



## Campsie Child Care Centre - Outside School Hours Care

# Parent Handbook

Before School Care/Main Office: 44 - 48 Sixth Avenue, Campsie

After School Care and Vacation: Harcourt Public School, First Ave, Campsie



Email: [oshc@cass.org.au](mailto:oshc@cass.org.au)

Web: [www.campsiechildcare.org.au](http://www.campsiechildcare.org.au)

Facebook: [OutsideSchoolHoursCare.CCCC](https://www.facebook.com/OutsideSchoolHoursCare.CCCC)

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Campsie Child care Centre- Outside School Hours Care is managed by CASS. We are licensed to provide before and after school care and vacation Care to school aged children (5-12 years). Our service is an Australian government approved child care service and parents who are eligible for Child Care Benefit can choose to receive Child Care Benefit as a fee reduction.

## Our Vision & Philosophy

### Vision Statement

Campsie Child Care Centre – OOSH Care Service recognises the uniqueness of each child and the importance of play in the lives of children. Our staff, working in partnership with families, are committed to providing quality care within a caring environment that embraces diversity.

### PHILOSOPHY

The overall aim of Campsie Child Care Centre – OOSH Care service is to promote the well-being of children under our care through our risk management efforts and non-discrimination practice in child care programs. We value and believe in a caring and stimulating environment which provides safety and security for children.

Individual children are valued and encouraged to choose activities in which they are interested. Play enables children to learn by ‘hands on experiences’. We recognise that play is the means by which young children develop their physical, intellectual and social/emotional skills.

At Campsie Child Care Centre – OOSH Care we value and believe in fairness, equity and inclusion of all families, children and staff. We value the importance of children’s health, wellbeing and development. Campsie Child Care Centre – OOSH Care will seek to carry out the following objectives:

- (a) **Provide** an educational program based on the ‘My Time, Our Place’: The Early Years Learning Framework which is built on children’s interests in a calm and caring environment.
- (b) **Provide** a meaningful educational program taking into account the different abilities and strengths of the children, with the aim of improving the educational and developmental outcomes for children.
- (c) **Provide** an education program which acknowledges and includes the diverse experiences, perspectives, expectations, knowledge and skills of all children, including school age children.
- (d) **Encourage** the participation of children with additional needs and provide opportunities to develop their potential.
- (e) **Value** individuality and the diverse community we serve.

- (f) **Adopt** inclusive principles and practices, having regards to the children’s abilities, culture, religion and linguistic backgrounds.
- (g) **Respect** differences, value cultural diversity and share traditions with respect and appreciation.
- (h) **Encourage** the participation and contribution of families; and work in partnership to improve educational outcomes for the children.
- (i) **Take** active role in caring for its environment and contribute to a sustainable future.
- (j) **Commit** to professional teamwork where the staff values and respects one another and the contribution they make to ensure a cohesive team.
- (k) **Commit** to ongoing professional development.
- (l) **Support** the principles of social justice.
- (k) **Commit** to continuous improvement and quality.

A copy of **CASS Children's Services Policies and Procedures Manual** is kept on the sign in/out table for parents' perusal. Parents are welcome to access the Manual.

## OSHC Program

The qualified OSHC Coordinator and the team members provide children with opportunities to maximize their potential and develop a foundation for future success in life.

We aim to develop and implement a program based on *My Time, Our Place – Framework for School Age Care in Australia* and it is appropriate to the developmental and leisure needs of children. The programs are stimulating and interesting, and it encourages children to play, explore and develop new skills.

A balanced program will be implemented, providing opportunities for children to engage in indoor/outdoor, quiet/active, open/closed ended and small/large group activities. All children are encouraged to engage in all experiences. The programs provide children with opportunities for self-expression and self-direction. The programs also provide opportunities for children to develop friendships, cooperation, leadership and social skills.

We apply the following principles as the starting point for good practice: -

- Promote the importance of play

- Reflect the cultural and language diversity of families and the community
- Promote the respect for self & others
- Acknowledge each child as unique
- Address children's need for security and trust, and a positive self concept
- See parents as partners
- Regard staffs as role models

The indoor/Outdoor program is displayed near sign in/out folder. The program will be implemented flexibly to meet the needs and interests of the children, also allowing spontaneity and enjoyment in the services unit. Children and families are welcome to be actively involved in the planning, implementation and evaluation of the program.

