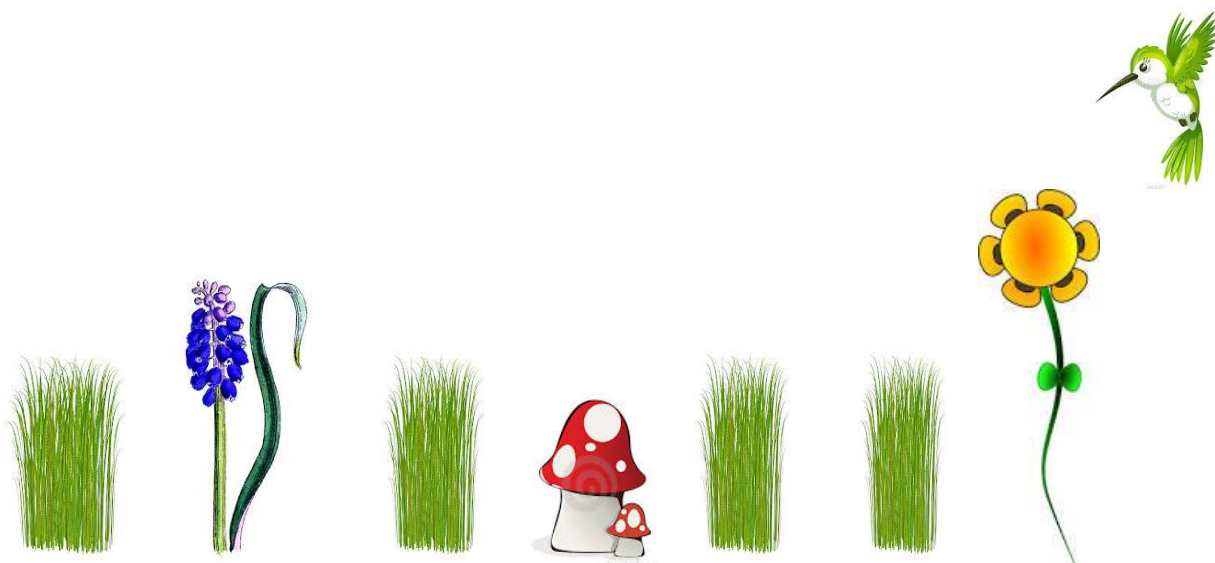




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Parent Guide



Updated August 2016

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Amendments:

Child Protection Policy Added - November 4th 2010 - Page 8
Updated CRN numbers for Woolgoolga – November 4th 2010–page 6 Sun Safety – No hat no play updated
– March 3rd 2011 – page 22
Late fees – December 6th 2011 – page 14
Licensing to DEERW
Communication methods
Page 12
Page 15 – remove numbers







Philosophy And Vision and Goals

At Community OOSH Services, we follow the "My time our place" (MTO) framework which builds on the Early Years Learning Framework EYLF and extends the principles, practices and outcomes to accommodate the contexts and age range of children attending the program. Community OOSH Services builds on the current existing understandings around the critical factors for the development and promotion of resilience in children:

-  Develop children's' capacity and access to play through a variety of adventure base activities
-  Provide opportunities for safe social activity and play with peers while offering a balance of more organised activities
-  Provide opportunities for fun, freedom, choice, individuality, new experiences, challenges and happy memories
-  Offer access for children to social contacts outside the immediate family
-  Promote the development of positive firming relationships with adults outside the family structure that focus on strength and reward autonomy
-  Create opportunities for children to develop and improve their communication skills as well as inclusive and cultural awareness
-  Offer a context for clear behavioural strategies to be implemented and developed
-  Strive to fulfil our vision and provide peace of mind for families and chance "for kids to be kids".

Vision

Playing is a means of self-worth, a space of harmony, liberation and fulfilment of being, a possibility of becoming what you want to be, where creativity and spontaneity are above all. As well as providing care, Community OOSH Services gives your child opportunities to develop social, emotional and learning skills. The programme can be summarised in three essential characteristics:






-  It is not a formal and traditional program but a children's group which offers unique adventure based activities.
-  Where we provide opportunities for children to engage in safe risk taking and experience challenge by incorporating "Life Skills" into our daily program.
-  It takes place in a world where everyday something different happens, based on choices children make.
-  All invented or to be invented games are exclusively done in order to the attendees/group members to recognize the important nature of playing.

Mission

"In a world gone mad with rules and regulations, we let kids be kids"

Goals

Together with "let kids be kids" philosophy, we at Community OOSH Services ensure that all children have opportunities to engage in leisure and play-based learning experiences which are responsive to their needs, interests and choices. We are pleased to be able to deliver a program in accordance with the new National Quality Areas which contributes to the following outcomes for each child:

-  to have a strong sense of identity
-  to be connected with and contribute to their world
-  to have a strong sense of wellbeing
-  to be a confident and involved learner, and
-  to be an effective communicator



What is Community OOSH Service (COOSH)

COOSH caters for children attending school in years Kindergarten to Year 6.

