include your email address on the enrolment form if you wish to receive these communications.

Sub-Committee meetings are held once a term and all parents are welcome to attend.

## ABOUT OUR SERVICE

### 8.1 INTERACTIONS WITH CHILDREN

We aim to provide children with an enjoyable learning program where they feel welcomed, respected and safe.

We aim to help and guide children with their learning and development through our service Philosophy and Educator code of conduct.

We have a duty of care over all of the children in our service, and their safety is paramount while in and around the service

We have an ongoing relationship with the school which helps us support the children in our program if there are areas of concern regarding the child's health and wellbeing, we often seek guidance from the school in order to support the child and their family.

### 8.2 PROFESSIONAL DEVELOPMENT

High expectations and standards are held of all of our educators. We embrace opportunities for innovative practices, critical reflection and embed professional development into our everyday practice.

We encourage all educators to take part in the necessary professional development to ensure that we are utilising their skills and knowledge within the program.



### 8.3 CELEBRATING CULTURES WITHIN OUR COMMUNITY

The surrounding land and communities are vital to our learning and development and understanding of different cultures and diversity.

We welcome all cultures, religions, sexual orientation or gender identity into our program. We strongly encourage all our families to share their beliefs and traditions with us, so we can make you feel welcome and most of all included in our service.

### 8.4 POLICIES

The centre's policies comply with the National Quality Framework. Policies and procedures are reviewed on a regular basis with input from children, staff and families. A full list of policies is available at the centre office at all times.

### 8.5 PRIVACY AND CONFIDENTIALITY

The centre has a responsibility to comply with the *Privacy Act 1988*, which governs the release of personal information. This means that private information regarding children and families will not be disclosed to other families or to other persons.

Staff will respect parents/carers' rights to confidentiality when these rights do not conflict with the rights and safety of the children, such as child protection matters.

All private information regarding children and families will be held in a secure cabinet. Access will be restricted to the Administrator, Director and selected staff.

Email communication is used as a major communication tool within the centre. Emails will be treated in confidence and 'BCC' used at all times for the sending of messages to all parents or groups of parents.

Information which is required for the daily operation of the service and the well-being of children may be exchanged between staff members in an appropriate manner. Due care will be given when these discussions take place, and no private information will be discussed outside of the centre.

Parents/carers have a right to view the records held in regard to themselves and their child and may request this via the Director.

### 8.6 CHILDREN'S MENU

We are an allergy aware service and we do not allow nuts, eggs or sesame. All food is served in accordance with the food and dietary requirements policy.

Before school care: Breakfast is served daily, up until 8.15am. The menu includes: cereal, wholemeal toast, English muffins, fresh fruit, smoothies, soy milk, rice milk, low fat milk and water.

On special days we have pancakes, banana bread, croissants.

## **8.6 CHILDREN'S MENU CONTINUED**

After school care children are served afternoon tea upon their arrival each afternoon. We have a 4 week rotating menu, Which changes depending to the season.

The menu includes a variety of fresh fruit and vegetables, sandwiches, fruit or vegetable muffins or slices, homemade pizzas, sweet and savoury scrolls and other freshly made items.

All our products are locally sourced and satisfy the National accreditation food guidelines. The menu is displayed in the office and kitchen as well as near the parent wall.

Holiday program children are encouraged to bring their own morning tea and lunch. Afternoon tea is supplied, and sometimes prepared by the children themselves.

## **8.7 KINDERGARTEN CHILDREN**

The beginning of the year is a very special time; where we meet our new kindergarten students. All kindergarten children enrolled in after school care there, are recorded on a class list which is sent to the kindergarten teachers everyday. these lists are updated regukarky to ensure that all the children are accounted for.

We have qualified educators with the children to ensure they settle in kindergarten smoothly and to ensure the transition from their class room to after school care is safe and smooth.

On arrival, the children are to have their name marked off on the roll. They then wash their hands and go to their designated area where they will have afternoon tea and particular activities which have been planned and programmed based on their interests.