## Parent Involvement

Parent involvement is welcome. Family members are encouraged to work with staff in partnership by contributing ideas and participating in our services unit's operations, planning and programs.

Parents are welcome to become a member (shareholder) of CASS to help in serving the community.

## Types of Service

### Before School Care:

- Regular Care and Casual Care

Monday to Friday during school terms, 6:30-8:50 a.m. & 3:00-6:00 p.m. Breakfast is provided. We will take your children to school and collect your children from school (Harcourt Public School) to our Centre.

### After School Care:

- Regular three- hour Care & Regular one-hour Care
- Casual three-hour Care & Casual one-hour Care

- Monday to Friday during school terms, 3:00pm-6:00 p.m. Afternoon tea and recreational activities will be provided. There will also be assistance available for homework when needed. We will collect your children from school (Harcourt Public School) to our Centre.

### Vacation Care

The services are also available for Vacation Care from Monday to Friday during school holidays, 6:30 a.m. to 6:00 p.m. We provide recreational programs (e.g. excursions, art & craft activities, indoor and outdoor games).

### **Regular care**

- Regular care is defined as care that is booked on a permanent regular pattern and the child attends the services on a regular pattern every week.
- If parents wish to make any changes to days for regular care, they need to fill in the 'Change of Attendance' form and give the form to our OSHC staff at least 2 weeks before changes can be effected. Changes can only be made possible if places are available for the new dates required. Verbal notification will not be accepted.
- If parents wish to reduce the number of days per week that their child is attending the service, they need to fill in the 'Change of Attendance' form and give the form to our OSHC staff at least 2 weeks before changes can be effected. Fees for the original bookings will continue to be charged if 2 weeks' notice is not given. School holiday period cannot be part of the notification period. Verbal notification will not be accepted.
- If parents wish to terminate the service, they need to fill in the 'Termination form' and give the form to our OSHC staff at least 2 weeks before termination. Fees will be charged for the 2 weeks in lieu of notice. School holiday period cannot be part of the notification period. Verbal notification will not be accepted.
- The child needs to be physically present for the last session of care before termination in order for CCB to be claimed. If the child is absent on the last session of care, the full fee must be charged.

### **Casual Care**

- Casual Care caters for families who do not require the service on a regular basis, but as a form

of occasional care.

- Casual Care needs to be booked at least 1 week in advance.
- Casual Care places will only be offered when there are vacancies. If no vacancies exist, child will be placed on a waiting list and booking will be confirmed the day before.
- If parents wish to cancel their Casual Care booking, they need to give the Service at least 24 hours' notice by filling in the 'Cancellation of Casual Care Form'. Casual Care fees will apply if parents have not given the Service 24 hours' notice regarding the cancellation. Casual Care fees will apply if the child does not turn up for Casual Care booked and the parent has not notified the Service 24 hours in advance.

## Service Fees

Parents are advised to apply for Child Care Benefit (CCB) through the Service Centre of the Department of Human Services in order to receive a subsidized fee.

Fees are charged during school terms only. Parents are required to pay fees in advance. Fees must be paid on the first day of each week the child attends the service, and for any absent days including absences due to illness or holidays.

Fees are payable for all public holidays, except for the 2 weeks during Christmas and New Year break when the services unit is closed.

Families are required to pay child care fees in advance. Fees must be paid on the first day of every fortnightly payment cycle and will be transferred by Direct Debit.

A tax invoice will be issued once every fortnight and placed in the child's receipt pocket.

## Child Care Benefit (CCB) & Child Care Rebate (CCR)

A family subsidy (Child Care Benefit) is available from the Family Assistance Office (FAO). The Family Assistance Office will assess parents' taxable income and a scale will be used to determine the amount of assistance each family will receive. The assistance may be claimed at a reduced

Service fee or at the end of the financial year. Every family regardless of their income is entitled to this assistance.