The service operates Before & After School and Vacation Care on Pupil Free days at Woolgoolga, Kororo, Fun Factory at Toormina, PCYC Bray Street Coffs Harbour, Super Centre Grafton.

The general philosophy of the service is to provide secure, supervised care in a familiar environment where siblings can be cared for together.



Priority of access is given to working parent/guardian.



in

Management

The Service is managed by two Directors:

-  Katrina Adams
-  David Bourke



OOSH Core values -

- Time - it's a child's only currency - help them spend it well
- Trust - we are given it , repay it with trustworthiness
- Understanding - lets always listen before we judge
- Equality - at oosh 'everyone' matters most
- Freedom - remember our 'mission'
- Creativity - means fun and opportunities for us and our kids
- Integrity - means being honest & true to yourself and others; even if no one is watching you

Educator Meetings



COOSH educator will hold at least one informal meeting per term.

An initial meeting for Vacation Care educator will be held prior to the commencement of the school holidays.

A meeting for Vacation Care will be held concluding the school holidays for Coordinators. Co-ordinators meet monthly with Directors.

Licensing, National Quality Framework & Insurance







At the OOSH Services management will ensure compliance with legal requirements of the managing body. This includes:

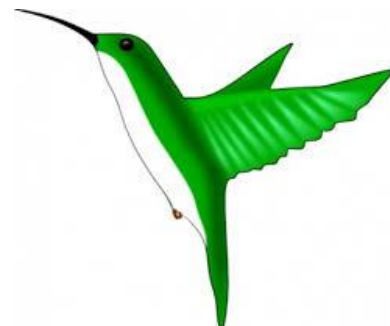
Ministerial Council for Education, Early Childhood Development and Youth Affairs
ACECQA
Department of Education and Communities Operational Agreements
Department of Community Services NSW
Incorporation Requirements







National Quality Framework

The Service will work through a process of continuous improvement to obtain a minimum standard of Meeting for all Quality Principles. This process includes:

-  Regular review and update of written policies including Educator and Parent/guardian Handbook
-  Correct implementation of policies
-  Regular reviews of implementation
-  Inclusion of educator, families and children in review processes
-  Stakeholders are made aware of service and sponsor philosophy
-  In the past few years all 6 of our Services have undergone the Quality Assurance process. All Centre's received a "High Quality" rating in all areas (note: new Quality Improvement Plans are being developed and each centre will undergo new assessment method under the Department of Employment, Education and Workplace Relations as at 2013).










Insurance

-  The Management retains a Public Liability insurance cover \$20 mil and will maintain appropriate and current insurance policies. These include:
-  General insurance for building, property and equipment
-  Public Liability
-  Work cover and Volunteers insurance (if applicable)

Rules Of The Centre


















Parents will be pleased to note we operate with a very strict Behaviour Management policy in place. This policy is included in all enrolment packages to ensure all children and parents are aware of our expectations.

-  Children are expected to observe these rules of the centre at all times
-  Children will be encouraged to be courteous to each other, Educator and visitors
-  Children will refrain from using physical violence and bad language
-  Children will not use the equipment in a way that places other people at risk
-  Boundaries imposed by the centre should be observed
-  Children will only leave the centre at departure time with the parent/guardian unless other arrangements have been previously made by the parent/guardian
-  All parents/guardians are required to refer to Child Management and Interaction Policy

Policies

The Centre has policies and procedures in place and makes available copies for perusal located at the centre and on our website. Parents/guardian are encouraged to read and make comment regarding any of the policies applicable to the Centre.

Name of any legislation or standards applicable to Outside School Hours Care:

-  Children and Young Person's (Care and Protection) Act 1998, Commission for Children and Young People Act 1998, Child Protection (Prohibited Employment) Act 1998
-  W&HS legislation
-  ANZFA Standards
-  Grievance Policy - Parent/guardian have a right to report any complaints or concerns.
-  Community OOSH Services has a documented Grievance Procedure. Should parent/guardian have a complaint please ask the Coordinator for a copy of this procedure or view on our website.
-  Confidentiality Policy - All educator are bound by duty of care, sign a confidentiality agreement on starting employment, concerning the privacy of the children and their families.
-  Accident– see Illness/Accident & Emergency Procedures Section.
-  Confidentiality Policy/Agreement –
-  All Educators are required to sign a Confidentiality Agreement on employment which states that it is the policy of the Service that all personal information relating to the educator, children and their families including medical, social and family details are strictly confidential. Information given to the Service will not be divulged to any unauthorized person/s, will not be discussed outside the educator and Committee meetings unless approval has been sought from the person/s concerned. Key concepts:
 -  Respecting the worth of each individual as a member of Australian society
 -  Everyone is to be supported to pursue goals and enjoy lifestyles which are valued by the community
 -  Educator and Support Workers respect clients' choices and decisions, their privacy and their dignity – referrals are not made without the consent of the client
 -  Confidentiality of records and personal information is not compromised – a client has the right to request to see their own file at any time
 -  Contact with clients being conducted in private spaces
 -  Where individual clients are being discussed in groups discussions, steps taken to ensure their anonymity.
 -  Educator will not discuss other educator matters or issues relating to educator at the centre.
 -  Educator will not relay information to parents/guardians or children relating to other educator members that pertaining to that educator members' personal information or issues.



