

Coonabarabran



after school
&
vaCation care

Affordable...Fun...Caring...Safe

Parent Handbook

Parent Handbook



Coonabarabran After School Care

Robertson St Campus

14 Robertson St

PO Box 191

Coonabarabran NSW 2357

Tel: 02 6849 2222

Fax: 02 6842 1236

Email:

oosh.coonabarabran@warrumbungle.nsw.gov.au

USEFUL TELEPHONE NUMBERS



OOSH Mobile	0428790290
Robertson St Administration Office Warrumbungle Shire Council	6849 2222 6849 2000
St Lawrence's School	6842 1732
Coonabarabran Public School	68421771
Child Protection Helpline—to report abuse & neglect— 24hrs	13 21 11
Tresillian Parent Helpline	1800 350 312
Child Care Benefit, Family Assistance	13 61 50
Parentline & Early Intervention	1300 1300 52
IDEAS—Disability Information	1800 029 904
Coonabarabran Multi Purpose Health Service	6826 6100
Coonabarabran Medical Centre	6842 3366
Warrumbungle Medical Centre	6842 3333
After Hours GP Helpline	1800 022 222
Lifeline	13 11 14
Domestic Violence Line	1800 656 463
NSW Rape Crisis Centre	1800 424 017
Poisons Information Centre	131 126
Telephone Interpreter Service	131 415
STATE EMERGENCY SERVICE (SES)	132 500
EMERGENCY (POLICE, FIRE, AMBULANCE) Or from a MOBILE PHONE	000 112

Welcome to OOSH!

We are delighted that you have chosen to enrol with OOSH!

Coonabarabran After School Care is managed by Warrumbungle Shire Council, and funded through the Department of Education and Communities. Our Educators are a dedicated team who look forward to getting to know you and your family.

Coonabarabran After School Care is licensed by the NSW Department of Education and Communities operating within the Education and Care National Regulations (Regs) 2011, under the Children Education and Care Services National Law Application Bill 2010 (Law).

National Quality Standards

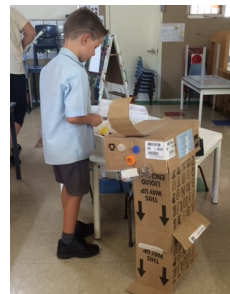
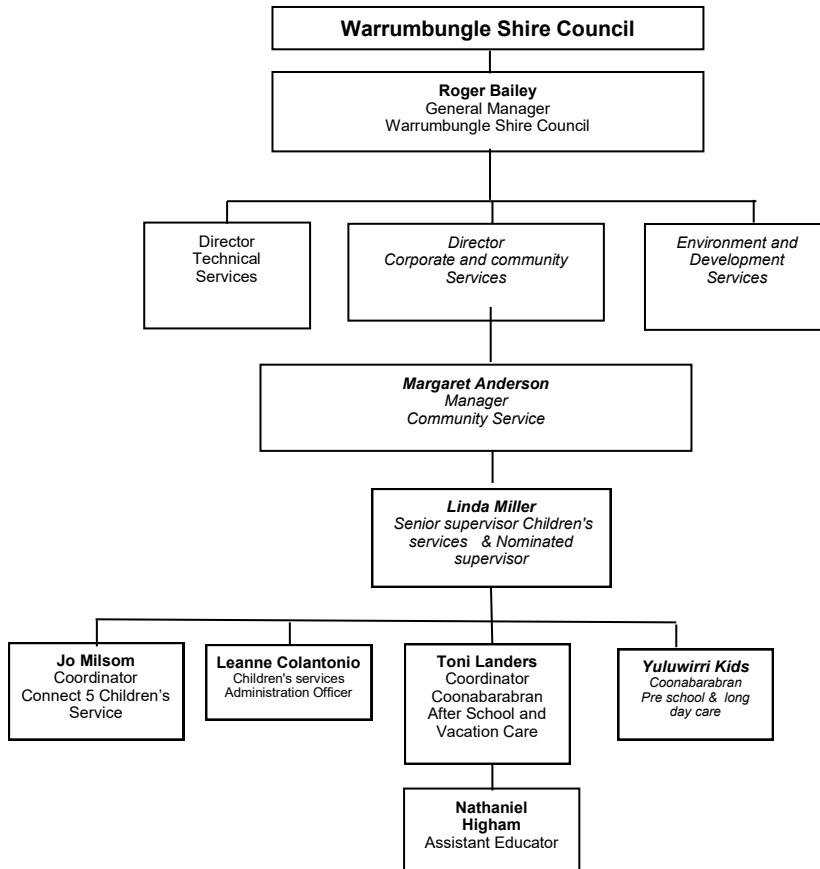
Together the Law and Regulations set the *National Quality Standard* and the regulatory framework for most services in all states and territories, aiming to raise quality and drive continuous improvement in education and care services.