The Child Care Rebate covers 50% of out of pocket expenses up to a maximum amount each year. The Child Care Rebate is not income tested. If you are claiming Child Care Benefit you are eligible for the Child Care Rebate if you meet a “work study test”.

## The New Child Care Package

From 1 July 2018, a new streamlined **Child Care Subsidy (CCS)** will roll two payments into one. In April 2018 all families currently in receipt of Child Care Benefit and /or Child Care Rebate for approved care will receive a Centrelink letter about transition to Child Care Subsidy. Families should follow the instructions in their Centrelink letter and go online to complete their Child Care subsidy assessment or claim for Child Care Subsidy as soon as possible.

Centrelink will send families an assessment of their Child Care Subsidy eligibility and entitlement after they complete their Child Care Subsidy assessment or Child Care Subsidy claim online. Child Care Subsidy will be paid directly to provider/s on behalf of these families from 2 July 2018

## Immunisation

Under the NSW Public Health Act 2010, an approved immunisation form from the Australian Immunisation Register (AIR) must be provided in order to enrol your child as follow:

- An **Immunisation History Statement** showing your child’s immunisations are up to date (including if your child has a medical contraindication or natural immunity to some or all vaccines), or
- An **Immunisation History Form** where an immunisation provider has certified vaccines given by another immunisation provider (i.e. vaccines given overseas) and ‘or organized to commence your child on a catch-up schedule for any overdue vaccines

Other immunisation records, such as the **Interim NSW Vaccination Objection Form, Blue Book, a GP letter or an overseas immunisation record** are not acceptable.

## Enrolment Information

There are a few documents we require from you to process your child’s application. These are:

1. A birth certificate
2. Proof of address
3. Under the NSW Public Health Act 2010, an approved immunisation form from the Australian Immunisation Register (AIR) must be provided in order to enroll your child as follows:
  - i. An Immunisation history Statement, or
  - ii. An Immunisation History Form

Prior to commencing at our Service, you will be required to complete all enrolment documentation and pay the administration fee.

Please understand that it is essential we have up-to-date information in case of an emergency. It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- Address
- Health
- Telephone/mobile numbers
- Contact details
- Family changes
- Emergency contact information details etc.

We are also required to have certified copies of any court orders relating to the child.

## Waiting List/ Priority of Access

Parents wishing to enroll their child for the service but no vacancies are available, are advised to put their child’s name on the waiting List. When a number of parents are applying for a limited number of vacant places, the services unit follows the Australian Government “Priority of Access Guidelines” in order to offer a place to a child from the waiting List. The priority of access Guidelines are:



Priority 1—a child at risk of serious abuse or neglect.

Priority 2—a child of a parent (or both parents if you have a partner) who satisfies the Government’s work, training, study test.

Priority 3— any other child.

The services unit may ask a priority 3 child to vacate a place to make room for a child with a higher priority. At least 14 days’ notice will be given to a priority 3 child if the need to vacate arises.

## Absences from child Care

Under the Child Care Management System (CCMS) each child is eligible to receive Child Care benefit for up to 42 days of absences per financial year. These absences can be used for any reason and without proof of circumstances. Any additional absences can attract CCB if it meets the additional absence criteria and is supported by additional documentation and/or approved by the Department of Human Services.

### Additional absences reasons include:

- An illness (with a medical certificate).
- An outbreak of infectious disease when the child is not immunised.
- Any other absences due to sickness of the child, a parent or sibling, supported by medical certificate.
- A parent being on rotating shifts or rostered day off.
- A temporary closure of a school or a pupil free day.
- Shared custody arrangements due to a court order, consent order or parenting order
- Access visit to school
- Exceptional circumstances

Parents are not eligible to claim (CCB) for absences that occur on the first enrolled day/s and on the last enrolled day/s at the service. The full cost of child care must be paid.