Child Protection

We believe that the welfare of all children is of paramount importance and that the centre has an obligation to defend the child's right to care and protection. Educator and management have a responsibility to take action to protect children they suspect may be abused or neglected.



All educators will have Working with Children Check prior to commencement. Our centre will carry out responsibilities of mandatory reporters as indicated under legislation. This responsibility involves following the procedures as outlined by the NSW Department of Community Services and the Commission for Children and Young People. The reporter website is <http://reporter.childstory.nsw.gov.au> or call 132 111

Communication

Management has effective strategies in place for communicating with parent/guardian, and a parent/guardian communication book is located next to the sign in/out book. Here parent/guardian can express any information regarding their concerns. This can involve making changes to a child's booking, a change to emergency contact details, medical conditions etc. Parent/guardians are encouraged to contact the Coordinator for a suitable time to express any concerns if they do not wish to use the communication book provided.












It is the responsibility of the parent/guardian to ensure they have checked notice boards, message book and Newsletters to keep informed of changes and any new information to be passed on.

Partnerships with Families & Community Links













Parents/guardians have the right to choose the type of care that they consider appropriate for their children. Participation by Parents/guardians in issue relating to the care of their children is important for several reasons. Parents/guardians are the primary and continuing carers of their children; they have long-term responsibility for their children; their participation enhances educator responsiveness to the needs of their children. Participation by Parents/guardians in the service's educational program or in an advisory committee, which can make recommendations to the service's management, can help ensure that a service is responsive to the needs and desires of Parents/guardians.

Parents/guardians also need to have physical access to the program area to ensure their confidence in the service provided. A continuing exchange of ideas and information is also enhanced when a Parent/guardian is able to watch the child's activities in the context of the childcare services.

The Rights

-  To know that their children are safe and in quality care
-  To visit the service
-  To expect support in their roles as first and foremost educators/carers of their children
-  To be aware of the programs and goals of the service, all the policies and procedures
-  To be involved in the growth and development of the service
-  To receive regular information from the service
-  To feel free to discuss their children with the Educators in a comfortable, confidential setting
-  To express concerns or grievances according to service policy, and have these considered appropriately
-  To be approached by educators, volunteers and others associated with the service in an appropriate and respectful manner
-  To have access to the records kept in relation to their child, copies of the qualifications of educators and facilities and equipment used in the operation of the scheme
-  To receive information on programs and nutrition implemented by the service and provide feedback where necessary.

The Responsibilities

-  To ensure the Service is contacted immediately if there is a change to an After School Care booking
-  To support the Centres in endeavours to provide a quality service for children
-  To support educators, assisting where necessary to correct inappropriate behaviour
-  To be familiar with and follow procedures in the Parent Guide
-  To understand the grievance procedures and to follow it appropriately
-  To sign children in and out and to make sure no unauthorised person is sent to collect a child without first contacting the Coordinator
-  To direct any concerns directly to the Coordinator who reports directly to the Directors
Should any of these responsibilities not be met, the following steps will be undertaken:
-  The matter will be discussed with the Parent/guardian and the appropriate process outlined in the grievance procedure. **Please note: COOSH consider referring to their services, either in a positive or negative manner, on social media as inappropriate and against their communication protocols. The client's position at the service may be terminated.**
-  In a vast majority of cases, this will be the last action required and the matter will be resolved
-  Should the matter recur, a letter will be sent by the Directors outlining the issue, the correct process and stating that another recurrence could lead to the cancellation of the booking
-  If the matter occurs a third time a letter should be sent by the Directors, referring to previous letters and conversations, and notifying of cancellation of the booking.
-  It is essential that all such processes be undertaken in a respectful and professional manner. Signed and dated hard copies of all letters, meeting notes and records of conversations must be kept on file.







Educator and Parent Involvement

Drugs/Alcohol/Smoking

Consuming alcohol is not permitted during working hours. Educators and volunteers must arrive at work unimpaired by drugs or alcohol and remain that way for the entire shift.




The Service may institute disciplinary action against any employee who breaches these requirements. If a worker is found to be at work and suspected of being under the influence whilst they have a duty of care to children, that worker will be dismissed if it is proven that they have these substances in their system.

The educator will:

-  Accept and value every child and adult regardless of race, cultural background religion, sex or ability
-  Treat children with respect, courtesy and understanding
-  Maintain positive communication with the children at all times
-  When communicating with children educator will ensure that they are understood and communicate at the child's level in a friendly positive and courteous manner
-  Use voice intonations, facial expressions, and explanations as methods of discipline
-  Shouting at children is not an accepted method of communication.

Discipline

For the benefit of all the children and the effective operation of the Centre, a certain level of behaviour is expected from each child. Educators have the right to exclude a child for unacceptable behaviour. However, this will only be considered after

-  Parents have been notified and given the opportunity to discuss their child's behaviour;
-  adequate support is provided;
-  all other avenues have been explored. However, if an incident is deemed 'critical', the child's position at the Centre can be terminated immediately.

