



Carlingford West OOSH Centre Incorporated Family Handbook

Carlingford West O.O.S.H Centre is an Out of School Hour's centre committed to quality.

"We believe in nurturing wellbeing and an enjoyment of learning, through active exploration, child initiated play and experiences and a strong positive relationships with others in holistic practices"

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Contents Page

About Us	4
Welcome Message.....	4
What is O.O.S.H	4
Hours of Operation	5
Contact Details.....	5
Governance/ Management	5
Parent Committee	6
Our Philosophy	6
Philosophy & Aims	6
My Time Our Place Framework	10
The National Quality Standards	11
Our Quality Improvement Plan.....	11
Enrolment & Booking Information	11
Enrolment Procedure	11
Conditions of Enrolment.....	12
Placements & Bookings	13
Priority of Access	14
Fee Structure	14
Overdue Fees.....	14
Childcare Benefit & Child Care Rebate	15
Orientation.....	15
Kindergarten and New Children	16
Medical Information	16
Immunisation.....	16
Infectious Diseases	16
Illness & Accidents	16
Accident Procedures.....	17
First Aid Facilities	17
Defibrillator.....	18
Medication.....	18
First Aid for Asthma	18
Asthma First Aid Plan.....	19
Anaphylaxis.....	19

Allergy Awareness	19
Meal Times.....	21
Workplace, Health and Safety	22
Food and Handling.....	22
Sun Safety	22
Building Cleanliness, Maintenance & Repairs	22
Emergency	23
Emergency Procedures/ Fire Drills/ Lockdowns/Evacuations	23
Attendance	23
Absences	23
Arrival & Departures.....	24
Arriving at OOSH from school.....	24
Dropping off of children	24
Collection of children.....	24
Late Pick up Fee	24
Authorised Collectors	24
Access by non- custodial parents	25
Missing Child Policy & Procedures.....	25
Centres Daily Operations Rules	25
Welfare	26
Duty of Care	26
Behaviour Guidelines/ Policy.....	26
Rules.....	27
Consequences.....	Error! Bookmark not defined.
Additional Needs	27
Child Protection	28
Personal Belongings.....	28
Confidentiality	28
No Smoking.....	28
Dismissal Policy.....	29
Routines	29
Our Educators	30
Our Programs.....	30
Media.....	32
Photography	32
TV & Movies.....	32

Technology Use..... 32

Video Surveillance 33

Social Media..... 33

Family & Community Involvement 33

 Family Partnerships 33

 Providing Feedback & Information..... 33

 Communication 34

 Community Partnerships 34

 Community Services & Resources 34

Grievances & Complaints..... 34

Legislation and Regulation Guidelines..... 34

Sustainability..... 35

Carlingford West OOSH - Family Handbook Feedback Form 36

Last Reviewed and Updated
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Carlingford West's Family Handbook is a brief summary of the centre's policies and procedures. Families can refer to the Policy Manual for a full comprehensive version of the Policy. Policies can be copied by request for any parent.

About Us

Welcome Message

The director, management committee and staff of Carlingford West O.O.S.H Centre extend a warm welcome to you and your child / children.

We are a community operated and managed non-profit out of school hours care centre dedicated to providing high quality care to school aged children and their families. Our flexible program responds to the abilities, needs and interests of the children individually, and in group settings. Each child and family is accepted and valued, regardless of cultural background, gender, religion or ability. Multicultural awareness and respect are incorporated in our program. In our centre, the children have an opportunity to participate in many planned and spontaneous experiences in indoor and outdoor environments. Our staff utilise positive techniques of guidance to encourage children to develop independence, high self-esteem, and demonstrate appropriate behaviours as well as respect for themselves and others.

Our Goals:

- ❖ To provide a safe, nurturing and stimulating environment where children can enjoy their free time.
- ❖ To provide a home-like setting where children can play and work.
- ❖ To use a child-centred approach with planned and spontaneous experiences, in which staff can support and encourage creativity amongst children.
- ❖ To provide interactions and experiences that will foster aspects of a child's development.
- ❖ To be supportive to our families and strive for open communication and good relations between parents, staff, children, management and the community.

Please feel free to contact any of the certified supervisors at any time, to discuss your child's progress, development and wellbeing.

We look forward to welcoming you and your family personally, please don't hesitate to contact us to arrange a tour of our centre or discuss any questions you may have.

Michelle Martin | **Director/ Nominated Supervisor**

What is O.O.S.H

O.O.S.H stands for Out Of School Hours. We provide quality Before School care, After School care and Vacation Care.

Our OOSH centre environment is designed to support families in a safe and caring environment for the children of Carlingford West Public School and children from other surrounding schools during vacation care.

Hours of Operation

Monday to Friday:

Before School Session:	7.00 a.m. to 9.30 a.m.
After School Session:	3.25 p.m. to 6.00 p.m. (3.00 p.m. to 6.00 p.m. for Kindergarten in 1 st term only)
Vacation Care:	7:00 a.m. to 6.00 p.m.

Staff are available from 2.30 pm - 6.00 pm during school days for any enquiries or bookings.

Please note children should not be left in the school grounds before the Centre opens at 7.00 am as there is no supervision or access to the building before 7.00 am. Only staffs are allowed to access the building outside opening hours, unless prior arrangements have been made with the Director.

Contact Details

Address: Carlingford West Primary School, Felton Rd, Carlingford, NSW, 2118, Australia

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Governance/ Management

The management structure of Carlingford West OOSH aims to ensure that all aspects of the centre's, administration and children interactions run smoothly. The management structure also seeks to support families and educators as best they can in any child care related area.

Approved Provider - Carlingford West OOSH

Nominated Supervisor / Director - Michelle Martin

Educational Leader - Michelle Martin

Parent Committee - Consists of; Chairperson, Assistant Chairperson, Secretary, Treasurer, Public Officer. Please refer to the photo board in the centre for this year's currently held positions.

(In the absence of the Nominated Supervisor please refer to the Certified Supervisors)

Certified Supervisors - Refer to whiteboard at the centre's entrance for today's responsible person.

Parent Committee

Carlingford West OOSH is managed by a volunteer parent based committee and is administered independently of the school. The Committee has regular meetings and members are elected at the Annual General Meeting.

The centre is a non-profit making incorporated body, which aims to provide a quality service to the families of the centre. The centre's parent committee is a valuable way the centre receives relevant feedback and solutions to operational issues and the financial viability of the centre. If you would like to become involved in the parent committee please consult staff and or the Director. Committee meeting dates will be advertised in the school newsletter, the OOSH newsletter and emailed to parents in advance.

Our Philosophy

Philosophy & Aims

Our Philosophy is guided by 'Being, Belonging, Becoming: The Framework for School Age Care in Australia' and the National Quality Framework. We meet our Philosophy and aims by following Carlingford West OOSH Policies and Procedures.

In Relation to Children

We acknowledge that all children are unique individuals with their own needs, interests and strengths. All children are given equal opportunities regardless of their gender, culture and socio-economic background.

We acknowledge that children's voices are the most important part of our programs.

Children learn best through play and educators will support development by providing experiences that are meaningful to the children and, most importantly, reflect their interests. The child's knowledge is valued and can be used as a tool for enhancing the knowledge of others.

Learning is promoted through experimentation, investigation, risk taking and role play. Within a comfortable, relaxed, home like environment, Educators will follow children's interests and create a fun sense of learning by providing open ended individual and group activities as well as, but not limited to, creative and challenging experiences.

Children develop and learn at their own pace; therefore educators will ensure their expectations of children's development are specific to each child and their experiences.

