

Engadine Uniting

Outside of School Hours Care

Family Information Handbook

*“Include not exclude”*

**Our philosophy**

We believe every child deserves a safe, nurturing, fun environment where there are opportunities to express themselves and where they are encouraged to be the best they can be.

**Service information**

 **Address:**

2 Chipilly Avenue, ENGADINE NSW 2233

(Corner Cambrai & Chipilly Avenue next to Uniting Church)

PO BOX 257 Engadine NSW 2233

ABN 84 426 798 463

**Contact details**

OOSH Centre: 02 9548 2314

E-Mail Address: engadineoosh@uniting.org

Mobile Number: 0425 418 747

**Hours of operation**

Before school care: 7.00 am - 9.00 am

After school care: 3.00 pm - 6.00 pm

Vacation care: 7.00 am - 6.00 pm

Engadine Uniting OOSH operates under a license held by Uniting Childrens Services. The service is locally managed by a committee of the Engadine Uniting Church and is under the oversight of Uniting Childrens Services.

Engadine Uniting OOSH is licensed for 50 children.

This parent information handbook has been prepared to provide a summary of important information to parents. It does not attempt to provide full details of all policies and procedures in place to ensure a safe and efficient operation of the centre. If more detailed information is required please advise the Coordinator, or another member of staff, who will be able to provide the full policies and procedures for your review.

**Enrolment**

An enrolment form must be completed and signed for each child attending our OOSH Centre including relevant details relating to personal, medical and custodial details of each child, parent or guardian, emergency contacts and any special requirements relating to the child. We also require a copy of your childs birth certificate and immunisation record or Medicare immunisation exemption.

All information is strictly confidential and is stored in a secure, locked area. Personal details contained in enrolment forms are not to be given to any unauthorised person without prior written consent of the family.

## Enrolments for the following year are conducted during November and December in accordance with the following priorities for allocating places:-

* Children currently attending Engadine UnitingCare OOSH.
* Siblings of current children enrolled at the centre.
* Working Parents: Families where BOTH parents are working, seeking employment or studying.
* Working Parents: Families where ONE parent is working.
* Children with additional needs / crisis intervention.
* New families- children whose parents are working, seeking employment or studying.

##### Re-enrolment: Before and after school care parents are asked to complete a new enrolment form at the end of each year, which updates their current circumstances and any changes to care required. Vacation Care Parents must re-enroll each April vacation Care.

**Enrolment Fee:** Enrolment fee occurs per calendar year for families attending the service. Enrolment fee per family for before & after School Care is $40 which is due in January. Enrolment fee per family in Vacation Care is $40 which is due before April for Vacation Care.

**Change to care**

Two weeks written notice is required for parents wishing to change the days for which care has been booked or to cancel future bookings. We have ‘change of care’ forms available at the centre which must be filled out.

**Absent children**

Parents/guardians are to advise the centre if their child will be absent on a day that they are booked into care. Parents are to ring or email the centre **before 2:30** if their child will be away in the afternoon, if you do not inform us there is a $20 nonattendance fee. If your child does not come to the meeting point we will call both parents and ask the school office for information regarding your child’s attendance at school.

**It is extremely important to inform staff if your child will not be at school as staff will not leave school grounds until child is located.**

**Current fees**:

|  |  |
| --- | --- |
| **Permanent Rates** | **Casual Rates** |
| Before School: $16 | Before School: $17.00.50 |
| After School: $17.50 | After School: $19.00 |
| Vacation care daily fee: $45 |

**Note:** our fees can change. You will be notified if they ever change.

**Payment of fees:**

Fees can be paid by either of 2 methods:

* Direct debit(preferred). After your written consent is received we will process payments to your nominated bank account or credit card. You will receive by email your account 7 days before payment is due, giving you the opportunity to review and discuss with us, if necessary. Provided funds are available this method incurs no additional fees.
* EFT. You can transfer the amount indicated on your account on or before the due date.

**Internet Banking Details**:

BSB: 634 – 634

Account: 100017475

A/c Name: Engadine Before and After School Care

Reference: Child Surname (i.e. Jones)

**We do not accept payments by cheque or cash**

Account enquiries should be directed to the administration worker on Tuesdays 9am-3pm or emailed to: KSlade@Uniting.org

**Childcare benefit**

All families utilising the centre are entitled to claim for Child Care Benefit funding (CCB) and Child Care Rebate (CCR) from Centrelink.

Please call the Family Assistance Office **13 61 50** to register. You can also register online.