We were assessed in November 2017

We are happy to say OOSH received Meeting The National Quality Standards in 7 of the 7 Quality Areas which gave us the overall rating of Meeting The National Quality Standards.



Organisation Structure of After School Care within Council



CONTENTS

Our Philosophy	6
Parent Orientation Checklist	7
General Information	8-9
• Hours of Operation	
• Signing in & out	
• What to bring each day	
• Programs	
Fees	10-11
• Fee Structure	
• Fee Payment Guidelines	
• Holidays	
• Late Fees	
• Absences	
• Termination	
Policies	12
• Nutrition Policy	
• Drinks	
Health & Hygiene	
• Hand washing	
• Medication Guidelines.....	12
• Long Term Medication	
• Illness.....	13
• Immunisation	
• Injury & Accident	
• Service Access	14
• Social Justice	
• Educators	
• Visitors & Volunteers	
• Special Needs	
• Emergency & Evacuation	
• Smoking.....	15
• Sun Protection	
• Parent Involvement	
• OOSH Extra.....	16
• Positive Behaviour Guide.....	17
• Excursions	
• Photography	
• When you need a hand	
• In Conclusion.....	18
• Complaints	19
• Emergency Evacuation Procedure and Educators...	20

OUR PHILOSOPHY

We aim to provide a safe, healthy and caring environment for school age children at an affordable price. We accept and value every child regardless of race, cultural background, religion, gender, or ability. We aim to be supportive to our parents and strive for open communication and good relations between parents, staff, children, management and the community.

We believe that After School Care should be a fun and supportive environment where everyone feels welcome; where children are involved in the planning of what they do; where parents are involved in the issues that relate to them and their children.

We believe leisure time experiences constructed by children and supported by informed educators promote children's holistic learning. Play is a context for learning that allows for uniqueness, enhances dispositions such as curiosity and creativity and stimulates a sense of wellbeing.

We work to provide a quality service through meeting the needs of the community and following the National Framework for school age care in Australia (My Time, Our Place).

September 2012



Parent Orientation Checklist

Enrolment time can seem like information overload. Please use the checklist below to monitor your information collection and feel free to ask us anytime to assist you.

Do you know:

- ☐ How to sign in and out of the “sign in sheets”?
- ☐ The names of your child’s educators ?
- ☐ The contact numbers for OOSH ?
- ☐ The opening and closing times of our OOSH?
- ☐ The procedure to follow when someone else picks up your child ?
- ☐ What to do if your child is absent ?
- ☐ What procedure is followed in the event of your child’s illness ?
- ☐ How to access OOSH policy and procedures information ?
- ☐ What you need to pack each week?
- ☐ How to get your Family/Child’s CRN numbers.
- ☐ How to pay your weekly fees ?
- ☐ How to direct your 50% rebate on a regular basis either to OOSH or yourself
- ☐ How to complete the Medication Form ?
- ☐ Immunisation information ?
- ☐ Where to find the weekly program ?