A positive self-concept, high self-esteem and social competence are the basis for learning. Educators will ensure children are given meaningful praise for efforts, success and positive behaviour and will be supported to build positive relationships with their peers.

We endeavour to foster and build positive relationships with the children and will engage in positive interactions.

Educator's will support each child's background within the environment, using experiences across all learning outcomes; Children have a strong sense of identity, Children are connected and contribute to their world, Children have a strong sense of wellbeing, Children are active and involved learners, Children are efficient communicators.

We are committed to inclusive and equitable practices and will support the inclusion of children with additional needs, working in conjunction with the family and other support services and agencies.

Educators will support each child's emotional development through the Principles of "Belonging, Being and Becoming" and its practices.

In Relation to Families and Community

We acknowledge families are the most important people in their child's life and have valuable information to share with us. We will make parents feel welcome and encourage them to become involved at the centre in whatever way they feel comfortable.

Individual families have their own parenting and childcare practices, which educators will acknowledge and respect.

We recognise that families are active members of the larger community. We aim to establish and further develop our collaborative partnerships with both families and the community.

We encourage feedback, suggestions and opinions regarding the centre's procedures, policies and the general running of the centre.

Families need to feel secure in knowing that their child is cared for in a nurturing environment.

Families have the right to confidentiality and respect for privacy.

Families have the right to access affordable, high quality care and education.

In Relation to Educators

We recognise and respect that every educator is an individual with diverse needs, interests, skills, knowledge and experience. We support educator's personal philosophy regarding childhood and education of children.

Educators will work as a team by motivating and supporting each other.

Educators will help to build an atmosphere of trust and respect through open communications, respecting different points of view and maintaining confidentiality.

Educators will abide by the centre's Policies and Procedures, the Centre's Code of Ethics, UN Conventions of the Rights of the Child and the National Quality Areas (NQF).

We recognise that as Educators we are all role models, firstly for the children but also for other educators. We acknowledge that it is our responsibility to welcome, assist and encourage new staff members in a positive manner.

Nominated and Certified Supervisors will endeavour to display leadership qualities at all times.

In Relation to the Program

The program encourages children to make choices and have control of their own learning through individual interests and their 'voices' being acknowledged. Short and long term projects are added to and changed according to the children's needs and interests.

The program provides opportunities for indoor / outdoor play that promotes child initiated small group experiences and fosters nurturing and sibling relationships.

The program is based on the National Quality Framework where the children's needs and interests are the focus and educators work within these interests to assist with the child's development. These practices are complemented by educators' 'Provocations' via intentional teaching.

The program provides opportunity for the children to participate in spontaneous activities. These are recorded on the program and evaluated.

The program reflects the learning outcomes from the "My Time, Our Place" framework.

We believe that the role of educators within the centre is to be facilitators that guide and encourage children's learning at the child's own pace.

We acknowledge and support the process of children's play rather than focussing on a final product.

The program will be accessible and clear for families to read, comment on and offer feedback and suggestions.

All educators will be given opportunity to have input into the program with ideas and suggestions.

In Relation to Health and Nutrition

Educator's will promote and implement healthy hygiene practices in the daily routines. Educator's will model healthy hygiene practices as well as remind children to carry out the same practices.

Healthy eating will be promoted. We will endeavour to provide a variety of nutritious meals for the children. Children who have allergies will be considered and catered for, according to their needs.

In Relation to the Environment

We recognise the importance of providing a safe, secure and consistent environment that supports trust and familiarity as well as active exploration of learning.

We believe that environmental sustainability is our responsibility and we endeavour to become active advocates of 'Going Green'.

We acknowledge the Traditional owners and custodians of this land, the Darug tribe.

We recognise that we are part of the world community as well as our local community. And is our role to support children to become environmentally responsible and contribute to a sustainable future.

Aims and Objectives

- * To provide a stimulating and inclusive centre program in order to help children successfully transition to school.
- * To provide a positive active and progressive service for children as an integral part of the community.
- * To create continuity of learning through consistent reflection of children's learning, educators' practices and community expectations.
- * To support children's learning through Play, understanding Respect and Responsibilities and the importance of Relationships and Partnerships.
- * To promote Children's Strong Sense of Identity, Connection and Contribution to their World, Strong Sense of Wellbeing, Confidence and Involved Learners, Efficient Communicators.
- * To provide both group and individual experiences for all children that is emergent, spontaneous and/or intentional teaching.
- * To encourage a sense of security for the children in our care by providing consistent, warm, caring, experienced and qualified educators.
- * To promote an environment that welcomes, respects and caters for all families. To acknowledge the diversity of all cultural backgrounds within the service.
- * To promote an environment that welcomes and caters for children with disabilities and additional needs.
- * To promote the reduction of our carbon footprint through active discussions and implementations of feasible strategies.
- * To educate children about respect for the natural and constructed environments, animals, plants and relevant Legislation and Key Resources.
- * To help children become socially responsible and show respect for their environment.
- * Policy Aim: We believe in nurturing wellbeing and an enjoyment of learning, through active exploration, child initiated play and experiences, and strong, positive relationships with others in holistic practices.
- * Relevant Legislation: Education and Care Services National Regulations 2014
<http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+65+3+2011+cd+0+N>

* National Quality Standards: Areas 1-7 <http://www.acecqa.gov.au/the-national-quality-standard>

* “My Time, Our Place”, Framework for School Age Care in Australia: Outcomes 1-5
http://files.acecqa.gov.au/files/National-Quality-Framework-ResourcesKit/my_time_our_place_framework_for_school_age_care_in_australia.pdf

* Key Sources: Parents, Carers, Research Documents, Community Representatives, Educators and Children of Carlingford West OOSH Centre Inc. 2015

My Time Our Place Framework

Carlingford West OOSH centre follows the My Time, Our Place - Framework for School Age Care in Australia.

Our programs aim to incorporate all five outcomes;

1

Outcome 1: Children have a strong sense of identity

- ❖ Children feel safe, secure and supported
- ❖ Children develop their autonomy, inter-dependence, resilience and sense of agency
- ❖ Children develop knowledgeable and confident self-identities
- ❖ Children learn to interact in relation to others with care, empathy and respect

2

Outcome 2: Children are connected with and contribute to their world

- ❖ Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- ❖ Children respond to diversity with respect
- ❖ Children become aware of fairness
- ❖ Children become socially responsible and show respect for the environment

3

Outcome 3: Children have a strong sense of wellbeing

- ❖ Children become strong in their social and emotional wellbeing
- ❖ Children take increasing responsibility for their own health and physical wellbeing

4

Outcome 4: Children are confident and involved learners

- ❖ Children develop dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- ❖ Children use a range of skills and processes such as problem solving, inquiry, experimentation, hypothesising, researching and investigating
- ❖ Children transfer and adapt what they have learned from one context to another
- ❖ Children resource their own learning through connecting with people, place, technologies and natural and processed materials

5

Outcome 5: Children are effective communicators

- ❖ Children interact verbally and non-verbally with others for a range of purposes
- ❖ Children engage with a range of texts and gain meaning from these texts
- ❖ Children collaborate with others, express ideas and make meaning using a range of media and communication technologies

The National Quality Standards

Established in 2012 The National Quality Framework raises quality and drives continuous improvement and consistency in Australian education and care services.

The National Quality Standard (NQS) is a key aspect of the National Quality Framework and consists of seven quality areas, each containing standards and elements, that children's education and care services are assessed and rated against.