A copy of the Service's Behaviour Management Policy and Expectations are available upon request and the process is listed below.



If your child receives a behaviour management report, the following steps will be taken:

WARNING 1: The Coordinator will consult with the parent. The child will be assisted to develop written strategies to improve their behaviour.

WARNING 2: The Coordinator will consult with the family and offer strategies to overcome the issues causing concern. The family will be expected to seek professional assistance. Professional Support Plan to be in place prior to the child returning to the Service. (The family is responsible for providing this information to the service prior to the child attending the service again).









WARNING 3: The Coordinator will consult with the family to discuss Termination of the child's position and recommend other systems that may meet their need better than the Community OOSH Service.

IMMEDIATE EXCLUSION FOR UNACCEPTABLE BEHAVIOUR:




In the interest of the child and other children at the service, exclusion is sometimes the only step that can be taken. If an incident is deemed "critical" by the Coordinator, instant termination will be considered without the three warnings being given. The Coordinator will refer you to another service.

Parents Responsibilities




Parent/guardian has a responsibility to:

-  Ensure enrolment procedures are properly completed prior to attendance including all medical conditions and supply of medical equipment ie: Epipen, asthma, medication
-  Ensure that they have registered with MyGov and applied for the Child Care Subsidy and that information is current
-  Ensure fees are as up to date.
-  Provide for the children's daily needs as requested by the Centre
-  Give notification of any time changes, absences, child's illness or change to personal details
-  Fill in and sign all forms accurately
-  Collect children promptly
-  Address any concerns with the Coordinator as soon as they arise including family




expertise and decision making in the learning and wellbeing of their child/children; issues or concerns regarding the wellbeing and education of your child/children; any bias or bullying or poor behaviours. . **Please note: COOSH consider referring to their services, either in a positive or negative manner, on social media as inappropriate and against their communication protocols. The client's position at the service may be terminated.**

-  Ensure educators are notified of any dietary requirements, special needs or medication that involves their child/children. **Provide alternative food if they deem the displayed menu is not suitable for their child.**
-  Clearly explain to their child/children the level of behaviour expected in the terms above
-  Be actively involved in behavioural management problems that may arise concerning their child/children.

Parent Association

-  Parent/guardian is welcome in the Centre at all times and Educators are happy to explain activities.
-  Acknowledgement of Educator: Educators work hard and may not always have the time to stop and speak with you. It may be necessary for you to set up an appointment time if you want to discuss a particular issue.
-  Recognize the Centre is dealing with children at the most tiring part of the day and that children often bring problems associated with school to the Centre. The Centre is often caring for children without the benefit of background information. Your confidence in the professional approach of Educator to individual children's problems will contribute to the smooth running of the Centre.

Parent/guardian Feedback Mechanisms

-  Each Parent/guardian is to be given regular opportunities to contribute to evaluation of services provided to them concerning:
-  The relevance and quality of services offered; Their treatment by educators; Their impressions of the Centre as an effective service provider; Our premises and operating environment; Any measures we might take to offer better services to parents/guardians.
-  The Directors must treat parents/guardians responses to evaluation in a serious manner and communicate with parents/guardians about any changes made as a result of parent/guardian suggestions. . **Please note: COOSH consider referring to their services, either in a positive or negative manner, on social media as inappropriate and against their communication protocols. The client's position at the service may be terminated.**



Directors and educators must ensure that they do not engage in or encourage or accept any act of unlawful discrimination against a parent/guardian or child. Such acts of discrimination will not be tolerated. Directors must include training of aspects of unlawful discrimination in induction training sessions for new educator.

All educators must treat any complaint by parent/guardians concerning any unlawful discrimination sympathetically and seriously. Unlawful discrimination includes discrimination on the basis of sex, race or ethnicity, disability, age, religious or political belief.

A communication book is available and checked daily. Concerns raised in the book will be raised at the Educator meetings when appropriate.

Parents/guardians must also be informed that they have a right to raise any grievances or concerns about our services or treatment of them at any time during their involvement with the service.



Grievance Procedures are outlined within this Guide must be adhered to otherwise the client's position may be terminated. Grievance investigation and resolution procedures shall incorporate natural justice principles.

Educator Obligations

Undergo a -Working with Children's check
Ensure a minimum of one educator person per shift has a current First Aid Certificate
Committed to ensuring their own personal development through opportunities of training
Have a commitment to the provision of quality care in a fun environment
Decisions to report suspected child abuse shall be made by the Co-Coordinator taking into consideration privacy act and extreme confidentiality
Adhere to all policies and procedures regarding the Centre's
Ensure the safety of the children under their care
Sign a Confidentiality Agreement relating to the children, their families and educator members within the Service



COOSH Programs

The programs allow for children 5-12 to learn socializing skills, in a Supervised yet informal atmosphere. Within the program we aim to identify the different stages of development within this age group, with activities for the 5-8 year olds and different activities attending to the needs of the 9-12 year olds. This permits the groups to partake in age appropriate activities with their peers.

Our Vacation Care program offers care for the full eleven weeks of School Holidays (excluding the Christmas/New Year week at some centres).