## Arrival and Departure Times for Children

- All children must be signed in and out in the attendance sheet by parents or authorised person every day. All absences on the child's attendance record need to be confirmed by signature by parents or authorized person upon returning to the centre.
- Parents are to inform staff when a child has arrived and when he/she is going home by teaching your child to greet and say 'goodbye' to staff.
- Only the people nominated by parents on the enrolment form have authority to collect children from the services unit.
- For anyone else to collect a child, parents must notify the staff of the person collecting their child, and these persons will be required to show proof of identity (with photo) before the child is allowed to leave with them. In all cases it is left to the discretion of the Director to decide who will be able to collect the child.
- Children will not be admitted to the services unit before 6:30 a.m.

### Late Collection Fees

A late fee will be charged for any child being picked up after 6:00 p.m.

- For the first 5 minutes after 6:00pm, \$1.00 per minute;
- For the next 5 minutes, \$5.00 per minute; and
- Thereafter \$10 per minute.

If you are running late to pick your child up, please ring the OSHC staff on 0404349092 and let them know.

The late collection fee must be paid on the spot to the staff member present or placed in the fee box, in a clearly labelled envelop with the child's name, amount and fee for late collection. The clock at the services unit will be the reference for applying the late fee amount.

The late collection fee will be deducted from your Child Care fee on the following week if the due amount is not received by the office on the next day the child attends the service.

### Meals

We provide safe, appetising and nutritious breakfast/afternoon tea for Before/After School Care children. The meals reflect Australia's multicultural ideals. The needs of children with dietary restrictions will be met. However, parents will be required to provide the food which is either costly or difficult to obtain. All foods are prepared, kept and served hygienically to prevent food contamination. Before-school care and vacation care children will be asked to bring their own food and drinks. Water will be provided at all times.

Apart from meeting the nutritional needs of children, mealtime is an enjoyable social experience allowing child/child and child/adult interactions. It also provides an opportunity for educating children with positive eating habits and table manners.

*The menu is displayed near sign in/out folder. Welcome to contribute recipes of their cultures.*

## Diversity and Inclusion

We respect the diversity among children, families and staff, and we work towards seeing difference as enriching throughout our services unit and the community.

- ❖ Guidelines for the implementation of a cross-cultural and non-discriminatory curriculum
  - Structure the physical environment which reflects diversity
  - Incorporate aspects of a variety of cultures in the program
  - Help children learn respect and care through positive guidance method
  - Promote staff development on multicultural issues
  - Promote acceptance of other languages
- ❖ Guidelines for the implementation of non-sexism program
  - encourage positive attitudes towards gender equity
  - present experiences and resources for the children, which are not based on sex role stereotypes
- ❖ Guidelines for the implementation of Aboriginal awareness and culture perspective
  - incorporate stories, books, crafts, action rhymes and dance and other suitable forms from Aboriginal culture in the program
  - use pictures, displays and other suitable visual means to reflect the Aboriginal nature of Australia

- gather information about the Aboriginal society from Aboriginal people or organisations which have developed appropriate curricula concerning Aboriginal culture
- ❖ Guidelines for inclusion of children with additional needs
  - consult with the child's family resource persons and professionals to plan and implement an individual program for the child
  - keep written records relating to the child's integration for continual evaluation and development

## Behaviour Guidance

We aim to provide an environment where all children feel safe and cared for and one which encourages co-operation and positive interactions between all people. We will take actions to ensure that bullying cannot flourish.

Children are involved and families are consulted in setting rules and limits based on safety, respect for others, order, cleanliness and rules which help to create a caring environment. Children are to be given opportunities that enable them to be responsible for their own behaviour through helping them to develop problem solving skills.

When handling the challenging behaviour of children, staff will use the positive guidance approach. Staff will help children differentiate between the appropriate and inappropriate behaviours by explaining the rationale for why they should not behave in a particular way and the possible consequences. Staff will encourage positive behaviour by being role models, diverting children to more appropriate activities, showing appreciation for appropriate behaviour and building on each child's strengths and achievements. All staff will refrain from using prohibited practices of teaching that are abusive, unlawful or unethical.

## Exclusion

- ❖ When children are feeling unwell, our services unit is not the best place for them. Parents have to arrange emergency care for their sick child(ren).
- ❖ If your child has an infection that could spread to other children, you should tell the staff.

- ❖ The services unit strictly abides by the NSW Health guidelines in respect of infectious diseases and exclusions.