The seven quality areas covered by the National Quality Standard are;

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

See more at: <http://www.acecqa.gov.au/Quality-Areas#sthash.VbcJuKkE.dpuf>

Our Quality Improvement Plan

The National Regulations require approved services to have a Quality Improvement Plan (QIP). The aim of Carlingford West OOSH's QIP is to help the centre self-assess its performance in delivering quality education and care and to plan future improvements. The QIP information can be accessed by all families and they are invited to check updates and provide feedback.

Enrolment & Booking Information

Enrolment Procedure

Families interested in enrolling their children into Carlingford West OOSH should follow the following steps;

- ❖ contact staff to enquire on the availability of places
- ❖ collect an enrolment pack from the centre or find the enrolment form on the centres website

- ❖ fill out and return to the centre the enrolment forms and provide required documents
- ❖ communicate any medical, behavioural, or other important information regarding their child's care
- ❖ await confirmation from the director of enrolment place and start date
- ❖ pay enrolment fee upon acceptance of enrolment
- ❖ arrange and take part in an orientation tour with your child/children

Conditions of Enrolment

The Carlingford West OOSH Centre expects that families will at all times co-operate by:

- a) Completing the Enrolment Form prior to child's commencement at the Centre and paying the once off non-refundable enrolment fee per family & agreeing to the conditions within this document.
- b) Fees are due in advance at least weekly. Parents may pay fortnightly, monthly or by the term, provided fees are paid in advance for any care.
- c) You will be emailed an invoice for the term by week 3 of each term. This must be paid in full by the end of week 8 of each term.
- d) Fees can be paid by eftpos (credit card / savings or cheque account), direct deposit or by arranging with the Director to set up the Direct Debit facility.
- e) Once your child is booked into the centre you are requested to pay for each booked session.
- f) Making sure fees are always paid on or before the due date. Late fees will incur a penalty of 20% (cumulative) per week of the overdue amount with a minimum of \$5.00 per week being the penalty.
- g) Notifying any changes to your child's attendance as soon as possible.
- h) Raising funds during the year to help support the centre.
- i) Discussing with staff, any issues or needs concerning your child.
- j) Attending the Committee meeting's whenever possible.
- k) Making sure at least one (1) weeks' notice of termination of enrolment is given.
- l) Making sure any changes to your current details on the enrolment form are update immediately
- m) Being familiar with the OOSH Policy Manual. CWOOSH policies are kept on the 'sign in / out table for parents / carers to peruse. Any persons involved in the centre are encouraged to make

suggestions and discuss any concerns they have regarding the current policies. A suggestion box is located on the sign in / out table for parents / children / staff to use.

- n) IT IS COMPULSORY TO SIGN YOUR CHILD IN AND OUT EACH SESSION AS PER NATIONAL STANDARD RULES AND REGULATIONS. PARENT'S MUST ACCOMPANY THEIR CHILDREN TO THE CENTRE EACH DAY AND SIGN THEIR CHILD IN AND OUT EACH DAY. THERE WILL BE NO EXCEPTIONS. A \$5.00 FINE WILL BE CHARGED PER CHILD, PER INCIDENT TO THOSE PARENT'S / CARE GIVERS WHO OPT TO IGNORE THE SIGNIFICANCE OF THIS RULE. OUR RESPONSIBILITY DOES NOT BEGIN UNTIL YOUR CHILD IS SIGNED IN BY AN AUTHORISED ADULT.**
- o) You are required to advise the Centre if your child is going to be absent. Morning absences must be advised no later than 9am of the day of absence. Afternoon absences must be advised no later than 3:30pm of the day of absence.** Failure to do so will result in the session fee being charged in full plus a \$3.00 penalty fee for administration costs.

Placements & Bookings

The number of bookings the centre can accept at any given time is determined by the recommended staff / child ratio which is a maximum of 15 children to 1 staff member.

a) Casual

- ❖ Bookings can be made to a maximum of 5 days in advance.
- ❖ These places are limited and are not guaranteed.
- ❖ A casual booking is any short term booking of less than 10 days required.
- ❖ Casual bookings incur a \$2.00 surcharge per child, per session on top of the regular fees.
- ❖ Casual positions cannot be cancelled less than 24 hours before due. Full casual rates will apply once a booking is made even if not utilised.

b) Permanent

- ❖ Fixed days which are booked annually.
- ❖ Absences must be notified to the centre, before the care was to be provided and full payment is still required.
- ❖ Absolutely no swapping of bookings will be accepted.

c) Vacation Care

- ❖ Bookings are taken once the vacation care program is available to parents.
- ❖ Bookings are based on “first in, first served”.
- ❖ No changes or cancellations can be made after 6pm on the last day of each term.
- ❖ Children commencing Kindergarten in January are permitted to attend vacation care in the December / January program prior to commencing school of that year.
- ❖ Children in year 6 are permitted to attend vacation care in the December / January program at the conclusion of the year they finish primary school. This is the last vacation care program they will be allowed to attend. Once they commence high school, they are no longer permitted to attend the vacation care programs.

Priority of Access

Carlingford West O.O.S.H has a licensed quota of children it can have enrolled and cannot exceed this number. The centre has a waiting list and considers the below priorities for enrolment places;

- ❖ Working, studying parent / guardians
- ❖ Children at risk
- ❖ Awaiting care ❖ Any other child

Fee Structure

A once only non-refundable registration fee per family must be paid on enrolment. This registration fee is to be paid by every family (permanent's & casuals) regardless of the number of days in attendance.

Fees are payable by internet transfer, cheques or eftpos (savings, cheque or credit cards or by arranging with the Director for the direct debit facility) only. **CASH IS NOT ACCEPTED**. Any overpayment will be credited against your next week's account.

No payment is required for public holidays or over the closure at Christmas or during school holidays if your child is NOT booked into the Vacation Care Program.

If any presented cheques are dishonoured by the bank, the parent / care giver shall be liable for the bank fee incurred. No third party cheques will be accepted. Cheques are to be made payable to “Carlingford West O.O.S.H. Centre”.

Fees for School Development Days (Pupil Free Days) will be the same as the Vacation Care Fee.

For the fee structure, please refer to the current FEE SCHEDULE.

Overdue Fees

If a payment has not been received within one week after the term invoice has been emailed, a reminder letter will be issued. If payment is not received within the following week, a 20% late penalty will be charged

per week on outstanding amount with a minimum of \$5.00 being charged. If fees are three weeks overdue, the centre will not hold your child's booking unless due cause can be shown to the centre as to why fees remain in arrears. Your child's place at the centre could be terminated unless you have made arrangements with the Director.

Childcare Benefit & Child Care Rebate

Claiming Child Care Benefit & Child Care Rebate – all customers

To claim Child Care Benefit (CCB) or Child Care Rebate (CCR) you need to be assessed and approved for those payments by the Family Assistance Office (FAO). The FAO issues Customer Reference Numbers (CRNs) for you and your child / children. You must provide the CRN and the date of birth of the parent who is claiming CCB and the CRN and the date of birth of your child / children to your child care service. With this information, your child care service is able to report your child's attendance information through the financial year and, depending on the payment method you choose, receive Fee Reduction payments on your behalf.

Orientation

We believe orientation is important processes where educators are able get to know children and families and gain important information about the new child's needs and those of the family. The orientation process helps to make the transition from home to care as smooth as possible with the aim to maintain continuity between both places, which helps the child adjust to the new setting.