Within our programs we offer care to children with additional needs. The Centre aims to provide each child with a homelike atmosphere within a caring and stimulating environment. The children are free to choose their own activities or participate in free play. Our programs are adventures based so children must be able to self manage their behaviour and personal items to participate unsupported in our program.

The program aims to provide activities to suit all ages and interests, both indoors and outdoors. Messy activities are part and parcel of children's leisure activities. Painting can be messy but cannot be excluded from the Service's activities. All care is taken by our educators, but it is very difficult to present activities that are stimulating and ensure that children remain spotless.

If this aspect of the Centre presents a problem, please provide a cover-all or change of clothing for your child to wear. Paint used in the Centre is designed for infant school and should be washed in cold water with a bar soap. Some pre-soakers will set the paint, as will hot water and detergent.

COOSH Service Hours

Before school care operates from:	6.30am-9.00am each school day
After school care operates from:	2.45pm-6.00pm each school day
Vacation care operates from:	7.00am-6.00pm each Mon - Friday

What do the services cost?

For our current costing for all venues please visit our website.
www.communityoosh.com.au

The cost of the service is directly linked to the Federal Government Child Care Subsidy.

Child Care Subsidy

From 2 July 2018 Families are able to apply for the Child Care Subsidy (CCS) to help with the cost of Child Care Fees. Families need to register with MyGov at <https://my.gov.au/>. More information can be found about the Child Care Subsidy at www.education.gov.au/ChildCare or on 1800 670 305.

Administration for Community OOSH Services

Statements will be issued once a month in arrears. Toormina, Coffs Harbour and Korora

statements are issued at the beginning of each month while Woolgoolga and Grafton statements are issued mid-month. The outstanding amount is required to be paid in full within 30 days

Late Fees

If payments are not received by the last day of the statement period, a late fee of \$10 can be charged.

Outstanding Fees

Amounts outstanding over 60 days: The parent will be contacted to ensure they are receiving their statements and request payment of the overdue account. The over 60 day balance will need to be paid within 14 days of this communication or all bookings will be suspended until the account is paid.

If the account has not be paid by the following statement period contact will be made again with the parent advising that the account will be sent to the debt collection agency and all bookings cancelled until debt is cleared.

Cancellation Fee

Unlike many childcare services we realise that plans/life can change. We are happy to offer free cancellation of booked days and depending on the type of care you want to cancel it can be as little as a few hours notice. The **minimum notice required** for each of our services is shown below and is required in writing

After School Care Up to 1:30pm the same day of booking for no charge

Before School Care Up to 1:30pm the working day before your booking for no charge

Vacation Care Up to 1:30pm the working day before your booking for no charge

All bookings not cancelled by the times shown above will be charged at full fee.

It is critical to let us know your child will not be attending in the afternoon as it causes immense stress to the staff and schools if we are out looking for children who have simply been collected by the parents or sick and we have not been notified!

A \$10.00 Non notification fee will be charged on top of the daily fee should notification not be received prior to the Bus Run.

You can contact us via email admin@communityoosh.com.au or through our website bookings tab at www.communityoosh.com.au to cancel a booking.

You can also call us on 0466 306 220 and 6658 9757 to advise us of your cancellation but we do require **written** confirmation via email, website or the parent communication book if you are requesting no charge for the session.

Please note that all bookings and cancellations should be communicated via our administration area and not the Co-ordinators or Directors.

Enrolment Procedures

All families of children entering care are required to complete official enrolment form supplying personal and medical information, and emergency contact details. Parent/guardian are responsible to ensure that emergency contact numbers are updated &

immunisation records are supplied.

Enrolments can be done online at <http://communityoosh.com.au/new-to-oosh/enrolling-first-time/> or a hardcopy enrolment form are available at our centres.

Arrival and Departure from The Centre

Children will be signed IN and OUT of the Centre every day of their attendance. Please ensure Educator knows that you are collecting your child/children. All children are to be collected by 6.00pm.

Collection of Children

Parent/guardians are requested to collect children promptly in the afternoons. Our programs close at 6.00pm and extra charges will be applicable for late pickups. If you require your child to be picked up at the Service by another adult, please notify the Coordinator/ educator the previous day. Please write the details of the new person collecting the children in the Communication Book. Educator will request proof of identity.

Termination Of Care

It is requested that two weeks written notice from the Parent/guardian is required by the Service for termination of care. At this time all outstanding fees including the two weeks' notice period must be paid.

Late Collection

A late collection fee is charged for collection after 6.00pm. This fee is currently \$20.00 for the first 15 minute or part thereof.

After this time the fee is \$20.00 per 15 minutes until the child is collected.

If no notification has been received, the child will be taken to the local Police Station 1 hour after closing time. At this stage the problem becomes a legal issue.

Sick Children

We encourage that children who are sick do not attend the Centre. If your child must attend and requires medication of any kind a Medication Register must be completed or Educators will not administer medication. All medication must be labelled with a name and the instructions given to Educator. No medication will be given to children to take home. It is the responsibility of the person collecting the child to collect medication from the Educator.