GENERAL INFORMATION

Hours of Operation

School Terms – 3.15pm to 5.30 pm, Monday to Friday.

Holiday Periods -8:30am to 5:30pm, Monday to Friday (subject to demand)

We are closed on public holidays.

Signing in & out

Signing in and out is a legal requirement and a safety issue. Each child signs in on arrival and is co-signed by the Certified Supervisor. Parents/Carers must sign out each day. We must have a contact number in case of emergencies. Please notify the office of any changes to your child's arrival and departure.



Where to find us

Located at 14 Robertson Street at the Warrumbungle Shire Council's Robertson Street Children's Services building.

The OOSH room is the second room along the verandah. We have two large indoor areas along with a fully functioning kitchen and indoor toilets. We have access to two large outdoor play areas and equipment.

Catching the Bus

Children from Coonabarabran Public School and St Lawrence's catch the Rocky Glen bus. The bus fee is 50c per child per day which will be added to your weekly invoice.

It is helpful on your child's first day to ring your child's school and inform them of the change and ask them to help your child to find the correct bus. An OOSH educator will be waiting at the bus each day at Coonabarabran Public School and will be on the bus for collection of St Lawrence's School children.

Personal Belongings

Please ensure all personal belongings are labeled with the child's name. Children are encouraged to keep their personal belongings together in their bag.

Please help your child to ensure he/she has taken everything with them at the end of each day.

What to bring Each Day

Children receive fruit each day for their afternoon snack. If you feel your child needs more food, you are encouraged to send a healthy snack for afternoon tea. It is helpful if it is in a separate container so your child knows to keep it for OOSH.

You may wish your child to change into play clothes in order to keep uniforms clean as OOSH play does get messy.

Programs

At OOSH we encourage our children to learn through play. In following the My Time Our Place Curriculum Framework we use the children's ideas to make provision in our programs to cater for their individual needs and interests. Our role is to guide and support children as they learn things for themselves through play.



Each day includes indoor and outdoor activities and experiences with art and craft. A set Homework time is set aside for families who require their children to complete homework whilst at OOSH. Children who have a weekly homework schedule may leave their homework at OOSH on Monday and work on it during the week.



We endeavour to include interactions with the community as part of an ongoing program with excursions and visitors. Parents are encouraged to bring their talents and skills to share with the children at OOSH.



Although we have programs and plans, we are always flexible enough to allow spontaneous, child-initiated activities to occur.



Educators always model and encourage sharing, cooperation, appropriate communication and other pro-social behaviours.





Holidays

Vacation Care operates during the school holiday periods on alternate days. Between 8:30am and 5:30pm

The cost of vacation care is \$87.50 a day for each child.

Child care subsidy (CCS) is available for eligible families to reduce the cost of care.

Morning and afternoon tea is provided. Children will need to bring their own lunch, hat, spare clothes and appropriate foot ware for excursions.

Late Fees

\$1.00 per minute will be charged per child if children are still in attendance after 5.30 pm.

Absences

If your child is absent from OOSH for any reason, please make sure that you contact the office (6849 2222) to let us know as soon as possible. This enables us to adjust our staffing and inform educators not to expect your child. Fees are still payable for each day that your child is enrolled to attend (including public holidays) unless your child is booked in on a casual basis only.

Under Child Care Subsidy each child is entitled to 30 days of Allowable Absences each financial year. Once your child has reached 30 days absent they are no longer entitled to receive CCS for any other absences unless you can provide the appropriate documentation to support the absence. For further information regarding this please see the Nominated Supervisor or contact the Family Assistance Office on 136150.

Termination

In the event of terminating your child's enrolment, please advise the Nominated Supervisor in writing, at least two weeks prior to final day of attendance. Two weeks notice must be given when changing days or leaving the Centre or full fees will be charged for this period. Please note that Child Care Subsidy can only be claimed until the last date you attended, so if you do not attend during your notice period you will be charged full fees.