New families are invited to attend the centre at a mutually convenient time with their child / children to visit and meet the educators, and familiarise themselves with the environment. New families will be guided through enrolment procedures, areas, routines, programs and any special requirements for the child that may need to be accommodated. Part of this orientation visit is also to explain / collect the required documentation for the child (enrolment form, and immunisation record and Medicare number, risk minimisation plan, behaviour plans).

Educators will also discuss how best to help your child / children settle into the centre. Educators will encourage parents to say goodbye when dropping off – and reassured that if the child remains distressed over a period of time, that educators will contact them. Parents are able to stay as long as needed to reassure their child, but sometimes it's easier for the educators to settle the child. Parents are encouraged to come earlier on collection to spend time with their child.

During orientation tours children may participate in the activities occurring at the time if they so desire. Positive interactions at this time (between parents, educators and the child) are important for the children to build positive attitudes towards Carlingford West OOSH's environment. Educators are aware that all children respond to situations differently and that some children may respond to new experiences faster than others.

Parents will be kept informed about how their child is settling in on collection and are welcome to discuss any aspects with the Director / Nominated and Certified Supervisors at a convenient time. Parents are also invited to phone and check on their child at any time if there are any concerns.

Kindergarten and New Children

To ensure kindergarten and new children from other grades and their families are supported during the settling in period, the **centre facilitates the following strategies;**

- ❖ Kindergarten children are collected at 3:00pm during the first term only.
- ❖ A kindergarten / new children dedicated staff member will supervise kindergarten and new children and encourage them to interact with all children at the centre.
- ❖ Other children at the centre are buddied up with kindergarten and new children to help them feel comfortable and settled into the centres routines and develop positive relationships.
- ❖ Educators assist families to develop and maintain a routine for saying goodbye to their child.
- ❖ Educators will regularly share information with families about your child's wellbeing.

Families are encouraged to;

- ❖ Stay with their child for as long as needed during the settling-in period.
- ❖ Contact educators during the day if they wish.
- ❖ Children who are distressed at separating from their family being comforted, or being closely observed and offered reassurance when they want this type of interaction.

Medical Information

Immunisation

From 1st January 2014, it is a legal requirement for all children attending childcare to provide to the centre a copy of the child's Immunisation History Statement provided by the Australian Childhood Immunisation Register. Failure to provide this to the centre will result in your child not being allowed to attend.

Infectious Diseases

Carlingford West OOSH provides a safe and hygienic environment and has a policy with regard to infectious diseases which is consistent with National Laws and Regulations. The centre takes reasonable steps to manage the spread of infectious diseases through the implementation of procedures. It is parent's responsibility to report any infectious conditions to the centre staff and Director / Nominated Supervisor. The privacy of individuals will be respected at all times. For further information please consult the director and staff.

Illness & Accidents

Carlingford West OOSH must ensure the following if a child has an accident or becomes ill whilst attending the Centre:

- a) the child is kept under adult supervision until the child recovers or until an authorised adult takes charge of the child. If the child cannot continue in the session, arrangement shall be made for the child to be taken from the session as soon as possible;

- b) if the child requires immediate medical aid in the session, all reasonable attempts are taken to secure that attention and to notify the parent / guardian / approved person of the accident or illness; and
- c) in the case of medication being required in an emergency without the prior consent of the parent / guardian / approved person, the consent will be made from a registered medical practitioner.

Accident Procedures

The centre staff will make every effort to reduce the possibility of accidents and injuries.

A staff person trained in Asthma, CPR, Defibrillation and Anaphylaxis will be present at all times.

All injuries will be recorded on an "Accident Report" form. Parents will be informed of any injuries. If staff feels it is necessary for the child to be picked up by a parent / guardian, you will be called immediately. If the minor injury only needs cleaning, a band-aid or icepack, you will not be called, but informed when you pick your child up.

If an injury requires medical care, we will contact parents immediately to pick up the child to take him / her to the hospital. If we feel the injury is too severe for the child to be transported by car, we will attempt to contact you and an ambulance will be called immediately. You will be responsible for any costs incurred.

The National Regulations is to ensure that regulatory authorities are notified of incidents that seriously compromise the health, safety or wellbeing of children. The regulatory authority is then able to take appropriate action. (Regulation 12: meaning of serious incident)

The regulatory authorities will be notified if:

- a) Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service, which:
 - (i) a reasonable person would consider required urgent medical attention from a registered medical practitioner or
 - (ii) for which the child attended, or ought reasonably to have attended, a hospital e.g. whooping cough, broken limb, anaphylaxis reaction
- (c) any incident where the attendance of emergency services at the education and care service premises was sought, or ought reasonably to have been sought
- (d) The death of a child:
 - (i) while being educated and cared for by an education and care service or
 - (ii) following an incident while being educated and cared for by an education and care service.

First Aid Facilities

The Nominated Supervisor shall ensure that a fully equipped first aid kit and defibrillator is maintained in efficient order in the centre. All staff members will maintain current First Aid and Asthma and Anaphylaxis training.

Defibrillator

We believe that being prepared is one of the most important parts in childcare. The centre is equipped with a defibrillator and will be used on any person (child, parent, visitor, and staff) at the centre who should suffer from cardiac arrest. Educators at Carlingford West OOSH are First Aid trained and a part of this training is based on when and how to use a defibrillator. The defibrillator will be located in a place where it is accessible and will be used whenever it is necessary.

As part of the enrolment at Carlingford West OOSH, all families have given consent to have the defibrillator used on them if necessary.

Medication

Medication is to be administered to children only with written authorisation from parent / guardian. The authorisation must specify:

- a) which medication the parent is supplying
- b) when they want the medication to be given
- c) expiry date
- d) date and signature of parent / guardian

Medication consent forms are located next to the sign on / off sheets and should always be used when your child requires medication.

Children will not be given medicine that is prescribed for another person; the medication should be delivered to the Certified Supervisor in charge that day, be in the prescribed bottle and have only the Doctor's instructions on it. Medication will be administered by a Certified Supervisor only.

If there is a difference of opinion between the bottle instructions and the parent's instructions, then the lesser amount will be given.

In the case of medication being required in an emergency without prior consent of the parent / guardian / approved person, consent will be made by a registered medical practitioner.

If any medication is administered by staff during the session, records shall be kept detailing the medication used, the date, time and dosage of administration and the person who administered it.

Parents are encouraged to advise the centre Director / Nominated / Certified Supervisor of any medical details that could assist in the care of their child in the case of an emergency. A risk management plan must be filled out between the family and the Director / Nominated / Certified Supervisor.

N.B. STAFF PROCEDURE - staff will note time of any medication administered in the Variation Book, and sign off for same. Accident / emergency details will be recorded in the accident book which is kept in the First Aid Kit. Refer to Medication Policy.

First Aid for Asthma

In the event of a child requiring asthma first aid, staff will follow the NSW Asthma Foundation Action Plan, (unless a separate Action Plan has been devised for individual children by their medical practitioner). This entails:

If it is a first attack of asthma for a child, the NSW Asthma First Aid Plan will be followed immediately, regardless of whether the child is known to have asthma. No harm is likely to result from giving a reliever to someone without asthma.

Asthma First Aid Plan

***Asthma First Aid Plan**

Step 1: Sit the child upright, remain calm and provide reassurance. Do not leave the child alone.

Step 2: Give 4 puffs of a blue reliever (Airomir, Asmol, Epaq or Ventolin), one puff at a time, through a spacer device. Ask the child to take 4 breaths from the spacer after each puff.

Step 3: Wait 4 minutes.

Step 4: If there is little or no improvement, repeat steps 2 and 3. If there is still little or no improvement, call an ambulance immediately (Dial 000). Continue to repeat steps 2 and 3 while waiting for the ambulance.