Absences

While most childcare services require payment of fees regardless of absences or illness, we have endeavoured to accommodate these occurrences as much as possible. Families are entitled to 42 days per child of Allowable absences if their children do not attend the service when they have booked a place at the Centre. After 42 days,

parent/guardians are required to pay the full fee if their child/children do not attend when they have booked a place at the Centre.

If parents do not contact us in advance that their child will be absent, a \$10 Non-Notification fee will be charged. If your child is attending the Community OOSH Service After School Care Service, it is the parent/guardians' responsibility to inform the service of their child's absence. If your child does not arrive, the educator will contact the nominated Emergency Contacts, and if the child is not located the Police will be notified.

What Transport is Available

A free bus service using our beautiful butterfly buses and vans are available for the families using the Before and After school care & during Vacation Care. Parents/guardians are required to collect children at the end of the care session Parent/guardians are responsible for transport to and from vacation care and pupil free day programs

Priority Of Access

The main priority for places in the Service is allocated to:



Children at risk

Working studying parent/guardians

Any other child

Other places are available if not filled by the above priorities.

Anti-Bias, Diversity and Inclusion

We offer activities to encourage children to be aware of their own and others' physical characteristics and cultural beliefs and to be comfortable with differences. To help children develop positive gender, racial, cultural, and individual identities, within a larger society and to recognize their membership in many different groups.

We aim to foster respect, empathy and appreciation for the diverse ways in which other people live. A cross-cultural perspective will be integrated into all the areas of the program.

Afternoon Tea

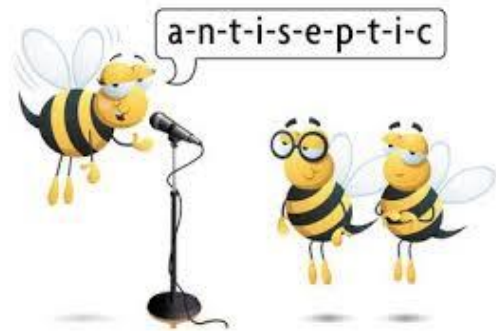
Your fees cover the cost of a nutritious afternoon tea supplied by the Centre. The menu is displayed weekly to allow parents to pack additional food if your child has food allergies or sensitivities. The fees also cover all craft activities unless otherwise notified.

Health

On enrolling, parent/guardians are asked to sign an Enrolment Form granting the Coordinator full permission to arrange immediate medical attention in an emergency at the local Hospital or medical attention. This applies only if we cannot contact the parent/guardians or the Emergency Contact Person.

A child must be kept at home if he/she has:

Elevated temperature
Eye discharge – exclude until discharge has ceased
Vomiting
Diarrhoea
Rashes
Obvious signs of distress or infectious diseases
The following are infectious diseases:



- 🦋 Impetigo (sores must be treated and covered) Ringworm (must be treated and covered)
- 🦋 Chicken Pox (exclude for 5 days after first spots) Measles (exclude for 5 days after spots)
- 🦋 Rubella (exclude for 6 days after rash appears)
- 🦋 Whooping Cough (exclude for 5 days from commencement of antibiotics)
- 🦋 Glandular Fever (until child is well) AIDS, Hepatitis B, C, D and E
- 🦋 Head Lice (exclude until child has been treated with lice shampoo and hair shampoo, and has been combed with a fine comb dipped in vinegar) [Repeat in 7 days].

Children who arrive from school to the service with symptoms of an infectious disease or other illness shall be isolated from contact with other children as soon as the symptoms are detected and the parent/guardian contacted for immediate collection. Any child with the symptoms when being signed in by parents/guardians will not be accepted until all symptoms have abated or until a written clearance from a Doctor is sighted. Such symptoms may include the following:

























- 🍷 Elevated temperature, flushed colouring, unusual pallor
- 🍷 Coloured nasal discharge or repeated, severe coughing
- 🍷 Stomach ache, vomiting or diarrhoea
- 🍷 Red or discharging eyes or ears
- 🍷 Undiagnosed skin rashes, sores or swelling
- 🍷 Unusual activity levels, irritability, restlessness or fussy listless behaviour.

If a child has been absent with an infectious disease, a Certificate of Health may be required by the Coordinator when the child arrives back at the Service.

The Service recommends that participating families carry their own ambulance cover. Should an ambulance be required for a child, any cost incurred will be borne by the parent/guardian.

Nutrition Policy

The Service aims 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. Parents will be encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children. High standards of hygiene will be maintained throughout all food preparation.