POLICIES FOOD & NUTRITION

Nutrition Policy

Our nutrition policy endeavors to support children as they learn healthy eating habits. All food served to our children needs to be healthy and nutritious. All parents providing food need to follow healthy eating guidelines.



Drinks

We offer and encourage the children to drink water often. We would ask that you refrain from fizzy drinks or any other similar items. Filtered water is available.

We hope you will understand if we send inappropriate items home.

If your child has any special dietary requirements or allergies, please advise at the Office and OOSH Coordinator.



HEALTH & HYGIENE

Hand washing

Our hygiene policy centers on regular hand washing with soap, sanitary toileting, physical cleanliness and cleaning of rooms and resources. We model and teach hygienic behaviour for our children.

Medication Guidelines

We urge parents to administer medication at home if possible.

Prescribed medication which parents wish educators to administer must be accompanied by a prescription label on the bottle which contains the following:

- Name of child
- Current date
- Name of medicine
- Time dosage is to be administered
- Amount of dosage
- Previous Dosage

Medication that parents wish educators to administer must be written into the Medication form available.

All the above details must be entered. All medication must be given to educators to keep in a locked box and out of reach of children.



Medication Guidelines...continued

Non-prescribed medication must have a prescription label printed by the Pharmacist with this information on it also. It must also be entered in the Medication Form, with details of dosage etc provided in writing by the parent.



Long Term Medication

For children on long term medication (such as Ventolin) we require a Management Plan from a doctor. If medication is administered to the child before attending OOSH we require a Medication Form to be completed to outline when the last dosage was given to your child.

Illness

If your child is sick while at OOSH, we will contact you and ask that you collect them as soon as possible. It is important that you have alternate care arrangements should this occur.



Children who are ill are putting other children at risk of infection. While we can isolate and nurse a sick child until Mum or Dad arrives, we unfortunately do not have the educator resources to do this for an extended period.

If your child is sick or it is suspected that some other illness is developing, it is advisable not to send them to OOSH.

We can provide additional information on when the child can return to care - our prime objective is to protect the child who is ill and the other children who are in care.

Department of Health guidelines provide the basis of our strict exclusion policy for children who have communicable illnesses*. If a child has been excluded from attendance they must remain at home with parents until either the symptoms have subsided or a doctor has verified in writing that there is no possibility of contagion.



Excludable illnesses are: Chicken Pox, Cold Sores, Vomiting, Diarrhea, Rubella, Hepatitis A, Influenza, Measles, Mumps, Whooping Cough, Conjunctivitis, Ring Worm, Impetigo, Scabies, Strep Throat.

Immunisation

In order to qualify for Child Care Subsidy, all children must have completed age-appropriate immunisation. Original immunisation records will need to be sighted by our staff to finalise enrolment. If families wish to lodge a conscientious objection, we will assist them to do so. In the event of contagious conditions, children who have not been immunised will need to refrain from attending OOSH.



Injury and Accidents

Although we take all care possible, from time to time our children do have minor accidents. Any child who sustains an injury or is involved in any incident whilst at OOSH will be treated by educators and an Incident Form will be completed for parent viewing and signature. Any serious accident or injury will be treated by emergency care, and parents will be notified immediately.



Service Access

Our Centre will be available for children who currently attend primary school only.

No one will be discriminated against on the basis of his or her family background (cultural religion, sex, disability, marital status or income.)

The Centre will try to meet any specific needs of the families in the local community.

The Centre will ensure that access to children and families with special needs is catered for.

A waiting list will be developed and updated regularly which identifies; priority of access eligibility, date placed on list and required days of care.

Placement from the waiting list is determined by priority of access guidelines, siblings of children already in care, and date of placement on the waiting list.

Parents are able to access their status on the waiting list on



request.