**Formal enrolments for CCB discounts will not be created until Parent and child CRN and dates of birth information as well as a copy of the FAO letter is received. You must also tell us if you have children in care at other centres.**

Absences: Families using CCB are allowed 42 absences per financial year. Allowable absences are those without supporting documents ie doctor’s certificate.

**Fee payments and charges**

Before & After School Care and vacation care fees are to be paid fortnightly in advance. All fees must be finalized by the end of each school term. Fees are still payable in the event of non-attendance due to illness, public holidays, family holidays, or teacher strikes, occurring during school terms.

**Refunds and Credits**: a Doctors Certificate must be given for refunds or credits for a day or excursion.

**Casual Bookings**: must be paid for on or before day of care. If paying via internet banking please email bank receipt as confirmation of payment.

**Parents will be notified when fees are not up to date. Failure to pay the account will result in termination of care. Parents will be liable for any debt recovery costs.**

**Child protection**

**All Child Care Workers are Mandatory Reporters**.

This means that if a child or parent discloses any information that may be a Child Protection Issue to a staff member, that staff member has a legal obligation to inform management immediately. The information will then be documented and a notification report forwarded to Department of Community Services (DOCS), if applicable.

**Parental access**

If a child is subject to an access court order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court. Copies of these documents are to be submitted with the enrolment form.

**Drop off and pick up of children**

On arrival the person bringing the child is responsible for signing the child in on the sign in sheet next to the child’s name indicating time of arrival, and ensuring that a staff member is aware of the child’s presence before leaving.

On departure the person collecting the child is responsible to sign the child out on the sign out sheet next to the child’s name indicating time of departure, and ensuring that a staff member is aware that the child’s is leaving.

**Children are not to be left at the Centre prior to 7am.**

**Children must be collected by 6pm**. Please allow 10 minutes for signing out and finalising activities.

If there is an emergency and an authorised person cannot collect the child, the parent must ring the centre and indicate who will collect the child, giving staff a description. The person collecting the child will be asked to provide proof of identity.

Late fee (after 6pm)

A late fee of $20.00 per every 15 minutes (or part thereof) will be charged to parents collecting children after 6.00pm. A late fee pickup form must be completed and signed by parents and staff.

 **Photographs**

Photographs are taken at our centre in order to evaluate programs and show parents the types of activities in which children have participated in our daily diary and newsletters. Please inform the staff if you do not wish to have your child’s photographs in documents and/or you do not wish for your child’s photograph to be taken.

**Lost Property**

Please label your child’s belongings as we do not take responsibility for lost items. All items left at OOSH will be kept in our lost property box for a week then sent to the schools lost property.

**Daily Routine**

In order for our centre to function smoothly, specific routines are set in place to help maintain stability.
The routines are as follows:

**Before school care**

Children are free to read books, involve themselves with construction activities, board games, free play and craft, From 7-8am staff prepare breakfast for children requesting it (cereal or toast). At 8.50am the children will pack up and attend roll call before being walked to school at 9.00am. Staff will not leave the school grounds until they see a teacher on duty.

**After school care**

At 3:25 staff members walk to the school and collect the children. A staff member will mark the roll and make sure all children are present and accounted for before leaving the school grounds.

From 3:40 we arrival at centre and children place their bags near the back door, wash their hands and sit down for afternoon tea. Children participate in serving afternoon tea. When the children have finished their afternoon tea they pack up their plates and cups and participate in activities.

From 5:40 staff will encourage children to start packing up and get ready to go home.

NOTE: special routines apply for kindergarten children, particularly during the early part of the year.

**Illness**

Parents are to notify the centre if their child is unwell and will not be attending the centre.

A child is unable to attend the centre if they are ill with an infectious disease including the following: -

* Diarrhea Conjunctivitis
* Chicken Pox. Impetigo (school scores)
* Measles German Measles
* Diphtheria Ring Worm
* Mumps Glandular Fever
* Pertussis (whooping cough) Tetanus
* Meningococcal Scabies

A doctor’s clearance certificate is required for all infectious diseases before returning to the centre. All parents will be informed about the occurrence of an infectious disease in the centre.

If a child becomes unwell whilst at the centre parents will be informed immediately and staff will apply first aid as necessary.

**Asthma, allergies and medication**

Asthma

If your child has asthma please complete an **asthma action plan** from their doctor outlining their peak flow. If your child requires an asthma puffer and a spacer you will need to provide them clearly labeled and we will keep them in our medication cupboard.

Allergies

Parents are to inform the centre of any allergies the child may have at the time of enrolment. Please provide a letter from your doctors explaining the effects if exposed to allergen and **an action plan** signed by a doctor.
Our action plans need to be updated yearly.