## Medication

- ❖ Staff will only administer prescribed medications and other medications provided that the Doctor or Pharmacy label is written in English and intact with the name of the child, dosage required and time to be given. Expiry date should be clearly visible and legible.
- ❖ Parents are required to complete the Medication Form.  
(No medication will be given without written authorisation from Parent/guardian)
- ❖ Give medication to Staff. **Do not** leave medication in a child's bag.
- ❖ Parents must inform the staff if their child is/will be away (e.g. sick, holiday). Fee is still applicable to sick leave.

## Sun Safety

- ❖ Outdoor Play Time is scheduled before 8:30 a.m. for before school care children and after 3:30 p.m. for after school care children
- ❖ Encourage all children to wear hats and for vacation care children to wear sun protection clothing (with a collar, sleeves and long pants)
- ❖ Encourage children to play under shade.
- ❖ Children are asked to bring their sunscreen. If children have not brought their sunscreen, SPF30+ Sunscreen from our services unit is accessible to children.

## Child Protection

- ❖ The services unit has responsibilities to provide safe environment for children that are free of any type of abuse or harassment including sexual, physical or emotional abuse and neglect.
- ❖ Our services emphasize the prevention of abuse through careful procedures for screening prospective staff and volunteers, employment of positive discipline policy, reporting suspected child abuse and neglect, and the proactive training of children & staff.

- ❖ Before employment, staff members are screened by having the “Working with Children Check” in accordance with the Child Protection (Prohibited Employment) Act 1998, and their references and background are checked.
- ❖ All staff should refrain from using prohibited practices of teaching that are abusive, unlawful, and unethical.
- ❖ From time to time, the services unit arrange staff to attend relevant training on child protection.
- ❖ The Director shall respond immediately and sensitively to any allegations of abuse and address the issue with appropriate responses including rendering immediate action to protect from further abuse and offering legal, medical and/or psychological assistance as appropriate.
- ❖ Staff are made aware that they have a legal obligation to report suspected abuse cases.
- ❖ In case there’s reasonable belief that a child is at **risk of significant harm**, the Child Protection Helpline (133 627) will be contacted.
- ❖ The general public will continue to make reports to the Child Protection Helpline by calling **132 111**.

## Child Record

- ❖ The service needs to collect some personal information of your child in order to meet the requirements of the childcare related Regulation, fulfill the duty of care, and provide culturally, individually and developmentally appropriate experiences for your child.
- ❖ Personal information will not be disclosed, used for other purposes or given to other organisations unless
  - parental consent has been given or
  - the use or disclosure is required or authorised by or under the law / is necessary to protect the health or safety of another individual.
- ❖ The personal information of your child is only accessible on a need-to-know basis by the services unit’s staff and management personnel of the Approved Provider, i.e. CASS Ltd.,
- ❖ Child Record is stored within the services unit and is not accessible to the general public.

- ❖ Parents can request to access and change their child's records. Parents are asked to contact the Director, office clerks or the child's caregiver (educator) to update or correct their child's records.

## Complaints & Disputes Handling and Resolutions

- ❖ The services unit welcomes genuine complaints as opportunities to meeting the children's needs and to improving the delivery of services to the services users.
- ❖ Parents can raise concerns to the Director or staff.
- ❖ Serious complaints shall be dealt with directly by the Director in consultation with CASS Executive Staff. If a matter still cannot be resolved, the person raising the issues shall fill out a formal complaint form and lodge it to CASS Children's Services Committee.

## Emergency Evacuation

For the safety of our staff, children and our entire service users, the Emergency Evacuation is practiced once every three months. **For the Before School care service**, once the emergency bell rings, staff direct children to evacuate from the premises through the exit gates towards the park at the end of Sixth Ave. In Case of a real emergency and we can't return to the services unit, **No 21, Seventh Ave, Campsie** (CASS Family Day Care Office) will be used as our emergency shelter. Parents are advised to pick their children up at that address.

**For the After School care Service**, staff direct children to evacuate from the premises emergency. **Campsie Child Care Centre at 44-48 Sixth Avenue, Campsie** will be used as our emergency shelter. Parents are advised to pick their children up at that address.