Social Justice

We support equal access for all children. We will assist children to develop positive gender, racial, cultural and individual identities. We encourage the involvement of all families and seek to integrate the customs and values of many cultures. We aim to integrate the needs of children with physical or learning disabilities.



Educators

We know that our educators are the key to our success. We are very proud of the professional attitudes and caring natures of our employees. All our educators have appropriate qualifications and/or experience in child care. We encourage all educators to engage in Professional Development activities. We appreciate the support from Robertson street Staff who make themselves available to provide backup in case of emergencies.

Pictures of our current educators can be found on the back page.

Visitors & Volunteers

From time to time volunteers and students from TAFE and other educational institutions may visit our centre. These visitors are under the supervision of our staff at all times.

Special Needs

Children with special needs will be assessed on an individual basis. In consultation with parents and other professionals, we will create an appropriate plan to integrate children with special needs with the needs of all the children.

Emergency & Evacuation

Emergency and evacuation procedures are displayed in each room. Please familiarise yourself with these (on the back page) and if you are involved in an evacuation please follow educator directions.

Smoking

Smoking is prohibited at OOSH—this includes school grounds.



Sun Protection

We have a sun safety policy to ensure the welfare of our children. It is essential that children wear hats and sunscreen whenever they are outdoors. Educators will model sun safety. All children should bring a hat in order to have the opportunity to play outdoors. Please let us know if your child has an allergy to sunscreen.



Parent Involvement

We encourage parents to become involved in our centre in a variety of ways. First and foremost, you are always welcome to visit and observe our activities. We would also like to invite you to share some of your experience with our children. Maybe you can talk to us about your job and what you do. Maybe you can share a hobby with us or can help us cook, or show us photos.

We are also keen to have you talk to us about anything we are doing right, or anything that concerns you. Your input is highly valued, and we hope you will feel comfortable enough to share your views with us anytime. A Grievance Procedure exists for parent concerns—forms are available at OOSH.

OOSH Extra

Throughout the year children learn to develop confidence and gain experience when OOSH present an item on stage to parents, friends and the community. Children are encouraged to plan and execute their own performances with support from educators. This aims to build teamwork and cooperation amongst each other and gives older children the opportunity to mentor younger children. Younger children in turn learn new skills and gain confidence.



Positive Guidance

(Behaviour Management)

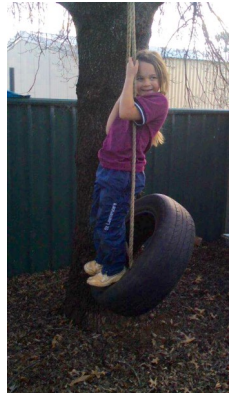
Children will be encouraged at all times to show respect for one another, educators and for the environment around them. Through positive communication with the children on an age appropriate level, the children will become familiar with the limits and expectations for their behaviour.

Children will be encouraged to resolve their own conflicts through role-modeling and positive reinforcement.

Where required, children may be re-directed from the situation in which they are having difficulties, and children will be encouraged to talk through the feelings and difficulties they are experiencing, and to empower them to become responsible for and to better manage their own actions.

The use of physical force or punishment will not be accepted or used at any time.

Educators at all times will maintain clear, consistent and realistic expectations for behaviour, which will assist the children in understanding and valuing these expectations. Educators will continue to be provided with opportunities for professional development in this area, to further develop their skills in positive guidance and appropriate strategies for behaviour management.



Excursions

May occur from time to time. Excursions may be either regular excursions or special excursions. A regular excursion form is attached to the Enrolment Form and should be completed on enrolment. Permission needs to be authorised for each special excursion. Children who do not have permission will not be able to attend special excursions. Parents will be invited to attend. Advance notice will be given and alternative arrangements will be made for children who are not involved.



Photography

With parent permission, we will take digital photos of children so that parents can share their child's time at OOSH. We will use these photos to assist us in program planning. We will also use these photos in promotions and news items for After School Care, including the local paper, Coonabarabran Times, reports for government, and any possible awards.