In an emergency the blue reliever puffer can be accessed from the Asthma Emergency Kit, or borrowed from another child. No harm is likely to result from giving a reliever puffer to someone without asthma.

If your child has asthma, a risk minimisation form must be completed by the family in consultation with the OOSH Certified Supervisor.

Anaphylaxis

Anaphylaxis is a severe allergic reaction which is potentially life threatening. Potential triggers for anaphylaxis will be avoided, treatment plans will be in place, and staff will be trained on how to manage anaphylaxis in the centre. Any child with an allergy will be provided with an environment that is safe and allows them to participate in the daily routine of the centre without risk of fear of being exposed to traces of their allergen to which they are allergic.

It is the responsibility of parents / guardians with an anaphylactic child to identify their child's condition to the Director / Nominated Supervisor on enrolment.

It is the responsibility of the parents / guardians who has a child who suffers from Anaphylaxis to provide an EpiPen to the centre.

If your child has anaphylaxis, a risk minimisation form must be completed by the family in consultation with the OOSH Director / Nominated / Certified supervisor.

Allergy Awareness

Throughout our centre we have a number of children with **life threatening allergies** to various forms of food, latex, dust, cats and insect stings. This is a serious matter, one that our centre must address.

Some children have allergies that are so severe that smells or touch could trigger a reaction.

In order to do this we appeal to all parents to assist us in caring for these children by considering the type of foods you pack for your own child's morning tea / afternoon tea and lunch.

Our aim is to minimise the amount of peanut and tree nut products brought into the centre. These foods are extremely dangerous to our children with allergies and cause 50% of food allergic deaths.

Common foods that trigger an allergic reaction are listed below and we ask you to refrain from sending them to OOSH and to seek suitable alternatives.

FOOD TYPE	EXAMPLES
Peanuts	Any kind of peanut
Tree nuts	Hazelnuts, almonds, cashews, pecans, walnuts, macadamia – any kind of nuts
Peanut butter	Any kind of peanut butter
Sesame seeds	
Nutella	Any brand
Biscuits containing or topped with nuts	Particularly chocolate biscuits
Cakes or slices containing nuts	
Snack packs containing nuts	Dried fruit + nut mixes, snack-a-bouts, Dunkaroos
Chocolates containing nuts	Picnics, Snickers, Mars Bars (almond), Nut Breaks, Ferrero
	Rocher, Fruit and Nut, Praline based chocolates – Guylian, Marble Blocks
Chocolate lollies containing nuts	Peanut M&Ms
Marzipan and nougat	
Breakfast cereals containing nuts	Crunchy Nut or Honey Nut Cornflakes, Muesli, Nutri Grain, Just Right etc.
Muesli Bars and Snack Bars containing nuts	
Yoghurt with nut mixer packs	Ski Double Up
Confectionary items	Lolly Gooble Bliss Bombs, Rocky Road
“Health Food” confectionary bars containing nuts	
Foods containing satay	Thai, Malaysian, Indonesian meals
Some moisturisers	

OOSH does not provide any of these products.

In the case of a child bringing a nut product to OOSH, the staff will bring the matter to the attention of parents.

Nut free Alternatives

There are many foods that DO NOT contain peanuts or nuts in their ingredients list, but the food package has the statement, “May contain traces of dairy, nut or seed”. This food may be brought to OOSH and consumed only by non-allergic children.

Due to safety and concerns, we discourage children from sharing food and drink. We would also appreciate parents speaking to their children regarding this matter. Your child’s diet at home need not change.

Below is a list of foods that are safe for you to choose from. We’re sure you can think of many others.

- ❖ Fruit and vegetables
- ❖ Dried fruits
- ❖ Fruit snack packs
- ❖ Vegemite, jam, honey, cheese spreads
- ❖ Parker’s Pretzels
- ❖ Rice crackers
- ❖ Whole grain crackers
- ❖ Popcorn
- ❖ Plain biscuits – sweet or savoury – without nuts
- ❖ Yoghurt – without nuts mixes
- ❖ Fruit based muesli bars and snack bars – without nuts
- ❖ Plain Cornflakes, Rice Bubbles, Weetbix, etc – without nuts

Basically we ask you not to send food to OOSH with your child that contains a nut or nut product in list of ingredients.

We thank you for helping us to provide a safe environment for all children at Carlingford West OOSH Centre.

Meal Times

The centre has its own chef and provides breakfast for children who request it from 7.00 a.m. to 8.45am. However, children who arrive after 8.45am on school days, will only be offered cereal or toast up until 9:00 am only as time is limited before the children need to be at school and the kitchen starts to pack up at 9am. Any Primary child arriving after 8.45am, is to have late breakfast in the Infants building only. During Vacation Care, breakfast will be served from 7am to 9:45 am. The breakfast menu alternates and is different each day. To accompany the menu fruit, cereals, toast, yogurt and Milo are available every day.

We also provide a nutritious afternoon tea meal accompanied with a variety of fruits at 3.30 p.m.

During Vacation Care children are required to bring their own morning tea and lunch unless specified otherwise. If a child forgets their lunch during Vacation Care alternative arrangements may be made by the centre with an additional cost to parents/ guardians.

Parents should inform the centre of food restrictions or dietary requirements concerning their child / children. We can make provisions for vegetarians, gluten and dairy intolerances and may be able to support other dietary requirements or needs.

Workplace, Health and Safety

The safety of children, staff and families of the centre, will be regulated by the implementation of the Welfare Policy.

The centre encourages parents to notify the staff should they see any potential hazards at the centre. The Centre has a WH&S team that regularly meets and inspects the centre and ensures any hazards are rectified immediately.

Food and Handling

The centre staff will ensure that the food provided at a session is nutritious and varied following nutrition, food safety and hygiene guidelines.

The centre has a policy on the provision of food and shall ensure that the policy is practiced.

Drinking Water

The staff at the centre shall ensure that safe drinking water is available to children at all times.

Sun Safety

We are a Sun Smart OOSH and follow guidelines for sun protection offered by the Australian Cancer Council. All children are required to wear broad brimmed hats when outside, this can be provided by the centre for use at the centre, or children can use their school hat. During vacation care it is important children wear sun appropriate clothing, (clothes with sleeves). Children and staff are encouraged to apply SPF30+ (or above) broad spectrum, water-resistant sunscreen, before going outdoors, reapplying every 2 hours. Sunscreen is available at the centre for all children / families / staff.

The centre's program and routines avoid children being exposed to the sun for long periods and not at all during extreme conditions. It also aims to educate children to reduce their risks to sun exposure and develop effective long term sun safe behaviours.

Building Cleanliness, Maintenance & Repairs

The centre shall ensure that the venue, grounds and all equipment and furnishings used by the session are maintained in a safe, clean, hygienic condition, are age appropriate and child safe and in good repair at all times.

Emergency

Emergency Procedures/ Fire Drills/ Lockdowns/Evacuations

In the event of an emergency staff and children will follow the centre's emergency plan which is available to all families to view on request. The centre's staff members are trained to respond to emergencies, with emergency warden training and fire extinguisher training. The staff and children at the centre shall practice its emergency evacuation and lock down procedures at a minimum of one per term and one per vacation care.

To facilitate emergency evacuation procedures, exit routes and evacuation meeting points will be posted near every exit in the building.

Attendance

Parents **must** accompany their children to the centre each day and sign their child in / out each day irrespective of the child's age.