## **8.8 BEHAVIOUR MANAGEMENT**

The centre adopts a behaviour management policy based on respect and self-discipline, where expectations of behaviour are clear and consistent.

Effective behaviour management begins with the prevention of inappropriate behaviour and so the following strategies will be adopted at all times:

Prevention – staff will supervise areas and interactions at all times to anticipate and avoid occurrences of inappropriate behaviour.

Positive actions and appropriate behaviour by children will be encouraged and acknowledged by staff to provide positive reinforcement.

Redirection – staff will pull focus of a child or redirect them to another activity to avoid the escalation of inappropriate behaviour. This may involve sitting down and having a discussion with the child about whether they are making good or bad choices.

## **8.8 BEHAVIOUR MANAGEMENT CONTINUED**

The following steps (in no sequential order) will be undertaken to deal with inappropriate behaviour:

Staff implement regular prevention/redirection strategies.

Staff take the child aside and speak to them about their behaviour.

Staff refer the child to the Director to speak to them about their behaviour.

The Director speaks to parent/carers to work out strategies to deal with ongoing behaviour issues.

For behaviour that is also being displayed at school, the Director will speak to the Deputy Principal and/or teachers to recommend behaviour management strategies.

For serious incidents (i.e. abusive language, physical abuse, endangering the safety of themselves, other children and staff) an Incident Form will be completed and given to parents/carers to read and sign upon collection of the child.

For incidents where the Director feels the child, other children or staff may be at physical risk, parents/carers may be called and requested to collect the child (within 30 minutes of contact).

After three serious incidents, a child may be withdrawn from specific activities or care.

After all strategies of behaviour management have been explored, and the inappropriate behaviour continues regularly, including that which the Director deems unsafe, then the Director may ask the parents/carers to withdraw their child from the centre.

## **8.9 PHOTOS**

At various times during the year, children may be photographed and the photos used in newsletters, put on display in the centre or in publicity materials. Parents/carers may nominate to exclude children from being photographed on the enrolment form.

## **8.10 TOYS AND GAMES FROM HOME**

Children should not bring their toys and electronic games from home unless they have been asked to do so for a specific activity. This is in line with school policy.

When there are certain toys or games that have been banned at school there will be a notice given to all parents advising them off this.

# HEALTH AND SAFETY

## 9.1 CHILD ABUSE OR NEGLECT

The centre recognises that all children have a right to be safe and protected from all forms of abuse, violence or exploitation. All centre staff have a legal and moral responsibility to take action and report any instances where they suspect children may be at significant risk of harm – the safety and welfare of children in our care is of paramount importance.

When dealing with any allegations of abuse or neglect of children, staff will carry out the responsibilities of Mandatory Reporters as directed under legislation. This responsibility involves reporting any incidents to the ACT Child and Youth Protection Service.

## 9.2 IMMUNISATIONS

Parents/carers are encouraged to immunise their child against all diseases in accordance with the Australian Standard Vaccination Schedule and the National Immunisation centre. Parents must declare if their child is fully immunised on their enrolment form.

## 9.3 UNWELL CHILDREN

To prevent cross infection of other children and staff, the Director will exclude children from attending the centre if they arrive unwell.

If a child becomes unwell whilst at the centre, the Director will contact parents/carers and ask that the child be taken home without delay. The child will be made comfortable and separated from other children until the parent arrives.

Symptoms such as vomiting, high temperature and diarrhoea are considered serious and families will be advised to keep their child at home for a 24 hour period or until the symptoms are no longer evident.

## 9.4 INFECTIOUS DISEASES

Children and staff with infectious diseases will be excluded from the centre in accordance with the *ACT Public Health Regulations 2000*.

These exclusion periods will be strictly enforced and in some circumstances, a doctor's certificate may be requested to certify that a child is fit to return to care.

When there is an outbreak of an infectious disease, each enrolled child's family/emergency contact will be notified within 24 hours under ideal circumstances. The centre will maintain confidentiality when issuing the notification to ensure it is not prejudicial and does not identify any children.