When you need a hand...

We want OOSH to support your family, and if we can help you in any way please ask us. If you have issues with other children, or health concerns, or are just having a bad day—our Coordinator is happy to spend time with you and try and be of assistance. We can organise extra days of care in cases of emergency and we may be able to provide parenting texts that might be of assistance.



IN CONCLUSION

Please be assured that our educators are here to make your child's experience at OOSH a positive one, so they find it enjoyable and feel secure, as well as providing valuable life skills for the future.



Complaints

A complaints/suggestion box will be available for parents at all times.

The service will support an individual's right to complain and will help them to clarify any complaints and try to resolve them.

A complaint can be informal or formal. It can be anything which an individual thinks is unfair or which makes them unhappy with the service.

All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other parents or educators not involved.

If an individual has a complaint or comment about the service, they will be encouraged to talk to the Co-ordinator who will arrange a time to discuss their concern and come to a resolution to address the issue. If the complaint is not handled at this level to the satisfaction of the person making the complaint they should discuss the issue with the Nominated Supervisor or liaison person of the Management, either in writing or verbally.

The Nominated Supervisor will discuss the issue with the Co-ordinator and develop a strategy for resolving the problem, this would be discussed further with the individual or if necessary a meeting will be organised with the Co-ordinator and individual to resolve the problem.

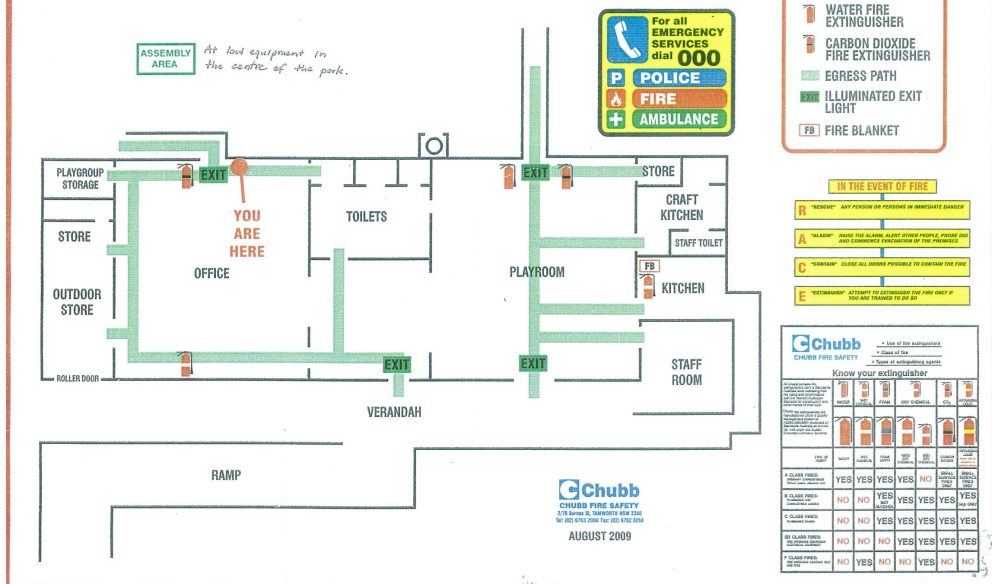
All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory time frames and have lead to amendments to policies and procedures where required.

The Nominated Supervisor will inform the person making the complaint of what has been decided regarding the issue. Educators will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis then the Co-ordinator will write personally to the individual making the complaint.

If any complaint cannot be resolved internally to the persons satisfaction, external options will be offered such as an



COONABARABRAN AFTER SCHOOL AND VACATION CARE FIRE & EMERGENCY EVACUATION PLAN



OOSH Educators



Toni Landers
Coordinator



Nathaniel Higham
Assistant Educator



Linda Miller
Senior Supervisor
Children's Services



Margaret Anderson
Manager Community Services