-  Food and drink will be provided for morning and afternoon tea, with small nutritious snacks available as necessary.
-  Fresh drinking water will be available at all times for the children and educators.
-  During vacation care, parents will be asked to provide their child's lunch and drinks, unless otherwise stated on the program.
-  All food provided at the centre will be nutritious and varied. Treat days will be offered from time to time to celebrate birthdays and other special occasions.
-  Where possible local fresh produce will be used from our gardens.
-  The majority of food will be from the five food groups (grains, cereals, fruit and vegetables) with sweets and treats available only occasionally.
-  All food will be prepared and stored in a hygienic manner.
-  Where children are involved in food preparation, this should always be supervised and hygienic conditions maintained.
-  Food will be stored in tightly sealed containers, away from any chemicals.
-  Food requiring refrigeration will be stored in the refrigerator. This excludes children's lunch boxes where cooler blocks should be included in each child's box.
-  Snack times are seen as a social event where children and educator can relax, talk about their day and experience a variety of foods. Educator will demonstrate good healthy and hygienic eating habits while with the children.
-  Children should be seated while eating or drinking.
-  Children and parents are encouraged to contribute to the menu ideas.
-  Parents will be encouraged to share family and multicultural values, ideas and recipes.
-  All family and multicultural practices will be acknowledged and addressed in the provision of food.
-  All children's individual needs such as allergies etc will be endeavoured to be addressed in the menus. Educator will keep a list of all children's allergies or food restrictions near the food preparation area to ensure all educators are aware of these. Parents of children with sensitivities or allergies are requested to provide additional food if the menu is not appropriate on that day.
-  Education of healthy eating habits will be developed through ongoing example, specific activities, notices, posters and information sheets to parents.
-  The denial of food will never be used as a punishment.
-  Drinking water will be made available at all times.
-  One educator member will ensure that this is available and topped up throughout the operation of the centre.
-  Children will be encouraged to get the water themselves when required, using separate drinking containers.
-  Containers are to be cleaned and stored appropriately.
-  Other suitable drinks will be made available as soon as the children require morning or afternoon tea
-  Children's cooking activities will be encouraged to develop life skills. At all times safe and hygienic practices will be followed.

Special Dietary Requirements

The Service is accommodating of any special dietary requirements and the Coordinator will discuss with parent/guardian any requirements due to food allergies and restrictions (cultures/religion) which are necessary for the wellbeing of the child. The parent/guardian is encouraged to make contact at the first available opportunity to discuss their child/children's needs in this area.

A dietary chart shall be placed in the kitchen area with a list of children who have special dietary requirements. This list will be updated regularly:

- ☞ Details of restrictions will be noted on the enrolment form and passed on to educator
- ☞ Where children are on "special diets" educator will negotiate with parent/guardian and where necessary the meal will be supplied from home

Allergies/Special Needs/Medication Communication Plan

The Parent/guardian is responsible for informing the Coordinator of any allergies or special needs of their child/children. Parent/guardians are requested to insert on the enrolment form any ongoing medication or special needs required by their child/children. If parents have highlighted a special need of their child, and it is a potential risk, parents must provide the necessary emergency medication, e.g. Epipen, asthma inhaler etc.

To ensure consistency of information and medical treatment given to the children, we ask parents to supply a copy of their "Individual Health Plan" that has been prepared with your primary school. This plan must be prepared and signed by a medical practitioner.

Outings/Excursions

Children in After School and Vacation care regularly enjoy various outings. Parent/guardians will be requested to complete permission forms for these activities

Our Service is careful to provide appropriate Educators for these activities – a Risk Assessment is carried out on all venues and the ratio will be established to ensure the safety of all outings.



Whilst excursions are valuable in extending knowledge and experience, we are aware that they can be of concern to parent/guardians. Rest assured your child's safety is always of a top priority and any excursion is in strict accordance with State Government Policy. No child is allowed to leave the Centre unless parent/guardian written permission has been given.

Clothing

Children are encouraged to wear comfortable casual clothing for Vacation care which covers their shoulders and necks. Singlet tops are not permitted.

Covered shoes must be worn at all times, unless participating in water activities. No thongs or high shoes are allowed.

Photographs

Photographs of children will be taken regularly for parents to view their child's participation in the program and learning outcomes. No child/children will be permitted to be photographed by anyone except Educators or someone authorised by the Coordinator. Should you not wish to have your child photographed at any time please sign a "No Publicity" document? Parents are able to view their children's learning and leisure experience daily via our monitors which has recorded the children participating in a variety of activities throughout the day.

Toys

Children are asked not to bring toys or personal effects to the Service. The Service and educator take no responsibility for loss or damage to personal items. We ask that mobile telephones are also kept at home. If your child needs to contact you, for emergency purposes, they may use the Centre phone.



Workplace Health and Safety

Under the NSW Workplace Health & Safety Act, employees have the responsibility to draw their employers' attention to Health and Safety hazards in the workplace. The employee has the responsibility, once the problem has been raised, to take steps to prevent the hazards from continuing.

Sun Safety

We ask parent/guardians to provide Sunscreen for children to apply themselves while playing in outdoor areas. Educators will not be responsible for applying or supplying Sunscreen. Educators will provide opportunities for children to apply the sunscreen provided by their parent/guardian.



It is request that Sunscreen is applied before arriving at the Service and that children have Sunscreen to reapply during the day if necessary.

Parent/guardians are asked to ensure that children have hats to wear as the rule applies. A swimming or rash shirt must be worn at all times and provided by the Parent/guardian for any water activities.

"No hat, limited outside play".

Illness and Accidents

Coordinators have the right to refuse a child if they suspect a child is ill. Should a child become unwell during the day our Centre will provide a quiet area and the parent/guardian/next of kin will be notified to collect as soon as possible. If urgent medical attention is required, the Coordinator will contact the appropriate medical agency and the parent/guardians or next of kin.