Parents must notify the centre if a child is not attending or if the child has been taken home from school during the day. If a planned excursion is made for the child at school, parents must advise the Director / Nominated or Certified Supervisor of what time they are required at school. Failure to do so could result in your child missing the planned excursion.

No child will be permitted to leave the centre unless accompanied by an authorised person. (All persons authorised to accompany children from the centre will have to be shown on the enrolment form & must produce photo identification). Primary aged children are not permitted to be signed in / out by other primary aged children. High school students are permitted to sign in / out enrolled primary aged children from this centre.

In the event that the person picking up your child is intoxicated or indicates a potential threat to the child, staff will immediately contact an alternative emergency person listed in your child's file and request that the person pick up your child.

Absences

ADJUSTMENTS TO FEE PAYMENTS

All absences will be charged the normal fee for that session. Should your child be absent for five or more days and you produce a Doctor's certificate, you will then be exempt from payment for the absent days. Certificates must be produced within the first 5 days of attendance after the absence. Certificates produced after one week, will not be accepted. After School Activities, tennis, band, camps, parent's RDO's, family holidays are not grounds for exemption from fees. Children who have four or less days absence due to illness will still be charged for the sessions. A Doctor's Certificate should still be produced to exempt you from gaining an 'allowable absence' from the Family Assistance Office.

Arrival & Departures

Arriving at OOSH from school

- ❖ Primary children will walk to OOSH for roll call once they have been dismissed by their class teacher.
- ❖ Kindergarten children will be picked up from outside the kindergarten classrooms.
- ❖ All infant children will come to meet staff at the top red cola at 3:25pm and have their name marked off and be supervised to walk to OOSH

Dropping off of children

Parents and guardians need to sign their child/ children IN to the centre on the roll form no earlier than 7:00am. Parents and collectors need to record the time they are dropped off and sign with their signature. Please note this is a legal requirement and accurate times and signatures are important (failure to do so incurs additional fees). This process officially signifies the child is in the centres care.

Collection of children

Parents, guardians and collectors need to sign their child / children out of the centre on the roll form when picking them up. Parents and collectors need to record the time they are picked up and sign with their signature. Please note this is a legal requirement and accurate times and signatures are important (failure to do so incurs additional fees). This process officially signifies the child has been collected and is in the parent / guardian's care.

On collection parents should also check the communication notice board, feel free to provide feedback or make suggestions, look at the daily program, photo window and collect any art and craft projects. It is also important to encourage children to say good bye to staff.

The centre closes at 6:00pm and late collections will incur extra charges.

In the event of a missing record of the signature the centre's certified supervisor will call to confirm collection even if the collection has been witnessed by staff.

Late Pick up Fee

Children collected after 6.00 p.m. will be subject to a late fee of \$2.00 for every minute, payable within five days of fee incurred. Parents who are running late should phone the centre to make alternative arrangements. If no phone call has been made to the centre regarding the parent's lateness by 6:30 pm, then the child will be taken to Ermington Police Station and a note will be left on the O.O.S.H. gate, also an additional \$100.00 penalty will be charged. Regardless of the parents phoning the Centre to advise that they will be late, they will still be charged the late fee and any other costs incurred.

Authorised Collectors

Authorised collectors have been listed by parents and guardians on the enrolment form and their ID provided.

For identification purposes the collectors ID document will need to be shown to the Certified Supervisor on collections. Such ID documents include;

- ❖ Drivers licence ❖
- Passport

Should you require a person to collect your child who is NOT on your authorised collectors list, you will be required to put this in writing with your signature. Any collector will also need to provide the centre with an identification document (as listed above).

Once authorisation for collection has been established the identification document will need to be photocopied for the centres record before your child will be released to the collector.

Access by non- custodial parents

If a child is subject to an access order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court. Unless your court order is on file with us, we must provide equal rights to both parents.

Evidence of court orders or agreements will be considered part of the enrolment in order to minimise the likelihood of distressing situations occurring in the future.

Missing Child Policy & Procedures

In the event of a missing child the centre will follow the follow the Missing Child policy and procedures;

- ❖ Check the grounds and building
- ❖ Check with the school staff
- ❖ Check with parents if the child has being collected ❖ Notify police

Centres Daily Operations Rules

ESSENTIAL RULES FOR THE DAILY RUNNING OF THE CENTRE

1. All children **must** be signed in and out of the centre everyday by an authorised adult. No consideration will be made to parents 'running too late' to sign their child in. Failure to sign your child in will incur a \$5.00 per child, per session penalty.
2. Failure to notify the centre of your child being absent will result in full fees being charged plus \$3.00 administration fee.
3. Kindergarten and Infants children must report to the staff member collecting them in the afternoons, in the Kindergarten playground area of the school.
4. All clothing and belongings must be clearly named. No responsibility can be taken for lost property.
5. Any loss or damages to the centre, school, equipment or another family's property which is due to your child's behaviour, will be your responsibility.

6. The Director/ Nominated/ Certified Supervisor must be informed if the child is to be collected by someone else other than those authorised in the enrolment form and photo identification must be shown when collecting the child. This must be written permission with the parent's signature.
7. The Director/ Nominated/ Certified Supervisor must be informed of changes in days of attendance, daily routine, change of address, telephone numbers or home details, medical details.
8. Children must not attend the centre if they are sick. If your child becomes ill whilst at the centre, the staff will telephone one of the parents and ask them to collect the child immediately.
9. If your child is taking medication, it must be handed to a Certified Supervisor. Do not leave it in the child's bag. Refer to medication policy.
10. Please read the Notice's displayed each week. Also remember to collect any notices from the Director/ Nominated/ Certified Supervisor
11. Parents / guardians must notify the Director/ Nominated/ Certified Supervisor if their child has an excursion on that day which requires them to be at school earlier than the set time. Failure to do so could result in your child missing out on the planned excursion.

Welfare

Duty of Care

The safety of children, families and staff is of the utmost importance to the Carlingford West O.O.S.H Centre. The centre's employees have a duty to take reasonable care for the safety and welfare of the centres enrolled children. Educators will take all reasonable action to protect children from risks of harm that can be reasonably predicted. The risks associated with all activities is assessed and managed before the activity is undertaken.

The duty encompasses a wide range of matters, including (but not limited to);

- ❖ the provision of adequate supervision
- ❖ ensuring grounds, premises and equipment are safe for children & staff
- ❖ implementing strategies to prevent bullying from occurring at the centre
- ❖ providing medical assistance, or seeking assistance from medically trained personal

Behaviour Guidelines/ Policy

Carlingford West OOSH Centre has decided to implement this behaviour management policy / process to ensure all children attending the centre have a fun filled day and are happy to participate in the centre's program. Unfortunately, we sometimes have children who misbehave and this result in the staff having to spend too much time dealing with this negative behaviour instead of putting their energy into creating positive experiences for the other children.

Negative behaviour from children leads to unhappy staff and children. The staff at OOSH aim for successful programs, so by managing the negative behaviour, will give staff more opportunity to achieve a successful and happy day for all.

The rules will be discussed regularly with the children attending the program and a poster will be displayed for all to see.

Rules

CARLINGFORD WEST O.O.S.H. CENTRE'S 'RULES'

The following is a list of our 'Rules' that should be followed by children whilst attending this centre. Should your child disobey any of these rules, the Certified Supervisor will phone you to collect your child immediately. Your child may be 'suspended' from OOSH until a decision has been made as to the consequence of your child's behaviour. Termination of enrolment is a possible result.