Medication

Parents, who wish medication to be administered to their child at the centre, must complete and sign the required forms providing the name of medication, date, exact time and dosage to be administered. Authorisation from anyone other than the parents / guardians cannot be accepted Prescription medication will be administered only to the child for whom it is prescribed. All medication must be in the original packaging showing Childs name and dosage.

Medication must be given directly to an authorised staff member and not left in the child’s bag.

 Before medication is given the staff member will verify the correct dosage with another staff member who will also witness the administration of the medication.
All medication (including epipens) provided by parents must be within its expiry date at all times. It is the responsibility of the parents to maintain provided medications. Staff check the expiry date of medication regularly and will let parents know when it is almost expired.

**Food and nutrition**

**Before and after school care**

Afternoon Tea will be provided daily. The variety of foods offered will be nutritious and from the five food groups (dairy, cereals, fruit, meat and vegetables). Fresh drinking water is available at all times. All food will be prepared and stored in a hygienic manner.

When children are involved in food preparation, they will be supervised and hygienic conditions maintained. This encourages children to develop life skills.

Children’s individual needs such as allergies etc will be addressed. Staff will keep a list of all children’s allergies or food restrictions near the food preparation area to ensure all staff follow these.

**Vacation care**
During vacation care, parents must provide their child’s morning tea, lunch and drinks, unless otherwise stated on the program. Please provide a variety of healthy options.
All children must have a drink bottle during vacation care.

**This is a nut free Centre, products that may contain or contain nuts are prohibited and will be confiscated from your children.**

**Our program**

Programs will be developed for Before and After School Care and Vacation Care. Parents and children will be encouraged to be involved in the planning, implementation and evaluation of the program. Programs will be evaluated regularly to ensure it is meeting the needs of in all children and the families in the centre. The weekly program will be displayed for all families to view.

Vacation care Programs outlining activities are available for parents prior to the holidays.

Staff will set up craft activities each day. Play equipment, games and toys are available to children. Children are expected to show respect for the equipment, to use it appropriately and to pack it away at the end of each session. All equipment will be cleaned and disinfected on a regular basis.

**Excursions**An excursion permission form must be completed and signed by parents for each excursion.

Staff will to talk with children regarding behavior on the excursion before leaving the Centre.

**The staff: child ratio is as follows**:-

* 8 children to 1 staff for excursions.
* 5 children to 1 staff for excursions involving swimming or going on boats.
* While at the centre, our normal staff:child ratio is 15 children to 1 staff member.

While on the excursion the supervisor will carry a list of all children including emergency contact details and will do regular head counts and take the roll at appropriate times. Staff will carry a mobile phone, and a portable first aid kit.

**When transporting children by public transport while on excursions staff will:**

* Ensure that the safest route is taken at all times.
* Do regular head counts.
* Assist children in getting on and off the mode of transport.
* Keep children together as a group

Inappropriate behaviour on excursions may result in exclusion from further outings.

**Hygiene**Staff will maintain and model appropriate behaviour and encourage the children in good hygiene practices.

Hand washing will be practiced by staff and children before preparing or eating food and after all dirty tasks such as toileting, cleaning up any items, wiping a nose, playing outside or handling an animal.

All equipment will be cleaned and disinfected on a regular basis.

**Accidents**Parents will be informed in the event of an accident as soon as practical. Staff are trained in first aid and will attend to minor accidents as appropriate. In the event of a serious accident an ambulance will be called and staff will follow instructions from medical staff.

**Emergency procedures**Emergency evacuation procedures are clearly displayed near the main entrance and exit of each room used by the centre. Children and staff practice the emergency procedure at least once per term, in B&A Care, and in Vacation Care.
In case of emergency staff and children will vacate the centre and walk right to the grass patch outside the church on Cambrai Ave. The evacuation plan indicating exits from the building will be displayed on the wall near the Evacuation plan indicating exists from the building.

The Centre has installed and maintains smoke detectors, fire extinguishers, a fire blanket and first aid kits.

**Complaints**

Any issues should be brought to the attention of the coordinator as soon as possible. The coordinator will facilitate a satisfactory resolution. The coordinator may also discuss with the management committee. If the complaint is not resolved then it should be conveyed in writing to the management committee for resolution. All parent grievances will be recorded including resolution and field confidentiality. If appropriate a member of the Management committee will communicate directly with the parent.

**Centres policies and procedures**

The centre’s policies and procedures, are reviewed regularly to maintain current and best practices, policies and procedures for the service. Full copies of the policies are available for reference at the centre.

If you have any questions feel free to ask our staff, we are happy to answer your questions!