Immunisation

Management respects the right of individual parent/guardians whether to immunize or not to immunize their children. The service will comply with the newly introduced legislation in Jan 2014 “introduced legislation to deny children enrolment in child care facilities if parents or guardians cannot show proof of vaccination or provide an approved exemption.” Proof of immunization will be sought at the enrolment stage and recorded in the enrolment form. Information regarding immunization is available from our community information located at each Centre.

Emergency Procedures



Emergency evacuation procedures will be clearly displayed near the main entrance and exit of each room used by the centre.

All educators, including relief educators, will be informed of the procedure and their specific duties identified in their orientation to the centre. Educators will make arrangements as to duties undertaken in the absence of other educator.

Children and educators will practice the emergency procedure at least once per term, in all types of care, before school, after school and at the beginning of vacation care.

Drills will be conducted more regularly when there are new children.

Parent/guardians will be informed of the procedure and assembly points in the parent/guardian handbook.

No child or educator is to go to their lockers or bags to collect personal items during an emergency evacuation. This would lead to confusion and delays.

Fire extinguishers will be installed and maintained in accordance with Australian Standard 2444. Educators will be instructed in their operation.

Educators will only attempt to extinguish fires if the fire is small, there is no threat to their personal safety and they feel confident to operate the extinguisher and all the children have been evacuated from the room.

The centre will install and maintain a fire blanket and smoke detectors.

Educators are aware of bush fire dangers and have appropriate training on the necessary procedures.

The NSW Fire Brigade Child Safety Unit have be contacted for advice and training on fire safety.

Accident Policy

On enrolment, an agreement will be obtained in writing from the adult responsible for the child to allow the Authorised Coordinator to seek medical attention, if required
The Centre has a person with a current First Aid Certificate on the premises while the children are attending the Centre. This person will assess the accident/situation and, if minor, treat the injury or if in any doubt call the Doctor/Ambulance.

Should, at the Coordinator's discretion, an ambulance be required for a child, the cost incurred for the ambulance and any additional treatment for the injury will be borne by the Parent/guardian. Management encourages families to be covered by medical insurance.

If a child becomes ill or injured in circumstances which call for immediate medical attention, all reasonable steps will be taken without delay, to secure medical attention and to notify the person responsible for the child.

Details of all incidents of illness, accident or injury to a child shall be recorded in the Accident Book. Parent/guardians will be asked to sign this book after the incident has been reported to them.

The Centre has a First Aid Kit recommended by St John's Ambulance.

Any child will be accompanied by an Educator member to Hospital or medical treatment. In the event of a Critical Injury the correct Departmental Procedure will be followed. Basic First Aid that can be administered is limited to Ice and Hot & Cold packs, Bandaging & Splinting. No creams or ointments will be applied although band aids may be administered.

An Incident/Accident Reporting Form will be completed and signed by the parent and returned to the Coordinator, within 24 hours, and the Regulatory Authority if they believe that it may lead to future actions or queries by management, parent/guardians, insurers or other interested parties, or if the injury required medical attention.

One Final Word

Please remember to inform the Educator in writing or by phone if:

Someone different is picking up your child/children

Your child is sick or going on Holidays

Changes to your child's medical conditions

Custody/access arrangements have been changed

Your address or phone number has changed

You have changed your place of employment

Contact person has changed

You need to terminate the booking (forms will need to be completed)

You are unable to pay fees

Your child is having any concerns

Most Importantly– If your child is NOT attending for the afternoon

You cannot begin to imagine the chaos and worry that is caused when we are not notified of a child's absence! Please ensure we are the first phone call you make that day!



Frequently Asked Questions

Got a question about the OOSH Service? We have listed a few of the most frequently asked queries.

How much will it cost?

For our current costing for all venues please visit our website.

www.communityoosh.com.au

The cost of the service is directly linked to the Federal Government Child Care Subsidy.

How do I register with the family assistance office for reduced fees?

From 2 July 2018 Families are able to apply for the Child Care Subsidy (CCS) to help with the cost of Child Care Fees. Families need to register with MyGov at

<https://my.gov.au/>. More information can be found about the Child Care Subsidy at www.education.gov.au/ChildCare or on 1800 670 305.

When Are Statements Issued?

Fees for all services including excursions are charged to customers in arrears. A statement will be sent each month that details all usage. Fun factory (Toormina), PCYC and Korora statements are produced at the end of each month while Woolgoolga and Grafton statements are produced on the 15th of each month.

How do I pay?

Full payment of the account is due each month within 30 days of the statement date.

Payments can be made by B-Pay, direct bank deposit, cheque or credit card payments over the phone to our administration area.

How will I know if my booking has been successful?

Try to book as early as possible as we do book out extremely early, particularly in Vacation Care. A confirmation text will be sent to your mobile phone number to inform you your booking is confirmed. If you have not received a reply within a week please contact our friendly Admin staff at the Fun Factory office on 6658 9757. Families whose fee statements are up to date will receive first priority for children places.