Below is a list of rules that children are expected to follow:

1. Children will stay together as a group at all times and always stay within sight of staff.
2. Children will listen and co-operate with staff at all times.
3. Children will stay inside the designated play areas at all times.
4. Children will keep their hands, feet etc to themselves and not physically hurt others or engage in any other forms of bullying.
5. Children are not permitted to damage or break the property of OOSH, other children, staff or any other person's property.
6. Stealing from the centre, other children or staff is not acceptable.
7. Children will use appropriate language at all times.
8. Throwing of objects which may injure another person or property is not permitted.
9. Sticks or rocks or other dangerous objects MUST stay on the ground.
10. Spitting is not permitted.
11. Bullying / Teasing of other children will not be tolerated which includes racial comments.

Conflict Resolution

In the event of a conflict where a parent becomes involved with either a member of staff or child (other than their own) the matter must be brought to the attention of the Director / Nominated Supervisor immediately and not handled directly. Under no circumstances will the parent be allowed to approach the child directly. (See "Complaints Procedures" in OOSH Policy Manual for more information).

Additional Needs

It is the responsibility of parents/guardians to inform the Director of any medical or additional needs their children may have. The centre will support the inclusion of children with additional needs, working in conjunction with the family and other support services and agencies. Enrolment acceptance will be at the discretion of the Management Committee and Director / Nominated Supervisor.

Child Protection

Carlingford West OOSH takes its responsibility towards providing a safe and caring environment for all children. The centre believes that the safety of children is paramount at all times and aims to protect a child's right to be safe from abuse of any kind. All staff maintain current Child Protection training.

Carlingford West OOSH aims to educate all parties about their roles in child protection and also about signs of abuse and ensure that all requirements of child protection requirements are being met.

Any suspicion of child abuse is immediately reported to Department of Community Services (DoCS). Under the new Children and Young Persons (Care and Protection) Act 1998, child care workers are considered "Mandatory Reporters". A Mandatory Reporter is someone who is required by law to make a report to DoCS if they have current concerns about the safety, welfare or wellbeing of a child. A child is a person under 16 years. There are penalties for failing to make a report.

The following agencies have responsibilities regarding child protection. Carlingford West OOSH will liaise with these services and agencies should child protection become an issue at Carlingford West OOSH.

External Agencies

- ❖ Child Protection Helpline
- ❖ Child Wellbeing Unit
- ❖ NSW Ombudsman's Office
- ❖ Commission for Children and Young People

Personal Belongings

Please label all personal items with permanent marker. If something gets lost but has your child's name on it, you are more likely to have it returned. We are not responsible for lost or damaged personal items. Please refer to the lost property basket if your child has lost an item at OOSH.

Confidentiality

Access to a child's information record is given only to the legal guardians of the child and the staff of the centre. In the case of an emergency or injury to the child, information may be released to the proper authorities, medical staff attending a child, or, in the case of suspected abuse, the appropriate child protection authorities.

Parents should be aware that, in the case of non-payment of fees, pertinent information will be provided to an external collection agency.

Parents are responsible to update their children's files when there are changes of address, work / home phone numbers, etc. All staff respects the privacy / confidentiality of families.

No Smoking

No smoking is allowed on any Education Department premises. Accordingly, no smoking is allowed at the centre by anyone.

Dismissal Policy

The following circumstances may warrant termination or expulsion.

- ❖ Assault or threat of assault by parent / guardian will result in immediate expulsion
- ❖ Non-payment of fees.
- ❖ Non-compliance with the policies and procedures of the centre.
- ❖ Parent's use of abusive language or any inappropriate behaviour towards others.
- ❖ Any destructive, violent behaviour by a child that is harmful to other children or staff.
- ❖ Consistent lateness in picking up a child.

Routines

Morning Routines	
7:00am - 9:00am	Breakfast available
7:00am - 7:30am	TV/ Cartoons
7:10am - 9:00am	Craft activities
7:30am - 9:00am	Outside time
7:30am - 9:00am	Side Oval /Sport
9:00am -	Children get ready for roll call
9:05am-	Primary children roll call. Primary children to walk themselves to school
9:10am-	Infant children roll call. Infant children to line up outside, ready for staff to walk them up to school

Afternoon Routines	
3:25pm - 3:45pm	Primary children roll call and afternoon tea seating
3:45pm - 4:00pm	Infant children roll call and afternoon tea seating
3:45pm - 5:45pm	Outside time (Summer)
3:45pm - 5pm	Outside time (Winter)
4:00pm - 4:30pm	Homework session
4:00pm - 5:30pm	Oval sport activities (Summer)
4:00pm - 5:00pm	Oval sport activities (Winter)
4:00pm - 5pm	Craft activities
5:00pm - 6:00pm	TV/ cartoons

Our Educators

Our educating arrangements enhance children's learning and development and ensure their safety and wellbeing. We employ fully qualified teachers and educators with a broad range of skills and experiences.

The centre staff work together as a team to provide reliable, quality care for the children, aiming at complimenting, not substituting parental care. The responsible person for the session will hold a Certified Supervisor Certificate and all members of staff will be trained in First Aid and Asthma and Anaphylaxis management. All staff are subject to a compulsory screening carried out by the Department of Community Services for the Child Protection Act.

The centre participates in Work Experience Programs from the Duke of Edinburgh Award, and has a regular attendance of volunteers.

Our Programs

The centres approach to planning is child- centred, which means programming is designed to build on each child's strengths and interests. Following the National Quality Framework and My Time Our Place outcomes, the stimulating program aims to develop confident and involved learners while developing their sense of identity, wellbeing and connection and contribution to the world, their families and the wider community. Children are free to choose their own activities or participate in free play. The program aims to provide activities to suit all ages and interests, in both indoor and outdoor environments. Programs and their implementation are reviewed and evaluated for improvements by staff, children and families.

❖ Homework –

Children have opportunities to complete homework tasks at the centre in the mornings and afternoons. Please inform the Director/ Nominated or Certified Supervisor if you would like your child added to our homework list.

❖ Sports –

The planned program provides opportunities for sport games and physical activities which promote wellbeing, confidence, self-esteem, team and leadership skills.

❖ Creative Arts –

The planned and spontaneous program provides opportunities for children to practice art and craft, music and drama activities which encourage creativity, problem solving, self-expression, role play and confidence.

❖ Environmental –

The centre promotes sustainability and environmentally friendly living through programmed themes and materials used in art and craft activities. Interactions with the natural world and animals are also incorporated into the program.

❖ Science –

Children have opportunities to problem solve, experiment, hypothesis, research and investigate in a range of science based activities.

❖ Cooking –

The program is designed to teach life skills through various cooking activities and also allows for children to develop awareness of nutrition and healthy eating habits.

❖ Play –

Children learn through play, the centre allows children to choose their own activities or participate in free play. Children are encouraged and supported in developing their own games and resources.

❖ **Extra-Curricular –**

Children who attend extra- curricular classes or activities held on the school grounds can be dropped off and picked up by a staff member. Please note the Director/ Nominated Supervisor must be informed of the class times, days attending and the location of the class. Parents need to sign a permission note authorising the drop off and collection of their child to the required class.



These children are enjoying a rock climbing incursion during Vacation Care.



Children participate in a Master Chef competition.

Media

Photography

Parents and guardians must give their permission before any photography will be carried out by any person at this centre. This permission is given via the child's enrolment form. All photography at this centre will be carried out by OOSH staff ONLY and used for our own programming and evaluation reasons. In the event of research situations or external organisations wishing to videotape or photograph your child, you will be informed in advance as to the nature of the research and the extent of your child's involvement and will be requested to give written consent for your child to participate in the specific study.