In the event of an outbreak of a vaccine-preventable disease, children who are not immunised will be required to stay at home for the duration of the outbreak for their own protection, even if they are well.

In accordance with the guidelines from the Department of Health, the centre must notify the ACT Health Directorate of the occurrence of some diseases.

## 9.5 MEDICAL CERTIFICATES REGARDING ABSENCES

Parents/carers should supply a medical certificate to the service director. This will ensure your CCS year-to-date absences are not affected by the absence dates on the medical certificate. Fees will still be charged however, as it is still an absence.

## 9.6 MEDICAL CONDITIONS

Any child with a medical condition must have a Medical Action Plan provided with their enrollment form, along with the child's medical equipment (i.e. epipen, asthma reliever) or medication. The centre must have its own epipen for asthma reliever, even if one has been provided to the school. Children cannot be accepted into care until a Medical Action Plan and medical equipment/medication has been provided.

Parents must also complete a Medical Conditions Risk Minimisation Plan and Communication Plan, as required by the Director.

Medication will only be administered if an Authority to Give Medication Form is completed by parents/carers at the time of enrolment, or as required.

Only staff with a First Aid Certificate will administer medications. Medication will only be accepted in its original container with the original label detailing the child's name and dosage. The medication will only be administered as per the instructions on the label.

Only staff with approved anaphylaxis or asthma management training will administer epipens and asthma medication.

## 9.7 HYGIENE

Hand washing is considered to be the most effective way of controlling infection in the centre. Staff and children will wash their hands before handling, preparing and eating food and after the toilet, cleaning, wiping a nose, playing outside and handling animals.

The centre will ensure that toilets and hand washing facilities are easily accessible to children. Children will be encouraged to flush toilets and wash hands after use.

Staff will use separate tissues or cloths to wipe different children's faces and noses. Tissues will be disposed of immediately after wiping a child's nose.

Toys and dress up clothes will be washed regularly in hot soapy water and sports bibs will be washed weekly when used.

Surfaces will be cleaned with detergent after each activity and areas contaminated with body fluids will be disinfected with a 1:20 bleach to water solution after initial cleaning.

Staff will ensure that food is prepared, kept and served hygienically. Gloves will be used at all times when preparing and serving food.

Children will be monitored during eating to ensure that they do not share food, or eat food handled by other children. Food that drops on the floor will be immediately thrown in the bin.

## **9.8 ACCIDENTS**

First Aid will be administered for minor accidents (or to stabilise a child until expert assistance arrives) by a staff member qualified in first aid.

In the event of any serious accident or illness which requires hospital attendance, an ambulance will be called to transport the child to hospital. Parents/carers must meet this cost. In non-urgent cases, all efforts to contact the parent beforehand will be made to offer them the option to transport the child themselves.

In all instances, an Accident/Incident Form will be completed which parents/carers will need to sign upon collection of the child. All forms will be kept on the child's confidential file.

## **9.9 SUN SMART**

The centre adopts a sun smart policy which means that hats are compulsory for outside play between 1 August and 31 May each year. Children without hats will be encouraged to play in covered areas.

Sunscreen is provided at the centre during the summer months. Any allergies to sunscreen should be detailed on the enrolment form.

Sunscreen for Allergic children can be kept at the service

## **9.10 EMERGENCY MANAGEMENT**

The personal safety and security of children and staff while attending the centre is paramount.

Emergency procedures, in line with that of the school, are known and practiced regularly by staff and children. The centre has written procedures for dealing with emergencies such as a medical emergency, an evacuation, a fire and threats to staff or children.

# GET IN CONTACT

## 10.1 QUESTIONS, CONCERNS, FEEDBACK

If you have any questions, concerns, or feedback, please feel free to speak to the director or to the Management Committee via [director@tpsoshc.org.au](mailto:director@tpsoshc.org.au). We appreciate your feedback; both positive and negative, as we feel Community involvement is an important part of our program. Family feedback is used to improve, and further create an enriched and inclusive program for families and children.