Parents should acknowledge that Carlingford West O.O.S.H Centre may photograph your child / children for a range of purposes including; Accreditation, posters, programming and children's profiles books. I understand that if my child appears in a photo with another child/ children, that photo will be shared amongst all the children in that photo.

TV & Movies

TV, DVD's and movies will only be viewed that have a G or PG rating. DVD's and movies may be used as part of a balanced program of activities. They could highlight a particular activity or interest in the program. DVD's and movies may be planned as part of the program during vacation care.

Parents should be aware that G and PG rated videos may be shown. Should parents NOT want their child to watch a PG rated video, they must advise the Director / Nominated and Certified Supervisor. Staff should preview the film or video where possible. Parents should sign a consent form when taking children to see a film at the cinema. Children will continue to be provided with other activities during the showing of a video / DVD and be properly supervised, even if the majority of the children are attending the viewing.

Technology Use

The centre is committed to including technology as part of children's play and learning. During wet weather and some periods during vacation care children are able to use their own devices. Parents and

staff will work in partnership to ensure children are only accessing appropriate content; this will be monitored by staff.

Video Surveillance

In November 2012, Carlingford West OOSH Centre installed 24 hour continuous video recording. It is a condition of enrolment that you accept and permit you and your child will be recorded when attending the centre. This footage is not for parental viewing. Footage will only be kept for two weeks.

Social Media

Carlingford West OOSH has an active Facebook page and families are encouraged to view the page for updates and information about the centre and events. The centre believes that its use of social media will not put at risk the safety, health or wellbeing of children, educators, families or visitors at the service. The centre maintains the privacy of children by not including photographs of children which allow them to be identified.

Family & Community Involvement

Carlingford West OOSH aims to develop and maintain respectful and meaningful relationships and partnerships between; children, families, educators and the community, all of which play a significant role in the child's learning, development and wellbeing.

Family Partnerships

The centre recognises the relationships between families as one of the most influential and valuable in a child's life and understands the centres role in being part of this wider community. Staff will endeavour to support parents in their roles values and beliefs, through considering their needs, including their ideas, requests in the program and daily operations, and providing referrals to relevant support agencies. Families and children are invited take part in an orientation tour to familiarise themselves and their child with the centre, enrolment process, and discuss important information and share experiences and knowledge with the children and staff.

Parents are encouraged and welcome to participate in the Centre in a variety of ways. Ways that you can become involved include attending the Committee meetings, volunteering, helping on excursions, assisting with policies, programming, offering the centre resources or information that could benefit the centre and children.

Providing Feedback & Information

Through the Parent Committee the centre recognises the expertise of families by creating opportunities' for them to share in decision making about their child's learning, wellbeing and the centres management through active feedback and communication.

Information for families is shared via our community events **calendar, centre and school newsletters, email, centre website in centre displays and our Facebook page**. Feedback is encouraged through these communication channels and also through the centres parent feedback / suggestion and evaluation forms. All relevant centre information is distributed to families in the Family Handbook.

Communication

Face to face appointments can be arranged regarding any concerns or questions families have about their child at a time convenient to them and staff. Parents and guardians are welcomed to telephone the centre to discuss with staff any concerns they may have or just to see how their child is going.

Community Partnerships

Collaborations with communities' organisations are maintained and incorporated into the program to enhance children and families learning and wellbeing. The centre runs a donation program each term to support community organisations and projects and often invites guests to share knowledge and experiences with children and staff. The centre also runs a Sponsor Child program to support children in need around the world. Safety, health, and sustainable and environmental issues are often raised through community programming initiatives. Community links play a valuable role in supporting children's learning, development, wellbeing and guiding children and families towards being active community participants now and in the future.

Community Services & Resources

A range of referral services to assist families can be provided on request and from the Community Notice area.

Grievances & Complaints

Carlingford West OOSH's aim is to welcome parent's comments and concerns in any area of our work and encourage parents to speak with us if they have any concerns or comments that may help us improve Carlingford West OOSH or our performance.

Any parent / guardian/ visitor with a concern or complain in relation to the running of Carlingford West OOSH either in administration or child interaction should do the following:

- ❖ Voice their complaint or concern with the Director/ Nominated Supervisor.
- ❖ Write their complaint or concern addressing it to the Director. You will receive a personal response unless you have chosen to be anonymous.
- ❖ Parents can speak to any educator about a specific complaint or concern. Educators will take steps to address your concern or complaint as quickly as possible. However, educators do reserve the right to have the complaint put in writing.
- ❖ If a service-wide problem has been brought to educators' attention all families and educators will be informed of the contents of your complaint but not your name.

Legislation and Regulation Guidelines

The Education and Care Services National Law and National Regulations (2012) govern Carlingford West OOSH's service policies and operations. Parents and families have access to these documents through a policies manual available at the centre and also available the centres website.

The below lists the guides and frameworks the centre operates under;

- ❖ Guide to the Education and Care Services National Law and the Education and Care Services National Regulations
- ❖ National Quality Framework
- ❖ Guide to the National Quality Standards
- ❖ Australian Children’s Education and Care Quality Authority (ACECQA) - www.acecqa.gov.au

Sustainability

Carlingford West OOSH Centre aims to ensure the environment is safe, clean and well-maintained. Children’s awareness of the environment will be promoted through daily practices, resources and interactions. Sustainable practices will be encouraged within the education and care service.

Educators, children and families will be encouraged to become advocates for a sustainable future by making sustainable practices a part of the daily routine. These include:

- ❖ Recycling
- ❖ Gardening
- ❖ Energy conservation
- ❖ Water conservation
- ❖ Sustainable equipment purchases ❖ Role model sustainable practices.
- ❖ Discuss sustainable practices with the children and families as part of the services education and care curriculum.
- ❖ Provide information to families on sustainable practices that are implemented at the education and care service and encourage the application of these practices in the home environment.
- ❖ Share ideas between educators, children and families about sustainable ideas, implementation and resources. This can be done at parent meetings, through emails, newsletters and conversations.
- ❖ Use a worm farm or composting bin to reduce food waste in the education and care service.
- ❖ Purchase equipment that is eco-friendly where possible
- ❖ Use local Council and Government departments as sources of information on sustainable practices used in the local community. They will liaise with the Council and Government departments for possible grants available to put in place water and energy conservation practices in the education and care service. These may include water tanks, grey water systems, converting toilet cisterns to dual flush and converting to water saving taps.

The education and care environment reflects sustainable practices, ‘Green Cleaning’ and eco-friendly choices. Educators, children, families and the wider community will learn together and embrace environmentally friendly practices. For more information please refer to our Sustainability Policy.

Thank you for taking the time to read our Family Handbook.



Carlingford West OOSH - Family Handbook Feedback Form

Carlingford West OOSH aims to continuously improve its services and policies to meet the needs of families and the community. As part of the ongoing development and review of the Family Handbook we value and appreciate your opinions. Thank you for taking the time to fill this form please hand it in at the centre or email to: cwoosh@optusnet.com.au to remain anonymous simply drop it into our suggestion box.



Date: _____

Your comments and/ or suggested amendments:

Is the Family Handbook easy to read and understand?

Do you have any suggestions to further simplify our parent handbook?

How would you prefer to access the Family Handbook? Hard Copy, Website, Email, In Centre, Other:

Do you have any other suggestions for Carlingford West OOSH?

Can management contact you to clarify or discuss your suggestions?

When is the best time and day to contact you: M T W Th F: Time:

Name: _____ Phone number: _____

Anonymous: